



## Terms & Conditions

Counselling with Dan (CwD) is a sole owned and operated private counselling service. These terms and conditions are available at all times through the CwD website at [www.counsellingwithdan.com.au](http://www.counsellingwithdan.com.au), herein referred to as the 'website'. 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 with Dan.
- "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 CwD is contingent on your agreement to the terms and conditions within this document that then form a contract between CwD 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 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. CwD 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 selecting the 'I agree' button upon payment 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 CwD.

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 CwD's services can be raised via email at [dan@counsellingwithdan.com](mailto:dan@counsellingwithdan.com) or via phone on 0491 639 689. CwD 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 CwD are conducted by a qualified, accredited and experienced Counsellor. CwD provides a guarantee that the counselling services provided are provided with due care and skill. CwD commits to provide the counselling services at the nominated date and time of the session booked through the website or if being rescheduled to then be provided in a reasonable time. CwD 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 website.

### Session/Consultation Structure

Counselling sessions provided by CwD are for an hour/60-minute duration and 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 catered to you and your situation.

**Session 2 to 5 or 6:** The Counsellor will focus on your main or specific issue/reason for seeking counselling. The Counsellor will provide and cater evidence-based therapies based on your specific issues, needs and/or situation. The Counsellor typically provides 'systems-based' therapies which function by bringing about change in the client through increasing self-awareness.

**Session 6 and more:** The Counsellor will delve deeper into the core issue and provide strategies for bringing about systemic change. This may also include maintenance of the already covered therapies or the sessions may move on to secondary or other issues the client is experiencing.

It is noted that CwD 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. CwD does not claim that you will experience an improvement due to your participation in the sessions however CwD 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 Complaint Avenues

As a client receiving counselling services from CwD 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 CwD's privacy practices in the CwD 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 without the consent of CwD 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 CwD through [dan@counsellingwithdan.com.au](mailto:dan@counsellingwithdan.com.au) or 0491 639 689 in the first instance and CwD will take all reasonable avenues available to remedy your complaint. If you are unhappy with the response from CwD you can take your complaint to the Psychotherapy and Counselling Federation of Australia (PACFA) via <https://pacfa.org.au/portal/Portal/Community/Ethical-grievance-complaint.aspx>.

## Booking, Fees and Payment Terms

Session types and fees are outlined below in Table 1. CwD 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 website, sessions are limited to only these days and times and CwD reserves the right to change the days and hours of available session times at any point, of which, will be published on the website.

Payment in full must be made at the time of booking through the website. See the 'Attendance, Cancellation & Rescheduling Terms' section below for the cancellation and rescheduling policy.

**Table 1: Session types and fees**

Session Type	Duration	Fee
Face-to-Face Adult or Child session	1 hour	\$130.00 (excluding GST)
Virtual Adult session	1 hour	\$130.00 (excluding GST)
Face-to-Face Families or Couples session	1 hour	\$180.00 (excluding GST)
Workcover Session	1 hour	\$185.00 (excluding GST)
NDIS session	1 hour	\$156.16 (excluding GST)

## Attendance, Cancellation & Rescheduling Terms

A cancellation within 24 hours or a no-show to a scheduled session will incur a \$40 fee.

If you are ill and cannot make it to your session you can contact CwD via [dan@counsellingwithdan.com.au](mailto:dan@counsellingwithdan.com.au) or 0491 639 689 to reschedule at no extra cost. If you choose instead to cancel and this is within 24 hours of the scheduled session it will incur a \$40 deposit fee.

CwD reserves the right to cancel or reschedule a session at any time if. 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 and allow you to reschedule at no extra cost or cancel the session at no cost to you.

CwD can at any time refuse service if a client arrives under the influence of drugs or alcohol or becomes abusive or aggressive at all just prior to or during the session, if refusal of service occurs the session will be cancelled.

## Privacy Policy

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