



Aligned Talk Therapy

Aligned Talk Therapy values transparency and clear communication. Below is a practical guide to our policies, procedures and answers to some common questions.

A

Accessibility – Level, ground floor access is available. There is a waiting room and bathroom for your convenience.

Appointments / Session frequency– Your counsellor will make every effort to schedule a regular appointment time with you in line with best practice, however session frequency is ultimately based on individual needs.

B

Booking an appointment – Initial appointments can be made using our online booking system located at alignedtalktherapy.com.au or by emailing remona@alignedtalktherapy.com.au. Subsequent appointments can be scheduled by your counsellor at the end of each session.

C

Cancellations – If you need to cancel your appointment, please email or leave a voicemail for your counsellor. Please provide as much notice as possible. If you cancel within 24 hours of the scheduled time, you will be charged 100% of the regular session fee. Charges for cancelled sessions cannot be carried over or used as credit towards future bookings. This applies to face-to-face, online video and telephone appointments. We will, of course, consider emergency or exceptional circumstances.

Client Information – We require all clients to complete the 'Client Intake' form prior to their first appointment. If you are unsure of how to answer any questions or wish to discuss any of the information required, we can go over it together in your first session. This information is held securely and confidentially in our client management system: Cliniko.

Complaints – If you wish to make a complaint, please speak to your counsellor in the first instance. If this is not possible or causes you discomfort, you may prefer emailing to remona@alignedtalktherapy.com.au. You can also write to our regulating body, PACFA at ethics@pacfa.org.au.

C

Counselling Agreement – We require all clients to read and sign our Counselling Agreement. This agreement will be in place between you and your counsellor for the duration of your work together

E

Emergencies – Aligned Talk Therapy is not a crisis counselling service. In an emergency call 000. Other useful crisis contact numbers are listed in our Counselling Agreement.

Ethical practice – Our counsellors are registered members of the Psychotherapy And Counselling Federation of Australia (PACFA) and adhere to their ethical practices and standards. For more information, visit their website www.pacfa.org.au.

F

Face-to-face / In-person appointments – are currently available in Petersham on Mondays only. Please book online or contact your counsellor for specific session availability.

Fees – The fee for an individual client session is \$154 with Remona, who is a Registered Clinical Counsellor. Aligned Talk Therapy reserves the right to change fees at any time. In the case of an increase, a minimum of 4 weeks' notice will be provided.

H

Health concerns – Please discuss any health-related concerns with your counsellor before attending any in-person session. If you become unwell or suspect you are coming down with something within the 24 hours preceding your appointment, your Counsellor will be happy to offer you online / telehealth as an alternative.

I

Informed consent – Informed consent means you understand the risks and limitations of the work we do together in counselling and are willing to proceed. This consent is obtained from you in writing via the counselling agreement form and reconfirmed during our first session together.



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L

Leave – From time to time your counsellor will take leave. In this instance, she will give you as much notice as possible. During this time, she will also leave you details of who to contact if you need urgent support.

Location – Our room is inside 'Your Integrative Health Clinic' located at Shop 25/301 Stanmore Rd, Petersham NSW 2049.

N

No shows – Appointment reminders will be sent by email for your convenience, however it is the responsibility of each client to manage their schedule. Should a no show occur, you will be charged the full session fee. Please see 'Cancellations' for more information on cancellations under 24 hours. We will, of course, take into account any emergency or exceptional circumstances.

Notes – Your counsellor will keep notes of your work together. These notes are de-identified and stored securely between sessions.

Number of sessions – We will agree this together depending on your needs and goals. We will also review this on an ongoing basis.

O

Online / Telehealth appointments – No additional software is required if you wish to make an online appointment. Your counsellor will send you a clickable link before your scheduled appointment. Please ensure that you are in a quiet and private room, where family members or housemates cannot hear you. Your counsellor will wait for 10 minutes after the scheduled appointment time for your arrival. If you are experiencing technical difficulties, please call your counsellor immediately.

P

Parking – Ample untimed street parking can be found on Hopetoun & Bent Streets which border Maudrell Park and 'Your Integrative Health Clinic'. Limited 1 hour parking can also be found at our front door on Stanmore Rd.

Payments – An invoice will be issued to your email address at the conclusion of each session. This invoice is payable on receipt via bank transfer. Once your payment has been received, a tax receipt will be issued for your records. Please check with your individual Health Fund if there are any applicable rebates available to you.

Privacy – Your privacy is of the utmost importance to us. Personal and sensitive information is collected by Aligned Talk Therapy using Cliniko, a software application designed to securely manage client records. Cliniko is bound by the Information Privacy Act 1988. No one outside of your counsellor will have access to your case file and notes which are electronically stored and password protected. Recording of sessions is not permitted.

Public transport - Petersham Station is located 550m / 8 minutes walk away; Stanmore Station is located 650m / 10 minutes walk away.

S

Session duration – Standard sessions are 60 mins.

Have another question?

Please feel free to email any questions to remona@alignedtalktherapy.com.au.