



# RELATIONAL SPACE

## COUNSELLING & PSYCHOTHERAPY

### General Information, Privacy and Confidentiality Agreement

It is important that you are as fully informed as possible about counselling and the counselling process prior to commencing therapy with me. For this reason, please read the following carefully and do not hesitate to ask any questions.

#### General Information about Relational Space Psychotherapy and Counselling Practice

##### Some Important Facts About Counselling

- Professional counselling is a safe and confidential collaboration between qualified counsellors and clients to promote mental health and well-being, enhance self-understanding, and resolve concerns. Clients are active participants at every stage of the counselling process. (PACFA Scope of Practice for Registered Counsellors 2018, p.2).
- People seek counselling for a wide variety of reasons. I look forward to exploring your reasons for making your appointment with me and to navigating the counselling journey together.
- We are all unique human beings with our own history, perceptions, and expectations, and as a result the outcomes of counselling can vary widely. This means as your counsellor I cannot promise any particular outcome from the counselling process, but I can assure you that I am committed to best practice with you in resolving your concerns.
- It's the very nature of counselling that these processes may deal with issues and aspects of your life that might spark or be a catalyst for triggering a wide range of feelings and reactions. It is important therefore to keep me informed of any such experiences should they arise, in order to ensure my support.
- To help you get the best out of the counselling process, the following guidelines are useful:
  - aim to attend every scheduled session
  - be prepared to share your thoughts and feelings openly with me
  - complete any out-of-session tasks we agree to
  - if unsure, ask for clarification about any of the counselling activities being undertaken, and discuss any doubts or concerns you have with me.

##### My Professional Background and Approach

Having completed a Master's Degree in Psychotherapy and Counselling I hold national registration as a Registered Clinical Counsellor with the Psychotherapy and Counselling Federation of Australia (PACFA) and am listed on the Australian Register of Counsellors and Psychotherapists (ARCAP). This means I'm subject to a wide range of professional and ethical requirements, and practice within the framework of the PACFA Code of Ethics.

I consider that the relationship established between the client and myself is central to the counselling process. I seek to provide an atmosphere that is respectful and non-judgemental in which each person can feel that their experience is understood and valued. I utilise a relational, integrated and trauma informed approach to my counselling and draw on a range of theory to understand how to facilitate processes of change and growth including theory that addresses human development, personality and character, patterns of attachment, and contemporary psychodynamic theory.

##### Hours of Practice

My consulting hours can be found on my website [www.relationalspace.com.au](http://www.relationalspace.com.au).

##### Scheduled Sessions

I offer sessions both in-person and online via video conferencing. Sessions via video conferencing are provided on the basis that we both ensure we have:

- a confidential and uninterrupted space; this may or may not involve using a headset,
- will not record sessions, and
- as far as we are able, will aim to have reliable connectivity.

##### Fees

My schedule of fees is as follows:

Individual Counselling (50-min):	\$170
Parenting Counselling (50-min):	\$170
Couples & Relationship Counselling (50-min):	\$190
Couples & Relationship Counselling (75-min):	\$285
Family Counselling (50-min):	\$190
Family Counselling (75-min):	\$285

- A 50% deposit of the total session fee will be taken for all bookings. The remainder will be charged after your session
- When booking a session, we reserve that time especially for you. As you can appreciate this time cannot be rescheduled at short notice. Sessions cancelled with less than 24 hours' notice will incur a cancellation fee of 50%. For appointments missed without notice the full session fee is payable.

##### In an Emergency

As I do not provide a crisis service, if there is an emergency please contact:

your doctor, or the emergency section of your local hospital, Lifeline on 13 11 14, or the Mental Health Triage Service on 13 14 65.

## Privacy

Australian Government Privacy Legislation applies to personal information collected about an individual that could be used to identify them directly or indirectly. Please find below our privacy policy which forms part of this agreement. This policy outlines the ways in which Relational Space handles the personal information of our clients. We take privacy seriously and are committed to complying with the Australian Privacy Principles in the Privacy Act 1988.

### Personal Information

Personal information is any information about an individual that can be used to identify them directly or indirectly, such as name, address, phone number, email address and date of birth. Sensitive information is a type of personal information which includes details, for example, about a person's racial or ethnic origins, political or religious beliefs, sexual orientation, health or genetic information, family court orders or criminal record. The breach of sensitive information is likely to leave people open to discrimination or embarrassment.

### Why We Collect Personal Information

The sharing of personal information by a client to Relational Space assists us to assess and support the client in processing their identified concerns. Personal information is retained to enable us to provide a relevant and informed service. Within our practice and due to our duty of care a client cannot be anonymous. A client may request to use a pseudonym, but a name as listed on ID's is required.

### How We Collect Personal Information

We collect personal information through a variety of means, including:

- the information you verbally share with us
- written communication received from you via email, SMS or letter
- our online booking system
- our intake form
- social media
- the guardian of those under 18 years of age
- a referral from your GP or another treating practitioner or service.

### Our Storage of Personal Information

To protect the personal information we hold, from misuse or loss we store it in several ways, all of which are secure and can only be accessed by approved individuals. The method of storage varies between types of information and includes both hard copies and digital versions (either on a secure server or offline).

We do not retain any credit card or banking details once processing the payment is finalised. We also try not to retain unnecessary information, disposing of it securely from time to time depending on the type of information it is and our legal obligations. If we become aware of a security breach we will promptly investigate and, where appropriate, take remedial action and notify the individual affected in accordance with the Privacy Act.5.

### Disclosure of Your Personal Information

We will not disclose personal information about you to third parties without your consent, except when the disclosure is required by law. It is unlikely that we will disclose any information to a recipient outside of Australia.

### Accessing Your Personal Information

You may request access to personal information we hold about you. We may ask you to specify what information you require and may charge a fee where we provide access. We deal with all requests for access to personal information as required by the Privacy Act. We may refuse to provide access if the Privacy Act allows us to do so.

### Integrity of Your Personal Information

We try to ensure that the personal information we collect is accurate and up to date. You may request an update or correction to personal information we hold about you, and we will deal with all such requests as required by the Privacy Act.

### Complaints

If you think your personal information has not been handled in line with the Privacy Act, please contact us in the first instance. We will investigate your complaint and try to promptly resolve your complaint directly with you. If you are not satisfied with the outcome, then you may make a complaint to the Office of the Australian Information Commissioner (OAIC). For information about how to make such a complaint, please refer to the OAIC website <http://www.oaic.gov.au/>

### Changes to This Privacy Policy

We may make changes to this privacy policy from time to time and in such cases, we will notify clients by email or on our website.

### Contact us

If you have any questions relating to privacy matters, please contact us by email at [anne@relationalspace.com.au](mailto:anne@relationalspace.com.au).

### Confidentiality

Your right to privacy encompasses confidentiality. Information discussed during our sessions is confidential and may not be shared with anyone without your written permission except when I am legally obliged:

- to report a serious and imminent threat to the life, health or property of yourself or another
- to report any abuse or neglect experienced by a young person under the age of 18 years, and/or
- to release client records when required by court order.
- Confidential written records are maintained to reflect the issues and goals identified in counselling sessions and are kept securely for seven years.

### My Supervision

I have an ethical responsibility to reflect on my counselling practice. As part of this professional reflection, I may discuss my work with you with my clinical supervisor. In such situations, content presented is de-identified.