

## Therapeutic Service Agreement

*By booking an appointment you are consenting to these terms & conditions of service.*

**I am committed to providing ethical, trauma informed and culturally responsive therapeutic services. Please feel welcome to raise any queries or concerns at any time.**

### Appointments

- Standard 50-minute appointments are booked and paid in advance online (availability shown in the online booking calendar).
- Appointments are provided by Zoom or by phone at your request.
- You are welcome to reschedule and rebook online – please avoid making changes to a booked appointment within 48 hours.
- Cancellations within 48 hours are non-refundable.

### Your therapeutic process

- We will work at your pace and discuss the progress and closing of our therapeutic relationship in a way that supports your healing and growth. When we come close to the end of our collaboration, I encourage you to arrange a few final sessions so that we can consolidate the work you have done.
- The therapeutic process can be very rewarding and also hard work! Please feel welcome to let me know how you are travelling and if you wish to change the pace or take a break.
- Consider keeping a journal (e.g. writing, doodling, voice recording) to support your therapeutic process.
- Resources are published on my website and I'm happy to suggest others if you have particular interests.
- Crisis services are not provided:** if you require additional support between scheduled appointments we can discuss relevant referrals, telephone helplines and other services.

### Confidentiality & limits

I am governed by the Codes of Conduct provided by national accreditation bodies PACFA and AAOS and attend regular clinical supervision to sustain my professional ethical practice (no personal details are disclosed).

Our professional therapeutic engagement is private and confidential with the following exceptions:

- if you disclose (or I identify) a child may be at risk of significant harm (NSW Mandatory Reporter Guide);
- if you disclose (or I identify) risk of suicide or significant risk to you or someone else; or
- if I am required by law to disclose information e.g. court-ordered subpoena.  
(Please let me know in advance if you believe this may be a possibility.)

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### Alison Hood

**Trauma-informed Clinical Supervisor, Therapist, Academic Teacher, Trainer**

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