



Right Relationship - Terms of Counselling & Psychotherapy Service

Cancellation Policy: An appointment reminder is sent out via text, 24 hours prior to your appointment. This is a courtesy message, and you should not solely rely on this due to it being sent through an automatic system. All appointment changes are to be made via phone or email

A full session fee may be applied for cancellations of less than 24 hours-notice unless exceptional circumstances apply. For initial sessions I require 48 hours-notice for cancellation.

Note that illness does not constitute exceptional circumstances.

Client Information and Records:

i. Counselling and psychotherapeutic service

As part of providing a service to you, Right Relationship needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information. Information collected through the registration process is stored on the secure third-party website Splose.

This collection of personal information will be a necessary part of the counselling and psychotherapeutic assessment and treatment that is conducted.

ii. Purpose of collecting and holding information

Your personal information is gathered as part of your assessment and treatment, is kept securely and, in the interests of your privacy, used only by your therapist and the authorised personnel of the practice (as necessary). Your personal information is retained in order to document what happens during sessions and enables your therapist to provide a relevant and informed counselling & psychotherapeutic service to you. A more detailed description is provided in the *Privacy Policy* on Right Relationship's [website](#). You can obtain a copy by

contacting Right Relationship on 0478 595 704 or emailing robin@rightrelationship.com.au.

The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

iii. Consequence of not providing personal information

If you do not wish for your personal information to be collected in a way anticipated by these terms and conditions or the Privacy Policy, Right Relationship may not be in a position to provide counselling and psychotherapeutic services to you. You may request to be anonymous or to use a pseudonym, unless it is impracticable for the therapist to deal with you or if the therapist is required or authorised by law to deal with identified individuals.

iv. Access to client information

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. Your therapist may discuss with you different possible forms of access.

v. Disclosure of personal information

All personal information gathered by your therapist during the provision of the counselling and psychotherapeutic service will remain confidential except when:

1. it is subpoenaed by a court; or
2. failure to disclose the information would in the reasonable belief of the ("Insert name of therapist/Practice") place you or another person at serious risk to life, health or safety; or
3. your prior approval has been obtained to
 - a) provide a written report to another professional or agency. e.g., a GP or a lawyer; or
 - b) discuss the material with another person, eg. a parent, employer or health provider; or
 - c) disclose the information in another way; or
4. you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP) and

disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or

5. disclosure is otherwise required or authorised by law.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

Code of Ethics: I adhere to the Holistic Therapists Australia (HTA) and Australian Counselling Association (ACA) code of ethics. Further information can be found at <http://www.hta.org.au> and <https://www.theaca.net.au>. I can also supply you with copies upon request.

Communications: I do not do therapy or consult outside of session times unless it is a genuine or life-threatening emergency.

Couple's sessions: Couple's sessions only begin when both partners are present. If one person is running late, the session will not begin until they arrive. Likewise, if one partner needs to step out of the room (to have a bathroom break or take a phone call, for example) the session will be placed on hold until that partner returns to the room. This preserves the integrity of the sessions.

Fees: The standard fee per hour is \$140 per hour for individuals and \$170 per hour for couples. Payments are to be made at the end of each session, by card or direct deposit only. From time to time, I may raise my fees. I will give you two months' notice of any fee increases.

Late arrivals and no-shows: If you are running late, I will text you 5 minutes after the scheduled appointment time to confirm you are still attending. I will cancel the session after 15 minutes if you have not arrived. A full fee will be charged for the session unless there are exceptional circumstances.

Professional Development: For the purposes of continuing professional development, I may submit written or verbal material of some sessions for evaluation by my professional supervisor. Your identity will be removed in any such material.

Self-care: Therapy can sometimes be personally challenging, and I encourage you to take good care of yourself, including eating well, exercising and, if circumstances allow it, getting regular bodywork such as massage or shiatsu. As a qualified shiatsu therapist, I can provide lifestyle advice with respect to diet

and exercise and refer you to allied practitioners. Please inform me if you need assistance developing a self-care plan.

Session length: Individual sessions run for 55 minutes and an additional 5-minutes of note-taking time. Initial session duration is for 80-minutes and an additional 10-minutes note-taking time.

Couples' sessions run for 80 minutes with an additional 10-minutes of note-taking time.

Session times: As I need to see other clients and because the counselling rooms are shared by a number of therapists, all sessions must finish promptly at the scheduled time.

Video recording: I may, from time to time, record video of our sessions for the purpose of reviewing sessions to improving therapeutic outcomes. This will be discussed with you prior and full written consent will be obtained. This consent can be withdrawn at any time.

