



## **ROOHI AHMAD**

REG. COUNSELLOR

ABN 4139 588 1942

ACA Reg, Dip Coun. AIPC

Post Grad Dip International

BA International, MA International

0481 882 042

[roohi@connectwithcounselling.com.au](mailto:roohi@connectwithcounselling.com.au)

[www.connectwithcounselling.com.au](http://www.connectwithcounselling.com.au)

### **Terms & conditions**

When you sign the contract for a counselling session with me, you have agreed to my 24-hour cancellation policy. Payment is still expected in case of less than 24 hours' notice. Payment is to be made within 24 hours of counselling sessions. If you experience any issue, please contact me on my mobile: 0481 882 042. You will need to sign all contractual and consent forms prior to the session. The contract form explains the requirement of counselling responsibilities.

### **Information and documentation**

In accordance and keeping with the ethical requirements of ACA, I will keep your private information and documentation in a hard copy format in a locked filing cabinet. Your details are also stored online in practicing software for invoicing and accounting purposes. I might have to break confidentiality if I believe that serious harm may occur to you or to someone else. This will include consultation with you and with my counselling supervisor or if they are not available, an experienced counsellor. If a court subpoena is issued, I will have to provide your case notes. Counselling files can be accessed at any time by you, though need to be requested in writing and it is suggested that I'm aware of the reason for your accessing the file, especially if it is a legal matter. I will not record any of our online counselling sessions in order to protect your privacy and confidentiality. As a client, you are also expected not to record the sessions. I will advise you to be prepared a few minutes before the scheduled counselling to ensure everything is running smoothly. You can access the session via the link provided through email. Please find a private, safe spot so that we can start on time and so that your own safety, confidentiality, and privacy is protected.

### **Technical difficulties**

Please ensure that you have addressed all technical problems before the session time. I will try to adjust in case of unexpected technological issues, but you might be required to pay a fee in case of repeated occurrence.

### **About me**

I am trained in counselling, and not a registered or practising Australian psychologist or social worker. I do not offer Australian government Medicare rebates. I have national insurance to work across Australia (worldwide, excluding USA and Canada) and I am a member of the Australian counselling Association (ACA). I will work with you to provide support in the best professional capacity.

I take my role as a counsellor seriously and believe that you have the resources within you. I will help you explore these so you can get the best possible outcomes you want from life. I find it an honour to be working with you and look forward to knowing more about you in the counselling session.



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### Service delivery: Refunds

Counselling services provided will not be refunded unless it can be shown that the services were not delivered as per the information on my website or as agreed in private consultation between us. If you, the client (customer or purchaser), changes your mind or decides that the services are not what you wanted, after they have been delivered, then this matter needs to be discussed directly with Roohi to see if a resolution can be found and agreed to by both parties. Roohi provides no promise to provide remedy, though will make every reasonable effort to find an agreeable solution. Cancellation fees will apply if 24 hours' notice is not given. Bookings paid for and not attended without 24 hours' notice will forfeit the entire fee, or otherwise another session can be rescheduled.

### Jurisdiction

This agreement is enacted and can only be enforced under the relevant laws governing Victoria (VIC), Australia.

### Insurance coverage

Roohi Ahmad is registered and insured to work worldwide, with the exception of the United States of America (USA) and Canada.

### Complaints handling

My professional association, ACA, requires me to deliver a high-quality service and maintain the highest standards of ethics and professionalism within the agreed terms of the client contract. If for any reason, you are unhappy with the quality of the service received, you can complain to the association. The Health Care Complaints Commission (HCCC) sets out ways that clients can complain to them about registered health care, allied health and unregistered practitioners. As counselling and psychotherapy is not registered under AHPRA, Counselling and Psychotherapy is considered an unregistered and unregulated industry.

Please see here for more: <https://www2.health.vic.gov.au/health-workforce/health-workforce-regulation/regulation-of-unregistered-health-professions>

Please note that for reasons of your confidentiality, a complaint may only relate to services provided to you (and not to any other person). Roohi will not discuss, nor release any records or materials related to a complaint or counselling services provided to any other person, unless ordered to do so by a competent court or relevant authority.

### Website complaints

If you have an issue about the functionality of Roohi's website, you can contact via the website contact form [https://connectwithcounselling.com.au/?page\\_id=179](https://connectwithcounselling.com.au/?page_id=179) or email at:



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[admin@connectwithcounselling.com.au](mailto:admin@connectwithcounselling.com.au). I will aim to respond to your complaint or concern within 7 working days, or as indicated in our acknowledgment of your complaint.

### Crisis support

Please note that counselling services provided by Roohi Ahmad is not a crisis service. If you have an urgent situation or where you may be a danger to yourself or others, please contact a crisis line or a crisis online service.

For Australian clients, please contact:

Lifeline Ph: 13 1114

Beyond Blue: 1300 224 636

1800 Respect: 1800 737-7328

Mensline: 1300 78 99 78

Here is a list of international crises support numbers:

[http://www.suicidestop.com/call\\_a\\_hotline.html](http://www.suicidestop.com/call_a_hotline.html)

### Service delivery medium

Australian businesses are required to comply with the new Australian notifiable data breach scheme as of 22nd February 2018. Roohi cannot be held personally responsible or liable for a breach concerning a company that she does not own. In case of a breach from a company holding your private information, Roohi will notify you and inform you of the steps to manage the breach. You can find more information here: <https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme#how-to-notify>

### Professional membership

Australian Counselling Association (ACA)

Level 2 Member no. 11747

Address: Unit 2/42 Finsbury Street Newmarket Qld 4051

Postal Address: P.O.Box 88 Grange Qld 4051

Telephone: 07 3356 4255 or 1300 784 333

Facsimile: 07 3356 4709

Email: [admin@theaca.net.au](mailto:admin@theaca.net.au)

Website: [www.theaca.net.au](http://www.theaca.net.au)

Please sign here that you understand the terms and conditions of counselling services with Roohi Ahmad.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_