



<https://bettermind.com.au>

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Emma K Barnett

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Consent Form

Counselling Service

As part of providing a counselling service to you, I will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part to assist in the counselling process.

Couples Therapy

Each partner will attend an individual assessment to determine the suitability of couple's therapy. The author will not engage in ongoing individual therapy with either partner outside of the couples work. Further details will be outlined during the individual assessment.

Purpose of collecting and holding information

The information is gathered as part of the treatment of your presenting issues and is seen only by myself. The information is retained in order to document what happens during sessions, and enables me to provide a relevant and informed counselling service.

Tele-therapy

Tele-therapy requires an appropriate internet connection and you will be required to provide this from your location. Bettermind will provide this from their location also. Please ensure you are in a quiet, safe and confidential space without distraction. Please do not operate a vehicle or machinery for your own safety. For couple therapies you will need to follow the provided link together from the same device (see www.bettermind.com.au and navigate to the contact page) Please do not use a hand held device unless it is able to be placed in a position of stability where you will be visible to the camera. At times internet services are disrupted and this is out of the users control; a phone session will immediately replace the tele-therapy session in this case.

Confidentiality

All personal information gathered by myself during the provision of the counselling service will remain confidential and secure except where:

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place you or another person at serious and imminent risk; or
3. Your prior approval has been obtained to discuss the material with another person

Or if disclosure is otherwise required or authorised by law.

Fees

The cost of your session is for **50 minutes** and payment is required at the end of the session via EFTPOS, bank transfer or cash. There is a service fee of 1.9 % for EFTPOS transactions. This service does not provide Medicare rebate or private health insurance claims.

Cancellation or reschedule Policy

If, for some reason you need to cancel or postpone the appointment, please give me at least **48 hours'** notice to avoid being charged the cost for the session. It is usual that if you cancel without **48 hours'** notice, you will be liable for the full cost of the appointment. If you are unwell inform Bettermind ASAP and you will be navigated to the digital link so you can still attend via tele-health.

For urgent support in between our sessions please call Lifeline on 131114 or if you are in immediate danger or someone else please call emergency services on 000.

Please return the signed consent form to info@bettermind.com.au before your session. In your email, include your full name, date of birth, contact phone number, and residential address.

I, have read and understood the above Consent Form. I agree to these conditions for the counselling service provided by Emma Kate Barnett at Bettermind.

Signature Date

Please Note: If, after reading this page you seek further clarity, please discuss it with *Emma*.