



## COUNSELLING SERVICE

Counselling is a mutual and collaborative process between the client and therapist. In this service, a holistic, safe and non-judgmental approach to therapy is promoted. Counselling is provided through both; face to face, and over the phone methods, based on client needs. Diagnostic or medical advice and court reports are not provided as part of this service. If you require this service, support with a referral is provided.

## CONFIDENTIALITY

I am committed to providing quality services to you whilst maintaining privacy and confidentiality, under the Privacy Act 1988 (Cth) (the Privacy Act). What you discuss in our sessions, will remain confidential however, there are some exceptions:

1. If you disclose a risk of harm to either yourself or someone else.
2. As a therapist I am bound by law, and mandatory reporting is required for any disclosure of child abuse or risk.
3. Whether information is subpoenaed by court or other services with similar powers, such as probation and parole or care and protection (NSW).
4. If a serious crime is reported, then I am ethically obliged to report that incident to the appropriate authorities.

## RECORD KEEPING AND STORAGE

It is standard practice by all health professionals to obtain information as part of the assessment and counselling service. This information is confidential and securely stored. It is only seen by the therapist.

## ACCESS TO CLIENT INFORMATION

At any stage you as a client are entitled to access the information kept on file, unless the relevant legislation provides otherwise. The counsellor may discuss with you appropriate forms of access.

## APPOINTMENT CONFIRMATION & CANCELLATION POLICY

A text message reminder will be sent to you up to 24 hours prior to the appointment. Confirmations to these messages are appreciated.

Should you wish to cancel the appointment, please respond to the text *before MIDNIGHT the day it was sent*. Replies after this deadline, or a no-show to the appointment, will incur a **\$50 cancellation fee** that will be applied to the next scheduled appointment.

## FEES & SESSION DETAILS

Initial Assessment: **\$85.00** / Session Fees: **\$80.00** / Concession or Student Session Fees: **\$65.00**  
Letter Requests: **\$30.00** (will only be provided after the client has attended a minimum of 3 sessions).

**Fees can be negotiated** under certain circumstances. A concession or student card must be provided for viewing, for the concession or student rate. Sessions are between **50-60 minutes in duration**. However, please allow up to 90 minutes for the initial assessment session.

**Amount agreed upon for session fees: \$** TBA at Initial Consult

## EMERGENCIES:

For a crisis outside of business hours, it is important to be aware of support services that are available to you in your community e.g. Life Line (13 11 14), Beyond Blue (1300 224 636), or emergency services (000).

I have read and understood the above and agree to commence counselling based on these conditions for the services provided:

Client Name \_\_\_\_\_ Client Signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Counsellor Name \_\_\_\_\_ Counsellor Signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_