

Online Booking Terms & Conditions

Elevate Within Counselling
Supporting Change from Within

Effective: 30 September 2026

These Online Booking Terms & Conditions apply when booking an appointment with Elevate Within Counselling. They are intended to provide clear information about appointments, fees, cancellations and the use of our online booking system.

By making an online booking, you acknowledge that you have read and agree to these terms.

1. Our Services

Elevate Within Counselling provides counselling and related therapeutic and psychosocial support services to adolescents and adults. Services may be provided:

- in person at our Swansea practice; or
- by telehealth, where appropriate.

Booking an appointment does not guarantee that Elevate Within Counselling will be the appropriate service for your individual needs. Suitability will be considered as part of the intake and assessment process.

If your needs are outside the scope of the service or practitioner, this will be discussed with you and, where appropriate, alternative services or referral options may be suggested.

2. Age Requirements

Elevate Within Counselling generally provides services to clients aged 16 years and over.

Additional consent or involvement from a parent, guardian or other authorised person may be required for clients under 18 years of age, depending on the circumstances and the young person's capacity to provide informed consent.

If you are booking for a person under 18, please provide accurate information during the booking process so that appropriate consent arrangements can be discussed before services commence.

3. Appointments

Standard counselling appointments are approximately **50 minutes**.

Please select the correct appointment type when booking, including whether the appointment is in person or by telehealth.

Appointment availability shown through the online booking system is subject to change. On rare occasions, Elevate Within Counselling may need to reschedule or cancel an appointment due to illness, emergency or other unforeseen circumstances. Where this occurs, reasonable efforts will be made to notify you and arrange another suitable appointment.

You will not be charged a cancellation fee where Elevate Within Counselling cancels your appointment.

4. Fees and Payment

The following fees apply to private counselling appointments:

- **Initial appointment:** \$160 per session
- **Ongoing appointments:** \$150 per session

A **50% deposit is required at the time of booking** to secure a private appointment. The remaining balance is payable on or before the day of the appointment. The deposit forms part of the total appointment fee and is not an additional charge.

Where an appointment is cancelled or rescheduled in accordance with the cancellation requirements below, the deposit may be transferred to a rescheduled appointment or refunded, as appropriate. Where a cancellation occurs outside the required notice period, the deposit may be retained and applied toward the applicable cancellation fee.

For NDIS-funded services, fees will be charged at the agreed rate and in accordance with the applicable NDIS pricing arrangements and the participant's Service Agreement. Clients are responsible for ensuring that the payment or funding information they provide is accurate and, where applicable, that sufficient NDIS funding is available for the services they book.

5. Cancellations and Rescheduling

We understand that circumstances change and appointments sometimes need to be cancelled or rescheduled. Where possible, please provide as much notice as you can so that the appointment can be offered to another client.

Private Clients

Private clients are required to provide at least **24 hours' notice** when cancelling or rescheduling an appointment. Where at least 24 hours' notice is provided, any deposit paid may be transferred to a rescheduled appointment or refunded.

Where less than 24 hours' notice is provided, or you do not attend your scheduled appointment, a cancellation fee may apply. Any deposit already paid may be retained and applied toward this fee.

Cancellation fees may be waived at the discretion of Elevate Within Counselling where exceptional circumstances apply.

NDIS-Funded Services

NDIS-funded clients are required to provide at least **2 clear business days' notice** when cancelling or rescheduling an appointment. Where less than 2 clear business days' notice is provided, or the participant does not attend the scheduled appointment, the appointment may be treated as a **Short Notice Cancellation**. Where permitted under the applicable NDIS pricing and claiming arrangements, the participant's NDIS plan may be charged **up to 100% of the agreed fee** for the scheduled support.

A Short Notice Cancellation will only be claimed where the requirements for claiming a cancellation under the applicable NDIS arrangements are met and the cancellation arrangements have been agreed with the participant. Cancellation fees may be waived at the discretion of Elevate Within Counselling having regard to the participant's individual circumstances. The specific cancellation arrangements applicable to NDIS-funded services will also be set out in the participant's Service Agreement.

6. Late Arrival

If you arrive late, your appointment will generally still finish at the originally scheduled time so that subsequent clients are not affected.

Depending on how late you arrive, there may not be sufficient time to safely or effectively conduct the session. In these circumstances, the appointment may need to be rescheduled and may be treated as a late cancellation.

7. Telehealth Appointments

If attending by telehealth, you are responsible for having:

- a suitable device and reliable internet connection;
- a reasonably private environment where you feel comfortable speaking;
- appropriate arrangements to minimise interruptions where possible; and
- a safe location from which to participate.

At the beginning of a telehealth appointment, you may be asked to confirm your current location and appropriate emergency contact information where this is reasonably required for your safety.

