

TERMS AND CONDITIONS

Last updated: August 2026

Service provider: Counselling For Her Pty Ltd | ABN 11 677 421 046

Treating counsellor: Jicinta Elliott, ACA Level 4 Registered Clinical Counsellor

1. About these terms

These Terms and Conditions apply to counselling services booked with Jicinta Elliott through this website or a linked booking system. Counselling For Her Pty Ltd (the Practice) provides the services, and Jicinta Elliott is the consulting counsellor. In these terms, 'I' and 'me' refer to Jicinta Elliott, 'the Practice' refers to Counselling For Her Pty Ltd, and 'you' refers to each person receiving or arranging counselling.

By booking or attending a session, or by selecting the acceptance box during booking, you confirm that you have read and agree to these terms. Each adult taking part in individual, relationship or family counselling is asked to accept them. If you arrange counselling for another person, you confirm that you have authority to do so; the client will also be involved in consent wherever they are able to provide it.

If you have questions about these terms, please contact me before your appointment.

2. What counselling involves

Counselling is a collaborative process. Sessions may involve discussing your experiences, relationships, emotions, patterns, goals and possible ways forward. I will provide services with due care and skill and within my professional scope, but counselling outcomes vary and no particular result can be guaranteed.

Counselling is not a substitute for emergency, medical or psychiatric care. I do not prescribe medication and the service is not designed to provide crisis response, legal advice or medical diagnosis. I may recommend that you also seek support from a GP, psychologist, psychiatrist, allied health practitioner or another specialist where this would better meet your needs.

You may ask questions, decline a particular approach, request a referral or end counselling at any time. Fees already incurred and the cancellation policy still apply.

3. Suitability, safety and emergencies

This is an appointment-based service, and we do not monitor messages continuously. If you or another person is in immediate danger, call 000 or attend the nearest emergency department. For 24-hour crisis support, contact Lifeline on 13 11 14. For family, domestic or sexual violence support, contact 1800RESPECT on 1800 737 732.

I may pause, decline or end counselling where the service is outside my scope, a conflict of interest arises, risks cannot be safely managed, payment remains outstanding, or the therapeutic relationship is no longer workable. Where appropriate and reasonably possible, I will discuss this with you and offer referral options.

4. Appointments and participation

Session length, location and format are shown when you book. Please arrive or join on time and be available for the full session. If you are late, the session will usually still finish at the scheduled time. If you are more than 15 minutes late and have not contacted me, the appointment may be treated as a late cancellation or non-attendance.

Please attend sessions free from the effects of alcohol or non-prescribed drugs and communicate respectfully. A session may be ended if behaviour becomes abusive, threatening, unsafe or

substantially affected by intoxication. The full fee may apply where the booked time cannot reasonably be offered to another client.

You must not photograph, video, audio-record, transcribe or use automated recording tools during a session unless every participant and I have agreed in writing beforehand.

5. Fees, payment and rebates

Current fees are displayed on the booking page or confirmed with you before the service is provided. You must provide a valid payment method when requested. Unless another arrangement has been agreed, the session fee may be charged on the day of the appointment. Overdue accounts may need to be paid before another appointment is offered.

Counselling is a private service. Medicare rebates do not apply. If you intend to claim through private health insurance or another funder, you are responsible for checking your eligibility and the amount that may be reimbursed.

Nothing in these terms excludes, restricts or modifies any consumer guarantee or other right that cannot lawfully be excluded under the Australian Consumer Law.

6. Cancellation and rescheduling

Please provide at least 2 clear business days' notice if you need to cancel or reschedule. Cancellations made less than 2 business days before the appointment, or non-attendance, will usually incur the full session fee because that time has been reserved for you and may not be available to another client.

If illness or an exceptional circumstance prevents attendance, please contact me as soon as possible. Any waiver or reduction is considered case by case and is not automatic.

If I need to cancel or reschedule, you will not be charged for the cancelled session. Any amount already paid will be refunded or transferred to another appointment, according to your preference.

7. Online counselling

For online sessions, you are responsible for choosing a private and reasonably secure place, using a suitable device and internet connection, and providing your current location and an emergency contact if requested for safety. You must be physically located in Australia during the session unless we have agreed otherwise in advance.

Technology can occasionally fail. We will make reasonable efforts to reconnect. If a significant interruption is caused by the Practice's systems, I will arrange a fair alternative such as completing, rescheduling or crediting the affected time. If the interruption is caused by your device, connection or environment, the appointment fee may still apply.

8. Privacy, records and confidentiality

Your personal and health information is handled in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Privacy Policy available on this website. Information is collected and used where reasonably necessary to provide counselling, manage appointments and payments, maintain clinical records, meet professional obligations and operate the Practice.

Counselling is confidential, but confidentiality is not absolute. Information may be used or disclosed:

- with your consent;
- where required or authorised by law, including in response to a valid court order or subpoena;
- where reasonably necessary to lessen or prevent a serious threat to a person's life, health or safety and disclosure is permitted by law;
- where there are child-safety or other safeguarding concerns and disclosure is required or authorised by law;
- for confidential clinical supervision or professional consultation, using de-identified information where practicable; or

- (non-clinical information) to trusted service providers involved in bookings, records, telehealth, payment processing, IT support or professional advice, subject to appropriate privacy and confidentiality obligations.

Clinical records may be requested under legal process. Email and SMS are useful for administration but cannot be guaranteed to be completely secure and should not be used for urgent or highly sensitive clinical communication.

9. Relationship and family counselling

When more than one person attends, each participant is a client of the counselling process and is expected to respect the privacy of the others. I will explain how joint records, individual contact and any separate sessions will be handled.

Information shared with me separately may need to be discussed in the joint work if it is materially relevant to the relationship, informed consent or safety. I cannot agree in advance to keep information secret where doing so would undermine the counselling process or create a safety concern. If this arises, I will discuss the appropriate next step with the person involved.

An individual conversation held as part of relationship counselling does not automatically establish a separate individual counselling relationship unless we expressly agree to that arrangement.

10. Clients under 18

If counselling is arranged for a person under 18, the person making the booking is responsible for having legal authority to consent and for ensuring that any parenting, guardianship or court orders permit the appointment. Copies of relevant orders may be requested. The young person's views, privacy and capacity to participate in decisions will be respected in a way that is appropriate to their age, circumstances and safety.

11. Third-party funding

If another person or organisation is paying for your sessions, the Practice may share the minimum information reasonably needed for administration, invoicing and payment, such as your name, appointment date, attendance and fee. Therapeutic content will not be shared without your consent unless disclosure is required or authorised by law.

You are responsible for checking any funding approval or limits. If a funder declines payment, you may be responsible for the fee where this was explained and agreed before the service was provided. A separate service agreement may apply to NDIS or other funded services; where there is an inconsistency, that agreement applies to the funded service.

12. Concerns and complaints

You are welcome to raise a concern directly with me so I can understand it and respond. You can email support@counsellingforher.com.au or call 0450 066 431.

You may also contact the Australian Counselling Association through its [complaints process](#). For health services provided in Queensland, you may contact the [Office of the Health Ombudsman](#).

13. Changes to these terms

The Practice may update these terms when services, professional requirements or laws change. The current version will be published on the website with its update date. A material change will apply prospectively and will not remove rights or obligations that arose before the change.