

Counselling & Coaching Service Agreement & Terms and Conditions

Welcome to Sage Counselling and Coaching services! It is often a big step to enter counselling/coaching services, in order to get the most out of this experience it will be helpful to read and think about the following information, if you have any questions or concerns please raise them with your practitioner at the beginning of your next session. When you are sure that you are clear on the terms of this agreement, please sign it and your practitioner will also sign it and provide you with a copy.

1. CONFIDENTIALITY

Your information is confidential and can only be shared with your permission. However, in the event you are considered to be at risk of harm to yourself or others, have committed or intend to commit a serious crime, or where required by law, the client-counsellor confidentiality and terms of the privacy policy may be breached. This is in order to ensure the safety of you and others around you and to comply with any legal requirements (such as court orders).

Your counsellor/coach has regular supervision and may take your case to supervision. This is to ensure that the best possible service is offered to clients and it is the professional responsibility of any counsellor/coach to access regular supervision. Personal identifying information however will not be shared in this circumstance.

2. CANCELLATIONS

You are expected to give at least 24 hours notice of any cancellation or change of appointment, otherwise a full fee will be charged for non-attendance or cancellation with less than 24 hours notice. If you are over 25 mins late or do not show for your scheduled appointment you will be charged the full fee for non-attendance.

In situations of genuine hardship, please arrange to discuss your situation. If consultations are missed on a consistent basis the reasons for this will be discussed and a decision made regarding your options.

Sage Counselling & Coaching reserves the right to reschedule consultations at any time without compensation if it is deemed necessary due to illness or another unforeseen circumstance.

3.FEES AND PAYMENT

Fees vary depending on which counselling/coaching service you access. Please refer to our services page for fees. Sage Counselling and Coaching does not offer bulk billing and clients will not be eligible for Medicare rebates.

Face-to-face consultations can be paid for at the end of each session in person using bank card.

Online consultations can be paid for at the end of each session by EFT

4.CONTINUITY

Continuity of sessions is important. Let's say you have agreed to weekly sessions. It would be disruptive to suddenly change this, if however you find that you are wanting to make a change to the arrangements then you need to discuss this with your counsellor/coach.

5.MAKING THE MOST OF EACH SESSION

Clients who get the most out of counselling/coaching are usually the ones who use their session time to increase awareness, learn new skills and be actively involved in getting what they want from the sessions.

They are also the ones who are willing to try out new behaviours in between sessions and take time to reflect in the work.

If you are left with any concerns or discomfort from a session it is very important that you tell your counsellor/coach about this in the next session.

6. TERMINATION

When you feel ready to finish your counselling/coaching it is important to bring this up with your counsellor/coach so that together you can plan for ending your work in a satisfactory way. This may take several sessions to accomplish.

CLIENT NAME: (full name & signature):

X

DATE:

COUNSELLOR/COACH NAME (full name & signature):

X

DATE: