



# Transformative Place Counselling Service

## **Online Counselling; Client Confidentiality Contract**

**Counsellor: Ketura Bram**

Throughout the counselling process, confidentiality is maintained for clients. I will not disclose anything you say to me except in the following circumstances:

- a) You instruct me to tell someone else and provide written consent.
- b) I assess that you are at risk of self-harm.
- c) I become aware that another person is at risk of serious harm.
- d) I am ordered to by a court subpoena.
- e) In the case of mandatory reporting where a child is at risk of harm.
- f) To my Clinical Supervisor. I may discuss the work I am doing with you in a confidential way without using your name or details. This is a professional requirement for all counsellors.
- g) As our sessions will be conducted over Zoom. Both the counsellor and client are forbidden to record the online sessions without written consent from both parties. Zoom sessions are encrypted for security of all parties involved in sessions.

Where confidentiality cannot be maintained, as your counsellor I will take all steps possible to inform you and discuss my intention with you.

I keep my notes in a secure locked filing cabinet and these will be retained by me for up to seven years, after which time your file will be closed, shredded and destroyed. Other reasons your information will be accessible is if you sign a release of information from another professional requesting a summary and if compelled to by a court of law.

### **Before your session:**

As online counselling is different to face-to-face counselling, please have these things in order before the first session:

1. Have this contract and the background information form filled in and emailed to me ([counsellortpcs@gmail.com](mailto:counsellortpcs@gmail.com)). Please scan and attach any valid concession card.
2. Payment is to be made the day before your scheduled appointment, please note service costs are in ASD (Australian dollars: \$60 concession and \$100 full cost).
3. Have access to a device (mobile, tablet or computer) which has strong reliable internet connectivity.
4. The device you use must have a camera, or webcam and please use the Zoom function to test your microphones and headphones/speakers.
5. You need to have a private space where you can guarantee that you will not be disturbed for an hour. Please note that a session will be terminated if other people interrupt.
6. Please turn off or silence mobile phones and other background noise.

### **How the sessions start:**

You are not required to download anything; you will be sent a Zoom invite link via an email. About 15 minutes before the time of your appointment click on this Zoom link to “launch the meeting”. Zoom will open and ask you to connect audio and/or video and click join. After the session, the counsellor will end the Zoom session and the Zoom platform will close on your device.

### **What to do if the technology or connection fails and other information:**

The counsellor will contact you via the phone number you provide, and ask if you wish to try rejoining and continuing the Zoom session or reschedule another time so technological issues can be rectified.

Sessions may be terminated if you attend a session under the influence of illegal substances or alcohol, are disrespectful or abusive.

Please note a refund will not be provided if these conditions are not met, as it is about your confidentiality and safety.

If you need to cancel a session, please provide 24 hours notice, if you do not attend a session or cancel on the same as the appointment, a refund will not be given and you will be charged a \$50 cancellation fee.

Payment is required prior to sessions.

Your signature on this document indicates that you have read, understood and agreed to this statement.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Counsellor's Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_