

## Counselling Service Agreement

Welcome to Haven Therapy Co. This document outlines important information about counselling services, privacy, boundaries, fees, and client responsibilities.

Please read this document carefully and discuss any questions before commencing services.

### 1. Nature of Counselling

Counselling is a collaborative process designed to support emotional wellbeing, self-awareness, personal growth, and improved coping strategies.

Counselling may involve:

- Exploring thoughts, emotions, behaviours, and relationships
- Developing coping strategies and emotional regulation skills
- Discussing difficult life experiences
- Building insight and self-awareness
- Setting personal goals and strategies for change

Counselling outcomes cannot be guaranteed, and progress may vary between individuals.

### 2. Confidentiality

All information shared during counselling sessions is treated confidentially and managed in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Information may only be disclosed without consent where:

- There is a serious risk of harm to yourself or another person
- A child or vulnerable person is at risk of harm or neglect
- Disclosure is required by law, subpoena, or court order
- Mandatory reporting obligations apply

Where appropriate and practical, Haven Therapy Co will attempt to discuss disclosure with you before information is shared.

### 3. AI-Assisted Clinical Documentation

Haven Therapy Co may use Heidi Health, an AI-assisted clinical documentation platform, to support accurate and efficient note-taking.

- Session audio is processed securely to assist in generating clinical notes.
- Audio is not retained after transcription is completed.
- All AI-generated documentation is reviewed, edited, and approved by your practitioner.

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- Heidi Health is used solely to support documentation and does not provide clinical advice or treatment recommendations.
- Clients may decline or withdraw consent to AI-assisted documentation at any time.

Further information is available in the AI Consent Form.

### 4. Telehealth Services

Telehealth sessions are conducted using secure online platforms.

Clients acknowledge that:

- While reasonable safeguards are used, no electronic system can be guaranteed to be completely secure.
- Clients are responsible for attending sessions from a private and safe location where possible.
- Telehealth may not be appropriate during emergencies or crisis situations.

### 5. Communication Between Sessions

Haven Therapy Co does not provide crisis or emergency support.

Clients are encouraged to use email or SMS for:

- Appointment scheduling
- Administrative questions
- Non-urgent communication

Responses may not be immediate and are generally provided during business hours.

Social media messaging platforms are not used for therapeutic communication.

If you require urgent support, please contact:

- Lifeline: 13 11 14
- Mental Health Line NSW: 1800 011 511
- Emergency Services: 000

### 6. Fees & Cancellation Policy

Session fees are payable at the time of appointment unless otherwise arranged.

Cancellation Policy:

- A minimum of 24 hours' notice is required to cancel or reschedule appointments.
- Late cancellations or missed appointments may incur the full session fee.

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- Repeated non-attendance may result in discharge from services.

### 7. Client Responsibilities

Clients are encouraged to:

- Attend sessions consistently
- Participate honestly and respectfully
- Communicate concerns openly where possible
- Notify Haven Therapy Co of relevant changes to contact or health information
- Engage in counselling at a pace that feels safe and manageable

### 8. Practitioner Responsibilities

Haven Therapy Co is committed to:

- Providing professional and ethical counselling services
- Maintaining confidentiality and privacy
- Working within professional scope of practice
- Referring to other services where clinically appropriate
- Creating a respectful and supportive therapeutic environment

### 9. Complaints

If you have concerns regarding services provided, please discuss them directly with Haven Therapy Co where possible.

Formal complaints may be submitted in writing to:

[admin@haventherapyco.com.au](mailto:admin@haventherapyco.com.au)

If concerns cannot be resolved, clients may contact the Office of the Australian Information Commissioner (OAIC) or relevant professional bodies where appropriate.

### 10. Consent

I acknowledge that:

- I have read and understood this Service Agreement.
- I understand the nature and limitations of counselling services.
- I understand confidentiality and its legal limitations.
- I understand the cancellation policy.
- I have had the opportunity to ask questions.
- I consent to participate in counselling services with Haven Therapy Co.



## Counselling Service Agreement

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

