



Terms & Conditions

Counselling For Her (CFH) is a proprietary limited company and private counselling service. Throughout these terms and conditions, the following terms may be used:

- “I”, “me”, “my”, “we”, “us”, “our”, “Counsellor” and/or “service provider” refer to Counselling For Her.
- “you”, “your”, “you’re”, “user” and/or “client” refer to you.

Acceptance, Non-Acceptance and Amendment of Terms and Conditions

The offer for provision of counselling services by CFH is contingent on your agreement to the terms and conditions within this document that then form a contract between CFH as the service provider for counselling services and you the client or user of these counselling services. By booking any of the services through the booking website (referred to as the ‘website’) and selecting the ‘I agree’ button upon payment, you agree to be bound by these terms and conditions including any policies referenced within. CFH takes no liability for checking parenting or consent orders for a child or adolescent prior to booking or undertaking a counselling session. The person booking the child or adolescent in for a counselling session has sole responsibility for ensuring any parenting or consent orders allow the child or adolescent to attend the counselling session, by booking an appointment this person takes liability for any non-compliance with any parenting or consent orders.

If you do not accept these terms and conditions then you will not be able to book counselling services with CFH.

You are encouraged to carefully read and understand these terms and conditions prior to your acceptance. Any questions, concerns or issues with the terms and conditions of CFH’s services can be raised via email at support@counsellingforher.com.au. CFH reserves the right to amend, update, change or remove any part of these terms and conditions by publishing the amended or updated terms and conditions on the website at our discretion.

Scope of Counselling Services

Counselling services provided by CFH are conducted by a qualified, accredited and experienced Counsellor. CFH provides a guarantee that the counselling services provided are provided with due care and skill. CFH commits to provide the counselling services at the nominated date and time of the session booked or if being rescheduled to then be provided in a reasonable time. CFH reserves the right to limit the availability, suspend or discontinue the provision of counselling services at any time, if made, these changes will be reflected on the booking website.

Session/ Consultation Structure

Counselling sessions provided by CFH range between a 45-minute to 60-minute duration at the counsellor’s clinical judgement and discretion the structure and general outlines of what you can expect from the services are detailed below:

Session 1: In this session the Counsellor takes the time to understand your reason and purpose for coming to a Counsellor and the desired results and expectations you’re looking to get out of the sessions. The Counsellor will establish and build rapport to better understand how therapies provided should be customised to you and your situation.

Session 2 and continuing sessions: The Counsellor will focus on your main or specific reason for seeking counselling. The Counsellor will provide evidence-based therapies based on your specific needs and situation. This may also include maintenance of the already covered therapies or discussion of other topics the client is experiencing.

It is noted that CFH does not guarantee any specific results from the outcome of the services as counselling requires two-way participation between Counsellor and client and everyone’s experience is different. CFH does not claim that you will experience an improvement due to your participation in the sessions however CFH will make every effort to ensure that the service is delivered with the due care and skill to try and achieve the outcomes you are seeking.

Client Rights, Responsibilities and Complaints Avenues

As a client receiving counselling services from CFH you have the right to be provided with services that are conducted with due care and skill by a qualified, accredited and experienced Counsellor. You have the right to ask questions and enquire to the nature of service and therapies provided by the Counsellor. Your personal privacy and information is protected and respected, you can read more about CFH’s privacy practices in the CFH Privacy Policy.

Further as a client and by agreeing to these terms and conditions of service you have a responsibility to be respectful to the Counsellor and respect the privacy of any other participants in a session (for example if it is a family or couple session) this includes not taking any photographs, videos or making any recordings through any form of technology or device without the consent of CFH and others involved.

If you have agreed to the terms and conditions and are in any way unhappy or dissatisfied with the service you are free to lodge a complaint with CFH through support@counsellingforher.com.au in the first instance and CFH will take all reasonable avenues available to remedy your complaint. If you are unhappy with the response from CFH you can take your complaint to the Australian Counselling Association via <https://theaca.net.au/complaints/>

Booking, Fees and Payment Terms

CFH reserves the right to modify prices at any time, of which will be published on the website at the time of modification. Available session times are listed on the booking website, sessions are limited to what is published and CFH reserves the right to change the days and hours of available session times at any point. Payment must be made in full at the time of booking. See the 'Attendance, Cancellation & Rescheduling Terms' section below for the cancellation and rescheduling policy.

Third-Party Payment and Information Sharing

If your counselling sessions are being funded by a third party—whether through a private arrangement or an external funding source—you acknowledge and agree that CFH will share your booking and attendance details with the paying party for the purpose of invoicing and receiving payment for services provided. No personal or therapeutic content from your sessions will be shared without your written consent.

Attendance, Cancellation & Rescheduling Terms

A cancellation within 48 hours or a no-show to a scheduled session will incur the full fee.

If you are ill and cannot make it to your session, contact CFH via support@counsellingforher.com.au or 0450066431. Change-of-mind refunds incur a processing fee of \$20.00 to cover processing costs and admin time.

When engaging with us we need you to:

- Make it to your session on time. If you are more than 15 minutes late to your session, we need to cancel the session
- Be available for your whole session. It's okay to leave but you won't get a credit for the time remaining
- Reconnect immediately if your session drops out due to technology
- Make space for your session in a private area that allows for conversation
- *If you are experiencing an emergency, you must contact an emergency service by calling 000*
- *If you are experiencing interpersonal conflict between sessions, please get in touch with 1800 RESPECT (1800 737 732) for timely support*

CFH reserves the right to cancel or reschedule a session at any time. In the rare and unlikely event that your Counsellor needs to cancel or reschedule your session, your Counsellor will endeavour to give you as much notice as reasonably practicable.

CFH can at any time refuse service if a client arrives under the influence of drugs or alcohol or becomes abusive or aggressive during the session, if refusal of service occurs the session will be cancelled and incur the full session fee.

Privacy Policy

CFH's privacy policy is available at all times through the CFH website. Please refer to this policy for information on CFH's privacy practices and approach to handling your personal information for services provided.

Your session is private and confidential unless

- You have an immediate plan to end your life
- You have a life-threatening injury
- You plan to cause significant harm to yourself or someone else
- You tell us you have a plan to commit a crime
- You mention hurting a child or endangering a child's wellbeing

Reasons a referral might be made

- With your consent, a referral may be necessary if your Practitioner assesses that this is not the best service for your situation.