If a telehealth appointment is interrupted by technical difficulties, reasonable attempts will be made to reconnect or establish another method of communication. Where significant

technical problems prevent the appointment from continuing, arrangements for completing or rescheduling the session will be discussed with you.

8. Privacy and Personal Information

Elevate Within Counselling collects personal and health information that is reasonably necessary to provide counselling and related services, manage appointments, communicate with you, maintain appropriate clinical records and meet legal and professional obligations. Information provided when making an online booking forms part of the information held by Elevate Within Counselling.

Personal and health information is handled in accordance with applicable privacy requirements and the **Elevate Within Counselling Privacy Policy and Privacy Collection Notice**. You will be provided with further information about privacy, confidentiality and record keeping as part of the intake and informed consent process.

9. Confidentiality

Information shared during counselling is treated as confidential and handled in accordance with applicable privacy, legal, ethical and professional obligations.

There are circumstances where information may need to be disclosed without your consent, including where disclosure is required or authorised by law or where necessary to respond to a serious threat to the life, health or safety of you or another person.

Further information about confidentiality and its limitations is provided before counselling commences as part of the informed consent process.

10. Appointment Communications

When you make a booking, Elevate Within Counselling may use the contact details you provide to send administrative communications relating to your care, including:

- booking confirmations;
- appointment reminders;
- changes or cancellations;
- intake documentation; and
- other information reasonably necessary for providing or administering your service.

Please ensure the contact information you provide is accurate and kept up to date.

Appointment communications are not intended to be used for emergency or crisis support.

11. Emergency and Crisis Support

Elevate Within Counselling is not an emergency or crisis service.

The online booking system is not monitored continuously and should not be used to request urgent assistance.

If you or another person is in immediate danger or requires urgent assistance, call **000** or attend the nearest hospital emergency department. If you require urgent mental health support, you may also contact an appropriate crisis or mental health service.

12. Suitability of Services

Counselling is a collaborative process and individual experiences and outcomes will vary. Elevate Within Counselling does not guarantee any particular outcome from counselling or related services. Your needs and goals will be discussed with you and reviewed throughout the therapeutic process.

If Elevate Within Counselling determines that a particular service is not appropriate, safe or within the practitioner's professional scope, this will be discussed with you and alternative or additional supports may be recommended where appropriate.

13. Respectful and Safe Environment

Elevate Within Counselling is committed to providing a safe and respectful environment for clients, practitioners and visitors. Clients are expected to communicate and behave respectfully during appointments and interactions with the practice.

Elevate Within Counselling reserves the right to end or decline a session where behaviour creates an immediate safety risk or where it is not reasonably possible to provide the service safely.

Where ongoing services are no longer appropriate, this will be managed professionally and, where appropriate, reasonable assistance with referral or transition to another service will be provided.

14. Informed Consent and Other Documents

Accepting these Online Booking Terms & Conditions allows you to make and manage an appointment. It does **not replace the informed consent process for counselling**.

Before services commence, you may be asked to review and complete additional documents relevant to your circumstances, including:

- Client Consent Form;
- Privacy Collection Notice;
- Consent to Exchange Information, where applicable;
- Service Agreement, including an NDIS Service Agreement where applicable; and
- Technology & AI-Assisted Documentation Consent Form, where applicable.

You will have the opportunity to ask questions about these documents before providing consent.

15. Accuracy of Information

You agree to provide information that is accurate and complete to the best of your knowledge when making a booking and completing intake documentation.

Please notify Elevate Within Counselling if important information changes, particularly contact details, emergency contact information, funding arrangements or information relevant to the safe provision of services.

16. Complaints and Feedback

Elevate Within Counselling welcomes feedback and aims to respond to concerns respectfully, fairly and promptly. If you have a concern about the service you receive, you are encouraged to raise it directly with Elevate Within Counselling where you feel comfortable doing so.

You may also have the right to make a complaint to an appropriate external body, including the NSW Health Care Complaints Commission or, where relevant, another regulatory, professional or funding body. Further information about complaints is available in the Elevate Within Counselling complaints process.

17. Changes to These Terms

These Online Booking Terms & Conditions may be updated from time to time to reflect changes to services, practice arrangements, legal requirements or applicable funding arrangements.

The terms that apply to your booking will be the current version made available through the booking system at the time of booking.

18. Agreement

By selecting the agreement checkbox and submitting an online booking, you confirm that:

- you have read and understood these Online Booking Terms & Conditions;
- you understand the cancellation arrangements that apply to your booking;
- you understand that making a booking does not replace the informed consent process;
- you understand that Elevate Within Counselling is not an emergency or crisis service; and
- you agree to these terms.