

# Terms and Conditions

## Service Overview

Social Support and Counselling provides person-centred support services for older adults, young people and adults requiring mild emotional, social or practical support.

Services may be provided:

- Online Australia-wide
- In the client's home
- In the community at an agreed suitable location

Support services may include:

- Social support and companionship
- Counselling and emotional support
- Community access and meaningful activities
- Domestic assistance and practical support
- Goal-focused support and wellbeing assistance

All services are delivered in accordance with dignity, respect, privacy, choice, client safety and professional boundaries.

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## Booking and Minimum Service Time

- Minimum booking time is 1 hour.
  - Some services may require minimum session commitments.
  - All booked time is chargeable, including sessions that finish earlier than scheduled.
  - Additional time requested during a service may incur extra charges.
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## Cancellation Policy

- A minimum of 24 hours notice is required for cancellations or rescheduling. Availability for rescheduling is not guaranteed.
  - Cancellations with less than 24 hours notice may incur the full service fee.
  - If a client is unavailable at the agreed time, charges will apply.
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## Illness and Infection Control

To protect the health and safety of all clients and workers:

- Services will not proceed if the client presents as unwell with symptoms of illness, contagious infection or unsafe health concerns.
  - If a session cannot proceed due to illness identified upon arrival, charges will still apply.
  - Online support may be offered where appropriate.
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## **Counselling Environment Requirements**

For counselling services:

- Clients are required to have access to a private and reasonably quiet space to support confidentiality and therapeutic safety.
  - Counselling sessions may be paused or ended if privacy cannot be maintained.
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## **Home Visit Safety Requirements**

For in-home services:

- All pets must be appropriately secured prior to and during visits.
  - A Workplace Health and Safety (WHS) check will be completed during the first visit and forms part of service time.
  - Services may be declined or ceased if the environment is considered unsafe.
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## **Travel and Community Support**

- Additional charges may apply for kilometres travelled during support services or community outings.
  - Any entry fees, meals, tickets or activity costs are the responsibility of the client unless otherwise agreed.
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## **Payments and Fees**

- Private paying clients are required to make payment upfront prior to services commencing.
  - Payment methods and fee schedules will be provided before services begin.
  - No refunds are provided for completed services or late cancellations.
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# Professional Standards and Boundaries

Services are delivered in line with:

- ACA ethical principles and professional conduct expectations
- Child Safe Standards
- NDIS principles of dignity, respect, choice and safety
- Aged care rights-based practice

Clients have the right to:

- Be treated with dignity and respect
- Participate in decisions about their support
- Receive services free from discrimination, abuse or neglect
- Raise concerns or complaints safely

Workers have the right to:

- A safe workplace
- Respectful communication and behaviour
- Professional boundaries being maintained

Aggressive, abusive, discriminatory or unsafe behaviour may result in services being suspended or ended.

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## Privacy and Confidentiality

Client information is kept confidential and handled in accordance with privacy obligations and professional ethical requirements.

Information may only be disclosed:

- Where required by law
- Where there are concerns relating to safety, risk of harm, abuse or neglect
- With client consent where appropriate

Mandatory reporting obligations apply where legally required.

Please refer to our Privacy and Confidentiality Policy for further information.

A copy can be requested at any time or viewed via:  
[socialsupportandcounselling.au](http://socialsupportandcounselling.au)

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## **Child Safety**

Where services involve children or young people:

- Child safety and wellbeing remain a priority at all times.
- Services are delivered in accordance with child safe principles and mandatory reporting obligations.
- Parents, guardians and carers may be involved where appropriate and legally required.

Please refer to the Child Safe Policy for further information.

A copy can be requested at any time or viewed via:  
[socialsupportandcounselling.au](http://socialsupportandcounselling.au)

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## **Complaints and Feedback**

Clients are encouraged to raise concerns, complaints or feedback at any time.

Please refer to the Complaints Policy and Procedure for further information.

A copy can be requested at any time or viewed via:  
[socialsupportandcounselling.au](http://socialsupportandcounselling.au)

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## **Agreement to Services**

By engaging services, clients acknowledge they have read, understood and agreed to these Terms and Conditions.