

Please read through this 2-page service agreement. Should you decide to engage my services I will send a copy for signing through your email address, which can be done without any printing.

I will walk you through it, so no need to worry if you are not technically minded!!



Counselling Qualification

Bachelor of Counselling
PACFA Certified Practising Counsellor
Reg. Clinical No. 26621
ABN 39 715 958 476

Service offered

Therapeutic counselling sessions are tailored to individual/couple specific and unique needs. My goal is to truly understand life how you experience it. In doing so, I hope for you to feel that you are not alone. You are in total of control of what we explore. My role is to help raise your self-awareness levels, reinforce existing strengths, and generate appropriate strategies (*with You*) to support the achieving of your aims. Sometimes, that aim is simply to understand what is happening, other times it is to create change. Nothing is set in stone, other than my commitment to stand by you.

- Mode of delivery is by video and telephone. Video will require access to a webcam. A link is sent via email to access the video platform that I use (Zoom). We can iron any wrinkles out in the first appointment.
- 60-minute appointments, with the first appointment including an intake process
- Children must have permission of parent/guardian – age parameters to be discussed (state/country differences)
- This is not a crisis service, for crisis support please contact Lifeline on 131114, or 000 for emergencies

Privacy and confidentiality

Your information is private and confidential, including post death. There are several regulated exceptions:

- I am a mandated reporter when risk of serious harm to self or other is identified
- De-identified material may be shared with a clinical supervisor as part of my professional and ethical responsibilities to ensure best practice
- A legal court order may demand access

Booking, Fees & Payment Terms

- Sessions via pre-scheduled appointments only, booked up to 2 x days in advance.
- AUD \$100 per standard 60-minute session
- Payments are made online at point of booking the service via checkout cart. All major credit cards are accepted. If this is not possible, please reach out and discuss some viable alternatives for you - such as invoice/bank transfer.
- 48 hours minimum notice of cancellation/reschedule, excluding genuine emergencies (assessed by practitioner). This allows the minimum reasonable time to engage a booking in lieu of your cancellation. Cancellation or no show will result in an invoice for the full amount.
- If you are late for an appointment, the appointment time will not exceed the original timeframe, out of respect for the next client (unless there is space to accommodate), and nil fee reduction.
- Equally, out of respect for your time, if I am late for your appointment, I am open to negotiate a reasonable accommodation
- If technical issues outside of client or therapist control (e.g., unscheduled power cut), the appointment will be rescheduled or refunded on a sliding scale of time spent.
- If technical issues inside client control (e.g. forgot to charge phone), the full fee will be charged with no refund

Technical issues

- In the event of IT equipment failure, use agreed alternative means to communicate and resolve or reschedule

Ground rules and boundaries for therapeutic contact

- A signed service agreement (this document) must be in place by commencement of the second appointment
- To preserve the safe sharing space of our counselling relationship, there will be no intentional communication between you and I outside the agreed therapeutic contact (e.g., Facebook, meeting for coffee)
- As the client, it is a condition that our sessions and communications are also kept private and confidential from your end (e.g., having an unidentified person sitting out of view of the camera would be highly inappropriate and unhelpful to the therapeutic process; recording our conversation and replaying on social media would breach my right to privacy and confidentiality).
- If there are any concerns or uncertainties it is important to raise them so they do not detract from our main work
- If we work out that at any point, we are not a good fit for each other, that is ok! I would much rather us have an uncomfortable conversation than our sessions be unhelpful.

Data & client records

- Please note that prioritized and reasonable efforts have been made to safeguard your privacy and confidentiality. It is essential to understand that it can never be perfect nor impenetrable
- All records are held electronically solely on one computer and are protected by encryption processes that scramble information into a secret code that can only be read by those with authorized access
- Backup files are stored on encrypted external drives
- Case notes are kept separate to client details
- Video communications are encrypted
- Virus and scam protection are embedded
- Privacy is enhanced with a VPN, a virtual cloak of invisibility
- Secure email service for sensitive communications
- As a self-employed practitioner, client records are deemed my property and responsibility. Client access is pursuant to the relevant privacy and health records legislation
- Client records are retained for a minimum of 7 years after the last contact. If the client is a minor, the record retention period is extended until the minor reaches the age of 25

Complaint procedure

If you have concerns that I may have acted unethically in the provision of counselling services, you have the right to make a complaint. The process can be viewed via www.pacfa.org.au/community-resources/complaints/



I have read, understood, and accept the service terms and conditions above