

Agape Women's Support

Client Agreement & Session Policies

In alignment with the Australian Counselling Association (ACA) Code of Ethics and Practice

Welcome to Ágape Women's Support. This document outlines the policies, procedures, and terms of engagement for all counselling services. It is designed to ensure a safe, ethical, and professional environment for both clients and practitioners.

By booking and attending sessions, you acknowledge that you have read, understood, and agreed to the terms outlined in this document.

This document needs to be signed and dated.

It needs to be sent BEFORE your first 1h session. Please, send to:

agape@agapewomenssupport.com.au

1. Professional Identity

Practitioner: Claudia Tolentino Cady

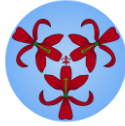
Role: Counsellor & Psychoanalyst

Qualification: Psychology, Psychoanalysis, Education. Diploma of Counselling, Master of Pastoral Counselling in progress.

Registration: Australian Counselling Association (ACA)

Practitioner: Wayne Cady

Role: Counsellor



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Qualifications: Diploma of Counselling. Background in trades and military service Experience supporting veterans, including advocacy and navigation of compensation systems. Additional experience in education and mentoring roles

Registration: Australian Counselling Association (ACA)

Agape Women's Support provides counselling services grounded in a **trauma-informed and psychodynamic approach**, supporting women through emotional challenges, trauma, and life transitions.

2. Scope of Practice

Services Offered

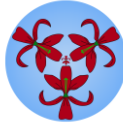
- Individual counselling sessions (online)
- Individual counselling in person (by request)
- Psychodynamic and integrative therapeutic support
- Emotional support for trauma, relationships, and personal development

Limitations

- This service is not a substitute for medical, psychiatric, or emergency care
- Referrals may be provided where appropriate

3. Booking & Access

- A confirmation email
- A secure session link
- Instructions on how to access your session



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All sessions must be booked through the official website. Upon booking confirmation, you will automatically receive:

Clients are responsible for accessing the session at the scheduled time.

4. 15-Minute Consultation (Free)

The 15-minute consultation is the recommended first step. To attend this session, the following is required:

- Completion of the Intake Form
- Signing of the Informed Consent Form (available on the website under *Resources*)

Both must be submitted at least 2 hours before the scheduled session. If these requirements are not met, the session will be cancelled.

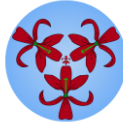
During the consultation:

- Your needs will be briefly explored based on the Intake Form provided
- The therapeutic approach will be explained
- Guidance and next steps will be provided

5. Session Structure & Fees

- **Standard Session (1 hour): AUD \$125**
- **Special Session:** For clients with agreed adjusted fees. An invoice will be sent by email and must be paid at least **48 hours** before the session.

All sessions must be **paid in advance at the time of booking**.



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6. Session Duration & Attendance

- Standard sessions are **60 minutes in duration**
- Sessions begin and end at the scheduled time

7. Late Arrival Policy

- If you arrive late, the session will still end at the original time
- The full session fee applies

8. Cancellation & Rescheduling Policy

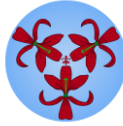
- A minimum of **24 hours' notice** is required to cancel or reschedule
- Cancellations within less than 24 hours are **non-refundable**
- Missed sessions (no-shows) are charged at the full rate

9. Missed Sessions (Special Fee Clients)

- **Missed sessions must be paid in full**
- An invoice will be issued
- Further bookings will not be available until payment is completed

Special fee arrangements may be offered in certain circumstances for clients experiencing financial difficulty or limited access to resources. These are discussed and agreed upon individually.

10. Client Responsibilities



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Clients are responsible for:

- Attending sessions at the scheduled time
- Ensuring a private and appropriate environment
- Having a stable internet connection or making their own way to my office
- Communicating respectfully and honestly
- Completing required documentation before sessions (contract, intake form)

11. Informed Consent & Intake

Before attending sessions:

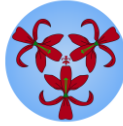
- The Intake Form must be completed before the 15-Minute Consultation (Free)
- Contract must be signed by the before the 1h Regular Session

Sessions will not proceed without these documents.

12. Nature of the Work

This counselling approach is:

- Trauma-informed
- Psychodynamic in orientation – Psychoanalysis/ *Atma Qatarse Method*
- Relational and process-based. This is not a quick-fix model. The work involves gradual exploration, understanding, and integration, at a pace appropriate to everyone, and it could become a medium to long-term treatment.



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13. Confidentiality

All information shared in sessions is treated as confidential and handled in accordance with professional and ethical standards. Confidentiality may be limited in the following circumstances:

- Risk of harm to yourself or others
- Legal obligations requiring disclosure
- Court orders or subpoenas

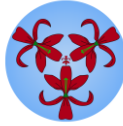
14. Legal & Court Disclosure

Due to the nature of therapeutic work, information shared in sessions may become relevant in legal contexts. Counselling records, including session notes, may be disclosed if required by law, including through court orders or legal proceedings.

All records are maintained in a professional, factual, and secure manner, in line with ethical and legal standards. *Counselling notes are not created for legal purposes but may be disclosed if legally required.*

15. Record Keeping

- Session notes are stored securely
- Records are retained for a minimum of 7 years
- Access is restricted to the practitioner



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16. Emergency & Crisis Support

This service is not a crisis service. In case of emergency:

- Call **000 (Emergency Services)**
- Lifeline: **13 11 14**
- Or attend your nearest emergency department

17. Complaints & Feedback

If you have concerns, discuss them directly with your practitioner. If unresolved, contact the Australian Counselling Association (ACA).

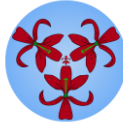
18. Professional Standards

This practice adheres to the ACA Code of Ethics, including:

- Respect for client autonomy and dignity
- Confidentiality and privacy
- Non-discriminatory practice
- Provision of competent and ethical services

19. Policy Review

These policies are reviewed on a regular basis to ensure they remain aligned with current professional, ethical, and legal standards, including the Australian Counselling Association (ACA) Code of Ethics and Practice. Updates may be made in response to changes in legislation, professional requirements, or the development of the practice.



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Where changes significantly affect the delivery of services, clients will be informed as appropriate. Continued engagement in services following any updates constitutes acceptance of the revised policies.

20. Client Agreement & Consent

By engaging in services with Ágape Women's Support, you confirm that:

- **You have read and understood this document**
- **You agree to the terms of booking, payment, and cancellation**
- **You accept responsibility for attending sessions as scheduled**
- **You understand the nature and scope of the service**

Client Name	Practitioner Name
Signature	Signature
Date	Date

This document needs to be signed and dated.

It needs to be sent BEFORE your first 1h session. Please, send to:

agape@agapewomenssupport.com.au