



CORE TRAUMA THERAPY – TERMS AND CONDITIONS

Welcome to Core Trauma Therapy. The following outlines the terms of engaging in counselling services.

1. Scope of Services

- Services include counselling for adults in Australia
- Sessions are typically 50 minutes and scheduled by mutual agreement

2. Fees and Payment

- Fees are provided prior to commencement of services
- Payment is required following session, unless otherwise agreed
- Additional services (e.g., reports, letters, extended sessions) may incur additional fees

3. Cancellations and Missed Appointments

- A minimum of 24 hours' notice is required for cancellations or rescheduling
- Late cancellations or missed appointments may incur a 50% session fee
- Ongoing missed appointments may result in a review of appointment availability
- If payment is not received within the agreed timeframe, future appointments may be paused until the outstanding balance is resolved. If you are experiencing financial difficulty, you are encouraged to discuss this so that options can be considered.

4. Attendance and Scheduling

- Sessions are offered based on current availability at the time of booking
- Regular appointment times cannot always be guaranteed if there are changes to scheduling or gaps in client attendance

- Requests to change session times, days, or format may require flexibility or a waiting period

5. Contact Between Sessions

- Contact outside of sessions is primarily for administrative purposes
- Responses to messages are not guaranteed, particularly outside of working hours
- Therapeutic support is provided within scheduled sessions

6. Confidentiality

All information shared in counselling is confidential, except where:

- There is a risk of harm to yourself or others
- Disclosure is required by law
- You have provided consent for information to be shared

Please refer to the Privacy Policy for further details.

7. No Show / Welfare Check Policy

If you do not attend a scheduled session and cannot be contacted:

- Reasonable attempts will be made to contact you
- If there are concerns for your safety, your nominated emergency contact may be contacted
- Where there is a reasonable belief of risk, a welfare check may be requested through appropriate services

These steps are taken in line with duty of care and professional obligations.

8. Client Rights and Responsibilities

- Participation in counselling is voluntary
- You may discontinue services at any time
- You are encouraged to engage in a way that feels safe and appropriate for you
- Open communication supports the therapeutic process

9. Limitations of Service

- Counselling is not a crisis or emergency service

- It is not a substitute for medical or psychiatric care

10. Ending Services

Services may be ended by either party. This may include situations where:

- The service is no longer appropriate
- Attendance is inconsistent
- Boundaries or policies are not maintained

Where possible, alternative support options will be discussed.

11. Changes to Terms

These terms may be updated as needed. The most current version will be made available.

12. Agreement

By engaging in services, you acknowledge that you have read and understood these terms and agree to proceed.