



Agape Women's Support

Client Welcome Pack

Welcome!

Thank you for choosing to begin this journey. Whether you're here for individual counselling or simply exploring, this space exists to meet you where you are. This pack offers a gentle introduction to what to expect, how we work, and how to prepare for your first session.

What to Expect?

All sessions are conducted online, providing a confidential and supportive space where you can explore your thoughts and experiences safely. The first step is a **15-minute consultation**, where you will complete a short intake form in advance. During this session, we will briefly explore your needs, and I will introduce how I work, so you can decide if this approach feels right for you.

From there, you can choose the session option that best suits your situation and [book directly through the website](#).

How We Work?

Our work is grounded in a **trauma-informed and psychodynamic approach**, supporting you to understand your experiences, emotional patterns, and underlying processes at your own pace.

This is not a quick-fix model. It is a space where we work with care, clarity, and consistency — helping you make sense of what you are going through and supporting meaningful, sustainable change.



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Session Options & Booking

All sessions are booked through the website. Once your booking is confirmed, you will automatically receive an email with:

- your session confirmation
- the secure online link
- instructions on how to access the session

Free 15-Minute Consultation

The 15-minute consultation is a free initial step to understand your needs and how we work. 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*)

These must be submitted at least 2 hours before your scheduled time. If the forms are not completed in advance, the session will not proceed.

During this session:

- I will guide you through how I work
- You will receive orientation and next steps
- You can decide how you would like to proceed

Session Fees

- **Standard Session (1 hour): AUD \$125**
- **Special Session:** for clients with agreed adjusted fees

If you are unsure, the 15-minute consultation is the recommended starting point.



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Rescheduling & Cancellation Policy

- A minimum of **24 hours' notice** is required to cancel or reschedule
- Cancellations made within less than 24 hours are **non-refundable** and the full fee applies

For clients on adjusted (special) fees:

- Any missed session must be paid for before booking a new session
- An invoice will be issued for the missed appointment

Important Notes

- Sessions are **confidential and conducted online**
- You are responsible for attending your session at the scheduled time using the provided link
- All work is conducted within a **professional, trauma-informed framework**

My priority is to support you in a way that feels safe, comfortable, and trusting.

This is not a place of perfect answers. It is a place of presence, listening, and real human care. You are welcome exactly as you are. We'll take the next steps together.

If an individual session doesn't feel like the right starting point, or you cannot afford an individual session, you're also warmly invited to explore our community service page and express your interest in participating in our women's circle, The Red Tent — where healing unfolds in community and connection within yourself.

Best Wishes
Claudia Cady