

Nicole Bradley
— COUNSELLING —

Terms and Conditions

Client Contract for Online Counselling with
Nicole Bradley

You will be required to electronically sign this document through the email link sent to you prior to your first session.

As a professional Counsellor, Nicole follows the ethics and guidelines set out by Psychotherapists and Counsellors Federation of Australia (PACFA). An outline of Nicole's approach is below for your information.

Online therapy provided by Nicole Bradley is not a crisis service. If you have concerns about your behaviour or feel you may be in danger in some way, please seek assistance from a crisis help line.

Counselling is not the provision of advice, but a means of supporting and helping you to come to your best conclusion or solution. Nicole's approach as a Counsellor is based on a person-centred methodology. This means she sees you as a person first, not your situation or condition and believes that you have the capacity to thrive with the right support. Nicole will adapt how she works with you in each session to achieve the best outcome to meet your needs and aspirations. Among the approaches used by Nicole are Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), Family Therapy, Narrative Therapy and Solution Focused Therapy (SFT).

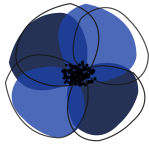
If at any point of your counselling Nicole feels she is unable to assist you, she will let you know and suggest alternative means for you to get the support that you need. This may occur due to more complex mental health issues or in a situation that requires more immediate or accessible support. Your safety and wellbeing is at the centre of any decision made regarding your care.

Confidentiality

Nicole attends professional Clinical Supervision for her work as a Counsellor and as such she may discuss your case in her sessions. Only details that are relevant for supervision are discussed, without names or specifics where you can be identified. This is an important aspect of maintaining professional conduct within the therapy field and ensures the best attention provided to you.

All personal information gathered during counselling sessions will remain confidential and secure except where:

- it is subpoenaed by a court;
- a child is at risk of harm; or
- you present a risk to yourself or someone else.



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You will be notified if there is any cause for information to be shared outside of the counselling session.

Collection of information

All personal and sensitive information collected is maintained in accordance with the PACFA guidelines, with a best effort applied to keeping all of this information safe. Hard copy documentation and an external drive containing notes will be locked away when not in use.

Nicole Bradley Counselling is a sole trading business using Power Diary platform to run the practice. Nicole is the only person with access to the encrypted information at this time. Any breach of the Power Diary system is the responsibility of that company however as an Australian business Nicole Bradley Counselling is required to comply to the Australian notifiable data breach regulations of February 2018, meaning you will be notified of breaches of Power Diary.

Technology

Your session will be conducted through Zoom or the video call function of Power Diary. These platforms have been carefully chosen as they meet international standards for encryption.

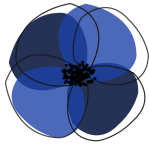
Zoom will be the default, if you would prefer not to use this service, then Power Diary video call will be the alternative.

Zoom and Power Diary video call can be used with video or audio only. The optimal approach is to use the video function, however, if you are concerned about being on the screen, please discuss it with Nicole.

Technical difficulties

If you have problems accessing the your link prior to your session, reply to a reminder in email or message and an alternative can be arranged with Nicole.

There may from time to time be issues with the technology. Please don't panic, if you get 'kicked off' then continue to try logging back into the room. If Nicole is 'kicked off' then remain in the room and she will attempt to return the same. We can develop a way around it as best we can at the time.



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Prior to your appointment

Each of the administrative documents and assessments requested from you when making your appointment are required prior to your session. Nicole will go over the documents prior to your first session to ensure you are suitable for online counselling and provide her with a basic understanding of your situation.

Payment is required in full prior to your appointment. This alleviates the need to attend to payment and ensures the best use of your session time.

Once payment is received an email with further information on how your appointment will be conducted will be sent to you.

For appointments via Zoom: Download the Zoom app on your device prior to the session. If you have not used Zoom before, it is suggested you familiarise yourself with the app so you are a little comfortable before starting the session.

Please, perform a speaker and microphone test as you join the session to ensure you can to hear Nicole and your microphone is working.

For appointments via Power Diary video call, a link will be sent that you use to connect to the call, not additional action is required.

It is important that you are in a place that is safe for you to be open and honest during our session. Please be dressed appropriately, as you would for a face to face meeting.

Cancellation fee

Please provide at least 24 hours notice if you need to cancel or reschedule your appointment to avoid a cancellation fee (50% of the full fee). A medical or family emergency may be an exception from this policy.

Social contact

As a professional counsellor guided by the ethics of PACFA I am unable to become socially connected with you, this includes social media.