



Information & Consent Form

Elysia Bullen – Counselling & Wellbeing provides in-person and telehealth (online and phone) counselling services for young people and adults.

Confidentiality

To provide the highest standard of care, personal & health information that is relevant to your current situation will be recorded in the form of clinical notes. Client files are either paper-based and held in a secure filing cabinet that is only accessible by Elysia Bullen – Counselling & Wellbeing or are electronic and stored securely on a practice management system which meets industry e-security requirements.

All clinical notes gathered during the provision of the counselling service will remain confidential except when:

- They are subpoenaed
- Failure to disclose the information contained in the notes would put you or another person at risk
- Your prior approval has been obtained to disclose information to another professional, agency, or person (e.g., spouse, parent, employer, health professional)

Risk to Self or Others

If at any point Elysia Bullen – Counselling & Wellbeing deems that you are at risk of seriously harming yourself or another person, you understand that it is your responsibility to engage with the appropriate supports. Where possible, Elysia Bullen – Counselling & Wellbeing will support you to engage with help should risk arise. Supports may include:

- Emergency services in your geographical area
- A psychologist, psychiatrist, or medical doctor in your geographical area
- A next-of-kin or emergency support person

In the event of a mental health crisis outside of scheduled appointments, you understand that Elysia Bullen – Counselling & Wellbeing will not be available for immediate support, and that you are to reach out to emergency services or next-of-kin in your geographical area.

You understand that Elysia Bullen – Counselling & Wellbeing services are not a substitute for psychiatric, medical, or diagnostic support, and that it is your responsibility to seek independent professional advice as needed.

You understand that in any case, Elysia Bullen – Counselling & Wellbeing will respond to all counselling-related enquiries via email during business hours 9:00am – 7:00pm AWST.

Health, Wellness, & Lifestyle Counselling Disclaimer

Elysia Bullen – Counselling & Wellbeing utilises a holistic approach to mental health and wellbeing, and as such may incorporate dietary and lifestyle education when relevant to a client's presenting concerns. This support is non-prescriptive and must not be used as a substitute for medical or nutritional advice by the client. Please advise if you would like to have any other health professionals or third parties kept abreast of support given in this area.

Request for access to personal information

At any stage you may request to see the information about you that is kept on file. Requests by you for access to information will be responded to within 14 days and an appointment will be made if necessary for clarification purposes.

Fees & Frequency of Services

- The cost of a standard 50-minute consultation is \$150 (AUD). This includes GST.
- Longer 90-minute consultations can be negotiated and will be charged at \$180 (AUD). This includes GST.
- An invoice will be sent to you via email after the appointment with all necessary bank details. *Payment must be made via bank transfer on the date of the appointment.*
- Once a session has been paid for, a paid invoice will be sent to your email for your records.
- Frequency of counselling services are fortnightly or monthly to ensure consistency of support and the highest standard of care. Arrangements that fall outside of this are to be agreed upon between you and Elysia Bullen – Counselling & Wellbeing.

Terminating Services

- You understand that at any point, you have the right to terminate counselling services provided by Elysia Bullen – Counselling & Wellbeing. Likewise, if Elysia Bullen – Counselling & Wellbeing deems it is in your best interest to seek alternative services, a consultation will be organised to discuss and collaborate on appropriate support going forward.

Cancellation Policy

If you need to cancel or reschedule an appointment, please provide at least 48 hours' notice. This is due to appointment slots being limited and potential waitlist times. A fee of the standard session amount will apply if you cancel or reschedule with less than 48 hours' notice, or if you fail to attend 15 minutes after your scheduled appointment. If you have difficulty attending the appointed time, please think ahead and let Elysia know so that an alternative time and day can be arranged.

If you would like to speak with Elysia regarding appointment times, please contact her via email enquiries@elysiabullen.com.au between 9.00am – 7:00pm AWST. If the matter is urgent and/or

you have been unable to reach Elysia, please call either your psychiatrist, medical doctor, or an emergency helpline in your geographical area.

