

# TERMS & CONDITIONS



As a professional Counsellor, Elaine follows the ethics and guidelines set out by the Australian Counselling Association (ACA).

Counselling provided by Elaine Redford is not a crisis service. If you have concerns about your behaviour or feel you may be in danger in some way, please seek assistance from a crisis helpline or your Doctor.

Elaine believes that nearly all individuals have the innate ability to heal and improve themselves if internal harmony is re-established. As such, her counselling approach to healing is intra-psycho and strength-based, by providing her clients with the guidance and tools to heal and empower themselves.

While her main therapeutic technique embraces a Person-Centred or Rogerian approach, Elaine integrates Polyvagal Theory and Attachment Theory with the Internal Family Systems (IFS) model also known as Inner Child or Parts work, as well as Solution Focused Brief Therapy (SFBT). Somatic tools such as breathing techniques, body scans and meditations are skills that may be embraced.

If at any point in your counselling Elaine feels that she is unable to assist you further, she will let you know and suggest alternative means for you to get the support that you need. This may occur due to more complex mental health issues or in a situation that requires more immediate or accessible support.

## Confidentiality

All personal information gathered during counselling sessions will remain confidential and secure except where:

- you present a risk of harm to yourself or someone else
- a child is at risk of harm
- it is subpoenaed by a court

Elaine attends regular professional Clinical Supervision for her work as a Counsellor and as such she may discuss your case in those sessions. Only details that are relevant for supervision are discussed, without names or specifics where you can be identified. This is an important aspect of maintaining professional conduct within the therapy field and ensures the best attention is provided to you.

## Collection of Information

All personal and sensitive information collected is maintained by following the ACA guidelines, with the best effort applied to keeping this information safe. Hard copy documentation will be converted to soft copy and an external drive containing notes will be locked away when not in use. In the practice and spirit of transparency, any notes created in session are available to client upon departure for their records if requested.

## Before your appointment

The administrative documents and assessments requested from you when making your appointment are required before your session. Elaine will go over the documents before your first session and provide her with a basic understanding of your situation.

## Fee Structure and Payment

Payment is required in full before your appointment. This alleviates the need to attend to payment and ensures the best use of your session time. Session times are typically 60 minutes and are charged at AU\$ 95 per session.

## The account information is as follows:

ANZ Bank

**Account name:** Elaine Redford

**Branch or BSB:** 012 517

**Account no:** 538113808

Once payment is received an email confirming your appointment will follow.

## Cancellation of your appointment:

Please provide at least 24 hours' notice if you need to cancel or reschedule your appointment to avoid a cancellation fee (50% of the full fee). A medical or family emergency may be an exception from this policy.

## Ending Counselling

In general, the counselling relationship ends by mutual agreement discussed within session.

## Contact Between Sessions

Emails or text contact is fine for booking or altering session times. Telephone or email counselling would be appointment or by prior arrangement. If you are faced with an emergency in between sessions, please contact the appropriate emergency service. In a life-threatening situation call 000.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

## Name & Signature of Guardian (if required)

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_