

## **Client Confidentiality Agreement-Terms & Conditions**

**MELANGE COUNSELLING**-ABN: 89 941 273 064

NAME OF COUNSELLOR: *DARREN CLEAVER. BCOUNS ,DIPCOUNS, MACA.*

I WILL MAINTAIN CONFIDENTIALITY OF PERSONAL INFORMATION THAT YOU DISCLOSE IN COUNSELLING SESSIONS, AND FOLLOW THE AUSTRALIAN COUNSELLING ASSOCIATION'S CODE OF ETHICS.

NOTES ON COUNSELLING SESSIONS WILL BE KEPT IN YOUR CLIENT RECORD, WHICH ARE STORED SECURELY. YOU MAY ASK TO SEE THESE NOTES. IT IS A TRAINING AND PROFESSIONAL REQUIREMENT THAT I HAVE CLINICAL SUPERVISION . DURING SUPERVISION, INFORMATION I PRESENT ABOUT MY COUNSELLING PRACTICE IS DE-IDENTIFIED SO YOUR IDENTITY IS PROTECTED.

HOWEVER, SHOULD YOU DISCLOSE INFORMATION THAT INDICATES YOURSELF OR OTHERS ARE AT RISK OF SIGNIFICANT HARM. I MAY NEED TO REPORT THE SIGNIFICANT RISK TO THE APPROPRIATE STATUTORY AUTHORITY (FOR EXAMPLE, POLICE, OR CHILD PROTECTION AGENCY). IN THIS CASE, I WILL DISCUSS MY INTENTION TO DISCLOSE TO YOU.

### **Payment & Cancellation Policies**

IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT, PLEASE LET US KNOW AS SOON AS POSSIBLE. THE REQUIRED NOTICE OF CANCELLATION IS 48 HOURS. WHERE THERE IS LESS NOTICE, OR IF YOU FAIL TO ATTEND YOUR APPOINTMENT, THE FULL FEE WILL BE CHARGED. WE HOPE CLIENTS APPRECIATE THAT IT IS RARELY POSSIBLE TO FILL THESE APPOINTMENTS AT SUCH SHORT NOTICE WHICH IS WHY WE ARE OBLIGED TO CHARGE FOR THE COUNSELLOR'S TIME. PAYMENTS FOR APPOINTMENTS ON THE WEBSITE ARE MADE SECURELY USING OUR BOOKING SYSTEM THAT USES STRIPE . STRIPE ACCEPTS VISA, MASTERCARD AND AMERICAN EXPRESS AS PAYMENT METHODS.

### **Appointment Fee's**

THE STANDARD APPOINTMENT FEE IS \$75.00 PER HOUR. A DISCOUNTED RATE OF \$65.00 PER HOUR APPLIES TO STUDENTS AND PENSIONERS. MELANGE COUNSELLING MAY BE ABLE TO HELP BY OFFERING A REDUCED FEE FOR THOSE IN FINANCIAL HARDSHIP OR OTHER SPECIAL CIRCUMSTANCES. PLEASE EMAIL [DARRENCLEAVER@MELANGECOUNSELLING.COM](mailto:DARRENCLEAVER@MELANGECOUNSELLING.COM) TO DISCUSS THIS FURTHER,

IF YOU DISAGREE WITH ANY PART OF THESE TERMS AND CONDITIONS, APPOINTMENTS WITH MELANGE COUNSELLING WILL NOT BE ABLE TO TAKE PLACE.

KIND REGARDS

DARREN CLEAVER BCOUNS, DIPCOUNS, MACA

WEBSITE: [WWW.MELANGECOUNSELLING.COM](http://WWW.MELANGECOUNSELLING.COM)

EMAIL: [DARRENCLEAVER@MELANGECOUNSELLING.COM](mailto:DARRENCLEAVER@MELANGECOUNSELLING.COM)

PHONE: 0490882185