

## Counselling Process | Informed Consent

### Counselling Approach

Thank you for choosing Elevate Counselling. Please find information below which is important to read prior to the commencement of our therapeutic relationship.

I believe that my clients have an innate desire and the capacity to grow towards fulfilling their true potential, and that they are the experts on their own lives. My counselling is non-directive and I will not influence your therapy with advice or suggestive solutions from my perspective. Rather, I will stand alongside you and work with you to help you understand yourself more fully - to explore and discover your own ideas and thoughts, aiming toward setting and achieving new goals. I will also help you develop skills and strategies to help you make positive changes. With greater self-awareness and trust in yourself, I hope that you will be able to make constructive changes, leading toward re-investing in yourself and shaping a more satisfying life for the best possible version of you.

### Nature Of Service & Limitations

Elevate Counselling practitioners are qualified, registered counsellors. Elevate Counselling tailors a combination of (but not limited to) Solution Based Therapy, Cognitive Behavioural Therapy and Acceptance & Commitment Therapy for each individual client and your practitioner will talk with you in more detail about this (including ensuring an understanding and agreement) within your initial sessions.

Elevate Counselling is a private provider of counselling services and therapy is provided via scheduled appointments. As such, email or telephone contact outside of scheduled appointments will be limited to practical arrangements only. Please note this does not apply to pre-arranged phone or online counselling appointments.

### Emergency Contacts

Elevate Counselling is not an emergency service provider. We are unable to act upon critically urgent matters and/or emergencies. For any urgent matters or concerns regarding safety and mental health, and emergencies, please contact the appropriate services:

|                      |  |
|----------------------|--|
| Lifeline -           | 131 114  |
| Kids Helpline -      | 1800 551 800   |
| MensLine Australia - | 1300 789 978   |
| Beyond Blue -        | 1300 224 636   |
| Headspace -          | <a href="http://www.headspace.org.au">www.headspace.org.au</a> |
| Gambling Help Online | 1800 858 858   |

## Sessions | Payments | Cancellations

### Sessions

All sessions with Elevate Counselling (face-to-face, online or phone) are 1 hour in duration, unless otherwise negotiated and agreed to by practitioner and client prior to commencement of session. You will receive notification of your scheduled appointment once confirmed in our system. Elevate Counselling will send reminders via SMS for upcoming sessions, in addition to all future sessions, (if pre-booked in consultation with practitioner and client).

### Payments

Elevate Counselling is a fee for service practice and does not offer bulk billing. Counselling Sessions are priced as follows:

\$100.00 - Standard Counselling Session

\$80.00 - Concession Counselling Session (business hours)

The rates above are applicable for face-to-face, online or phone counselling options.

Payment is expected prior to your session via Stripe, or on the day of the counselling session via electronic payment. Invoices can be issued under certain circumstances as discussed with practitioner and client. Invoice payment terms are strictly seven (7) days from the date of invoice.

### Cancellations

In order for Elevate Counselling to provide the best and most accessible service to everyone, cancellation and missed appointment fees will apply. These fees are set in place, because the scheduled session time has been booked in specifically for you, and cannot be filled with another client at such late notice.

As a courtesy, Elevate Counselling will send out reminders for sessions, via email and SMS. In order to avoid fees outlined above, we ask that you please provide as much notice as possible regarding any changes or updates to your scheduled appointment.

To ensure we are able to deliver the best service possible to everyone, Elevate Counselling has the following cancellation policy:

Cancellations made within 24-48 hours from scheduled session will incur 50% of the full relevant rate as cancellation fee.

Cancellations made within 24 hours from scheduled session will incur the full relevant rate as cancellation fee.

## Record Keeping

Elevate Counselling will maintain information relevant to your counselling services, including all contracting and intake forms, in addition to notes taken within counselling sessions. These are critical to helping keep track of our progress together and for the purposes of accountability. These notes will be stored in a private and secure location (see Elevate Counselling Privacy and Confidentiality Agreement).

You have the right to view your records and information maintained by Elevate Counselling. We hold all records and information relating to our work together for a period of at least seven (7) years from the date of your last contact with the service. Under certain circumstances, Elevate Counselling may be required to keep records for a longer period.

## Ending Counselling

In general, the counselling relationship ends by mutual agreement. However, you have the right to end your counselling service at any time. We would appreciate you advising us should you decide not to return to counselling, particularly if you need to cancel an appointment.

Elevate Counselling offers a free 15 minute call when you have confirmed that you wish to cease counselling. This is to ensure that we have provided our duty of care to you to the best of our abilities, and to ensure that you are in the best position possible to move forward from our counselling relationship.

If at any time we feel that counselling is no longer appropriate for you, we will discuss this with you. This could involve discontinuation of service, or referral to an appropriate provider.

## Consent & Authorisation

I have read and understood the above counselling contract between myself and Elevate Counselling. I agree to these conditions for the counselling service provided by Elevate Counselling and authorise Elevate Counselling to charge me for services provided (including all attended sessions, applicable cancellation policies and/or missed sessions) within the listed timeframes indicated above.

Client Signature:

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_.