

Service Agreement

The following agreement pertains to all Social Work, Counselling and Psychotherapy services provided by Kate Dancey.

This document serves as the basis of the agreement for accessing Kate Dancey Therapeutic Services outlining how services are provided. It includes our rights and responsibilities as a service provider, and your rights and responsibilities as a customer. Please note: The Service Agreement is subject to change, four weeks' notice will be before any changes take effect. If you have any questions or concerns regarding the agreement, please bring these up during your first session, or via email on info@katedanceytherapy.com

Confidentiality and Privacy Policy

Privacy and trust are essential to ensure a safe environment for you as my client to enter into a counselling relationship. With limited exceptions, information discussed or recorded is confidential. You will be asked to give your permission in written form if information needs to be provided to third parties. Exceptions to the strict maintenance of confidentiality include:

1. Information that is shared during the counsellor's own clinical supervision or peer review. Please note that your name or any factors that identify you will not be mentioned;
2. Provision of information to your referring medical General Practitioner or psychiatrist, or medical fund as required;
3. Disclosure of information to relevant persons or authorities if there is:
 - I. Potential of serious physical danger to yourself or someone else,
 - II. Risk of child abuse,
 - III. An enquiry from a legal parent or guardian if the client is under 16 years of age, or
 - IV. Information legitimately subpoenaed by a court or otherwise authorised for release by law.

Please note that as we live in a small community, I will maintain your confidentiality should we cross paths in public. Should you wish to acknowledge me or initiate a brief conversation, I am very happy to speak with you, however at no time will we speak of personal issues outside of the counselling context. It is also completely safe and acceptable for you not to acknowledge me in an effort to maintain your confidentiality.

Records

In keeping with the Commonwealth Privacy Act 1988 (as amended in 2006) information privacy principles are observed. As part of providing a counselling service there is a need to collect and record personal information that is relevant to your healing process.

Client information is accessible only by Vanessa Worthington. In keeping with best practice, files are retained for a period of 7 years from the time of the last service or in the case of a minor, from the date the child reaches 18, after which the files are destroyed.

Files are the property of Vanessa Worthington though you may request to view your file however at no time may this file be taken from my premises.

Session Times

Sessions are available on Tuesdays, Wednesday's and Thursday's. Session times are generally 11am and 1pm. I will at times do a 9am session if needed. Please note the duration of a counselling session is between one hour and one and a half hours depending on the material being worked with. Sessions for children will be one hour only.

Fees and Payment

Counselling and Psychotherapy sessions are \$120

NDIS participant sessions charged at the current NDIS pricing and price limits

Payment for service can be made by cash, direct deposit and PayPal.

Late Attendance to Session

Should you be running late to attend a session, I would appreciate a phone call or SMS to advise me of your expected time of arrival. If you arrive late the session will still need to conclude at the original time. Due to other client sessions your time will not be able to be extended to allow for your late arrival. The full fee of the session will be charged.

Cancellation Policy

If for some reason you need to postpone or cancel an appointment, please provide 24 hours notice. Failure to do so will incur the full session fee. Should there be extenuating

circumstances, please call me to discuss. Cancellations may be left on my message bank if I am unable to take your call. Should I need to cancel a session, I also intend to provide you with 24 hours notice.

Change of Details

If your personal details change during the course of our relationship, I ask you to inform me of your new details as soon as possible.

Professional Membership

Kate Dancey is a registered Social Worker with the Australian Association of Social Workers. For more information please visit the AASW website:
<https://www.aasw.asn.au/>

Agreement

I, _____ have read and understood the above document. I accept the information provided and agree to these conditions for the provision of counselling services provided by Kate Dancey.

Client Signature

Date: _____