

## **CHANGES IN BETWEEN - TERMS & CONDITIONS**

This document provides the approach, fees, confirmation, rescheduling, cancellation and rebate information.

### **APPROACH**

#### **Home-based Counselling, Coaching and Consulting**

For home-based counselling, coaching and consulting, an initial phone assessment is conducted to establish suitability for home-based work. Home-based therapy sessions are minimum of two hours. Sessions are always customised to your needs and will involve tasks between sessions.

#### **Online or phone**

Online (secure using Zoom) or phone counselling, coaching and consulting sessions are for one hour. These options are ideal if you live in regional, interstate or overseas locations as well as between sessions for home-based clients. Unfortunately, I am unable to assist people living in Canada or the United States of America.

#### **Walk and Talk**

Walk and Talk counselling and coaching sessions are held outside while walking. For some people, the natural environment offers an easier way to express their thoughts and feelings than in the confines of an indoor setting.

#### **Counselling room**

By arrangement, face-to-face counselling can be provided in counselling rooms in Heidelberg (additional fee applies).

### **FEES**

Home-based counselling and coaching require an initial 20-minute consultation to assess suitable for home-based work. Consultations in the home are \$110 (GST inclusive) per hour (minimum 2 hours). I am based in Ivanhoe and work in the surrounding suburbs. I am happy to travel to any location in metropolitan Melbourne. Travel fees apply for distances greater than five kilometres.

Walk and Talk, online or phone counselling and coaching are available for \$110 (GST inclusive) per hour.

Counselling room appointments are \$130 (GST inclusive).

A deposit is required at the time of booking the session. A receipt will be issued.

#### **Confirmation**

Once an appointment has been made, you will receive an email confirming your appointment. The day before your appointment, you will receive a reminder text (SMS).

#### **Rescheduling**

I am available by text (SMS), phone or email for rescheduling appointments.

#### **Cancellation**

If you need to cancel an appointment, please give me as much notice as possible. Less than 24-hour cancellation will incur the full fee, due at the next appointment. If I need to cancel an appointment, I will give you as much notice as possible.

#### **Rebates**

Mental health care plans (Medicare rebates) and private health rebates do not apply to these services.