



Creating Connections Counselling Client Details  
FIONA GRAY Bsc Hons, Postgrad Dip Counselling



Register no. 27073

[www.creatingconnections counselling.com.au](http://www.creatingconnections counselling.com.au)

[info@creatingconnections counselling.com.au](mailto:info@creatingconnections counselling.com.au)

0415407942

25a Vaughan Gardens, Narrabundah, Canberra. 2604

Welcome to Creating Connections Counselling. Please complete the details below.

Name \_\_\_\_\_

DOB \_\_\_/\_\_\_/\_\_\_

Address \_\_\_\_\_

Daytime Phone Number \_\_\_\_\_

Email \_\_\_\_\_

How did you hear about Creating Connections Counselling?

\_\_\_\_\_

In case of emergency please contact:

\_\_\_\_\_

Reason for making an appointment, what do you want to gain from treatment?.

Have you seen a Counsellor before?



## Creating Connections Counselling Confidentiality Agreement to Treatment.



Register no. 27073

### INTRODUCTION

Welcome to Creating Connections Counselling. As you may not have seen a counsellor before, you may have some questions about what will happen at your first & subsequent appts. Hopefully, I can provide answers to all your questions. Feel free to ask me anything if you are unclear.

About Confidentiality, I fully, adhere to all PACFA Code of Ethics (2017), PACFA Guidelines for Client Records (2014) & follow the Australian Privacy Principles; Private Practice Privacy Guide 2020.

### What usually happens in a session

As part of the service, I will gather some private details about your personal information, and your current situation. You do not have to provide information you do not want to. Please read the Privacy Policy provided.

Information a counsellor gathers forms part of an assessment & informs my practice, it will enable us to direct treatment towards some achievable goals. This information will be kept locked in secure storage.

As part of an assessment, usually in the first session, I will ask you several questions about your current situation & background.

I will use evidence-based modalities, which will enable me to provide you with some feedback & a suggestion of how many sessions may be beneficial. It is entirely up to you if you choose to continue with treatment.

### Between sessions

Between sessions, I may suggest some new approaches to a difficulty. In further sessions, I will discuss with you whether this is helpful & that it is working.

Therapy is a complex process that affects people differently. Please feel free to discuss your reactions to our work together. Our work is collaborative and consensual and you are free to stop and restart at any time.

Time & punctuality

Each appointment will last 1 hour. It is important to attend your consultation on time. If you arrive late, the session will still be completed at the scheduled time, to be fair to subsequent clients.

Cancellation policy.

If for some reason, you wish to cancel or postpone appointments. Please provide 24 hours notice, otherwise, you will be charged the full amount of the session.

Charges

\$100.00 for individual sessions & \$115.00 for 2 people. Unfortunately, I do not have the capacity for a medicare rebate.

I use square online contactless tap & go for card payments, or I accept bank transfers, cash payments all to be within the same day;

Fiona Gray  
Suncorp Bank  
BSB 484 799  
Account 609978542

I .....have read & understood the above information.  
I agree to these conditions for receiving treatment by Fiona Gray.

PRIVACY POLICY Creating Connections Counselling.

Privacy Policy by Australian Privacy Principles, Private Practice Privacy Guide 2020.

Creating Connections Counselling needs to collect information about you for the primary purpose of providing a health service to you. To thoroughly assess, diagnose and provide health care, we need to collect some personal information from you. If you do not provide this information; we may be unable to provide some or all of our services to you.

Your information will also be used for:

- a. The administrative purpose of running the practice;
- b. Billing either directly or through an insurer or compensation agency;
- c. Use within the practice if discussing or passing your case on to other practitioners, for your ongoing management;
- d. Disclosure of information to your doctors, other health professionals or teachers to facilitate communication and best possible care for you.

In the case of;

insurance or compensation claim, it may be necessary to disclose and/or collection of information that concerns your return to work to an insurer or your employer.

I do not disclose your personal information to overseas recipients.

As part of my safety guidelines to practice, I may discuss your case anonymously with my supervisor.

This policy provides guidelines on the collection, use, disclosure and security of your information. The Privacy Policy contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

To ensure the process of quality treatment provision, information about your assessment results and progress may be given to relevant other service providers, who are involved in your management. These may include your doctor, teachers, specialists, insurers, solicitors or employers. This will be discussed with you first.

I,....., have read the above information and understand the reasons for the collection of my personal information and how the information may be used and disclosed and I agree to that use and disclosure.

I understand that it is my choice as to what information I provide and that withholding or falsifying information might act against the best interests of my assessment and therapy progress.

I am aware that I can access my personal and health information on request and if necessary, correct information that I believe to be inaccurate.

I understand that if access is denied I will be informed of the reasons for this.

I have been provided with or have been allowed to obtain a copy of Creating Connections Privacy Policy.

If during the course of your care, you disclose a risk of harm to yourself or others, I am legally mandated to protect yourself or others from harm. If you are under the age of 18, I am legally obligated to keep your parents/guardians informed of your progress. As your counsellor I am not obligated to full disclosure of the content of your sessions, I will discuss this with you before doing this.

Signed .....Date .....

