



Terms of Service Agreement

Welcome to Clinton Power + Associates. This document outlines the terms and conditions under which psychotherapy and counselling services are provided.

Confidentiality and its limits

Your therapist is committed to maintaining confidentiality regarding the content of your sessions. Information shared in therapy will not be disclosed without your consent except where required or permitted by law or professional obligations. This may include situations where there is a serious risk of harm to you or another person, suspected abuse of a child or vulnerable person, or where disclosure is required by a court order or legal authority. Wherever possible, these matters will be discussed with you.

In order to support high-quality and ethical practice, clinical work may be discussed in professional supervision or consultation. In these situations, identifying information is removed, and your privacy is protected.

Appointments and enrolment

Sessions are booked on an enrolment basis. This means a regular appointment time is reserved for you on a weekly, fortnightly, or monthly schedule. Your enrolment continues unless notice is given in accordance with the policy below.

Fees and cancellations

Your session fee applies to all scheduled appointments, including missed or cancelled sessions, as your appointment time is reserved exclusively for you and cannot be reallocated, regardless of notice given.

No fee is charged for sessions cancelled due to therapist illness, planned leave, or public holidays.

To cease your enrolment, a minimum of two weeks' notice must be provided verbally or in writing (email).

Payments

Payment is made via direct debit using your nominated credit card or bank account. Sessions are typically debited on the Monday following your appointment. If your session falls on a Monday, payment will occur on that day.

In the event of an incorrect debit, the amount will be refunded as soon as possible, usually within 24 hours.

Your payment details are stored securely and treated as confidential.



Records, communication, and technology

Clinical records are maintained in accordance with professional and legal requirements. Electronic communication such as email or SMS may be used for administrative purposes but is not suitable for urgent or clinical matters.

Where AI-assisted note-taking or related technologies are used in clinical record-keeping, this occurs only with your explicit informed consent, as outlined in a separate consent document.

This practice does not provide crisis or emergency counselling services.

You are enrolled in the following time slot:

Day of the week		Time of appointment		Frequency (weekly, fortnightly, monthly)	
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Agreement:

I/we understand and agree to the terms and conditions of this agreement.

Client signature(s)

Date

Therapist signature

Date

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