



## **TERMS AND CONDITIONS POLICY**

Welcome to Core Trauma Therapy. We are dedicated to providing clients with a compassionate and effective service. Before beginning your journey with us, please carefully review the following terms and conditions:

### **1. Scope of Services:**

- Our services include individual support for adults living in Australia offering counselling, coaching, or consultation.
- Sessions are typically 50-minutes in length and are scheduled according to mutual availability.

### **2. Confidentiality:**

- Your privacy is of utmost importance to us. All information shared during your sessions will be kept strictly confidential, except in cases where there is a threat of harm to yourself or others, or as required by law.
- Please review our privacy policy for more information on how we handle your personal information.

### **3. Payment and Fees:**

- Payment is due within 10-days from the time of service in line with Victorian Government Fair Payments Policy. We accept direct deposit and online payments.
- Our fee for sessions may vary and are subject to change; please contact [admin@coretraumatherapy.com.au](mailto:admin@coretraumatherapy.com.au) for further information. Fees for additional services, such as assessments or reports, or after-hours appointments will incur additional fees that can be discussed and agreed upon in advance.
- We require a 24-hour notice for cancellations or rescheduling of appointments to be eligible for no additional charge. Missed appointments or cancellations without sufficient notice (within 24-hours) whether rescheduled or not will incur

a charge of half rate of session. If several missed appointments Core Trauma Therapy reserves the right to decline providing further appointments.

#### **4. No Show & No Contact Policy**

At Core Trauma Therapy, your safety and wellbeing are of the highest priority. To ensure safe and ethical practice, the following policy applies when a client does not attend a scheduled appointment and cannot be contacted.

If you do not attend your scheduled appointment and we are unable to reach you, the following steps will be taken:

##### **A) Contact Attempts**

- a. We will attempt to contact you by phone, SMS, and/or email within a reasonable timeframe following the missed appointment.
- b. Multiple attempts will be made over the following 24–48 hours.

##### **B) Emergency Contact**

- a. If we cannot reach you and have concerns for your wellbeing, we will attempt to contact the emergency contact person you nominated during intake.
- b. This step is taken in line with our duty of care obligations.

##### **C) Welfare Check**

- a. If neither you nor your emergency contact can be reached and there are ongoing concerns for your safety, we may request a welfare check through local police services.
- b. This step is taken when there is a reasonable belief that you may be at risk of harm, in accordance with our professional obligations under the PACFA Code of Ethics and Australian law.

##### **D) 4. Confidentiality**

- Any information shared in the course of a welfare check will be the minimum necessary to ensure your safety.
- Your privacy remains protected in line with the Privacy Act 1988 and PACFA guidelines.

#### **4. Client Responsibilities:**

- You are responsible for attending scheduled appointments on time and for notifying us in advance if you are unable to attend.

- Be open and honest during your sessions, as this will facilitate your progress and growth.
- It is important to adhere to the agreed-upon treatment plan and to communicate any concerns or changes in your circumstances.

#### **5. Boundaries and Limits:**

- Our professional alliance is limited to the duration of scheduled sessions. We are available to you during these sessions and via phone or email for scheduling purposes. Other crisis line numbers can be found at our website <https://www.coretraumatherapy.com.au/contact>
- While we strive to provide a safe and supportive environment, it is important to recognize that counselling is not a substitute for medical, medication, or emergency services. In case of emergency, please contact your local emergency services or go to the nearest hospital.

#### **6. Informed Consent:**

- By engaging in our services with our clinicians, you acknowledge that you have read and understood these terms and conditions, as well as our privacy policy.
- You also consent to participate in counselling voluntarily and understand that you have the right to terminate these services at any time.

#### **7. Termination of Services:**

- We reserve the right to terminate your support services if we determine that we are unable to meet your needs or if you fail to comply with our policies.
- You have the right to terminate your support services at any time, with or without cause, and preferably by providing written or verbal notice however you are not required to provide any reason unless you volunteer your feedback on services.

#### **8. Legal Disclaimers:**

- Our support services are provided by insured and registered clinicians for informational, counselling, and educational purposes only and are not intended to constitute legal advice, diagnosis, or medical treatment.
- We do not guarantee specific outcomes or results from engaging with our services, as individual results may vary.

#### **9. Consent for Treatment:**

- By participating in sessions with us, you consent to receive counselling services and agree to abide by the terms and conditions outlined in this policy.

**10. Changes to Terms and Conditions:**

- We reserve the right to update or modify these terms and conditions at any time. Any changes will be communicated to you in writing or via email.

By continuing to engage in our services with Core Trauma Therapy, you indicate your acceptance of these terms and conditions. If you have any questions or concerns, please don't hesitate to contact us.

Thank you for choosing Core Trauma Therapy for your support needs.