

## Things you need to know

*I am really looking forward to helping you achieve your personal and relationship goals but before we begin I need you to be aware of how this Practice operates to ensure the best outcome for all.*

### Confidentiality:

All of our sessions are totally confidential and as such you are free to discuss anything that will assist you in working towards your goals. The only exception to that is if you reveal something to me that leads me to believe you may harm yourself or another person(s). I will work out the best course of action in that scenario and if possible advise you at the time prior to taking action.

Some of the ways in which I protect your privacy through my processes and systems:

- Any notes I keep about our sessions are electronic and password protected;
- My electronic calendar is password protected;
- Client information such as email addresses and phone numbers is also password protected and never shared with anyone;
- Sessions held in my office are spaced such that it would be rare to cross paths with my other clients;
- Sessions via Zoom will never be recorded;
- If a friend has referred you to me they will never hear whether you actually engaged my services or not – for that matter no one outside of you and me will ever know that you are coming to see me unless you tell them (which of course is your choice).
- If you attend one of the groups I offer no one will know that you are seeing me individually unless you share that information yourself.

I will always seek your express permission before I talk about your situation with other helping professionals.

### Confidentiality for Couples:

When working with a couple both members of the couple are required to attend sessions. If it would be beneficial to the work we are doing to see one or each of you separately there is no confidentiality from the spouse. I encourage sharing the session later at home outside of the session or at the next couples session.

## Services and sessions:

I will discuss with you at the beginning and at various intervals during our work together the sessions and services that are likely to be the best in helping you reach your goals.

Couples sessions are 90 min and individual session can be 60 min standard or 90 min longer session (mostly used by those who have travelled a fair way).

If at times I refer you to a third party service it will be because I believe what they offer will best meet your needs. I never accept fees or bonuses from third parties to refer clients to them.

## In Office

Sessions are held at Mission House 92 Brighton Rd Sandgate 4017 Upstairs Room 8.

## Tele Sessions

Internet based sessions are on Zoom. The link is provided in the meeting confirmation email.

It is best if you have set up and tested the system before the session begins so we do not waste time at the start getting it all going. If an internet based system fails I will call you on the telephone number you have provided and the session will be completed by phone.

## Booking a Session:

Session bookings can be made directly electronically via my online booking service found on my website <https://catriona-lightfoot-scheduling.as.me/>

or via email [catriona@connection101.com.au](mailto:catriona@connection101.com.au)

Or via phone +61 404 283 052.

A session is considered booked when its availability has been confirmed by email. Any queries please do not hesitate to contact me.

## Punctuality:

The time booked for the session is time that has been allocated to you. In order for you to get the most out of your time, please be punctual and allocate the time required so you do not have to cut it short. You will be charged for the full session regardless so make the most of it.

## Reminders and Rescheduling:

48 hours before the session you will get a reminder email about the session. This is your last opportunity to reschedule your appointment without incurring the full cost of the session.

For sessions rescheduled or canceled with 48 hours of the session the full fee will be charged.

You will also be charged the full session fee if you fail to show up.

Waiving this requirement is done at my discretion depending upon the circumstances.

## Fees:

My fees for services and sessions are advertised on my website and on my booking calendar.

If I change these at any time, as a current client I will ensure you will get at least 1 months' notice of the change.

## Payment for sessions:

### All Clients:

In your first session you will provide a credit card for file. This card is stored securely and encrypted in STRIPE. This card will only be charged if you don't meet the rescheduling requirements or fail to show as described above.

### Australian Clients:

Payment for sessions is due either at or prior to each session. You can pay 2 ways:

1. I can charge the credit card you have provided and is stored in Stripe OR
2. By Direct Deposit to:

Catriona Lightfoot BSB: **944 600** Account Number: **018 095 216**

Fees for Intensive sessions are paid in advance, by Direct Deposit 5 working days prior to the Intensive Session.

Program and workshop fees are either paid up front or on a monthly plan advertised with the program.

### Overseas Clients:

Payment will be with the credit card provided in the first session.

## Communication between Appointments:

Either texting, email or phone calls can be used for contact between sessions. If you phone and I am unavailable I will get back to you as soon as I can. Similarly with email and texting – if it requires a response I will get back to you within a business day.

Please Note I do not work Sunday or Monday and will respond to enquiries made on those days on a Tuesday.

An automatic email reminder is sent prior to appointments.

## Emergency Response:

I cannot provide an emergency response but if you need to talk to someone immediately I encourage you to contact Lifeline on 13 11 14 or Beyond Blue 1300 22 46 36. Both these services are available 24hrs a day 7 days a week for the cost of a telephone call. And of course if the situation is life threatening call 000.

## Social Media:

Please be aware that I cannot maintain your confidentiality if you choose to engage with me on social media. I have not engaged in social media for a number of years now so you are unlikely to find me there anyway!

## Professional Responsibilities:

As an accredited Social Worker and member of the Australian Association of Social Workers (AASW), I adhere to the ethics and standards of my profession. If you would like to know more about this please follow this link <http://www.aasw.asn.au/>.

Whilst I have been trained in a number of recognized evidence based therapies including the Gottman Method of Couples Therapy, I want you to know that I am completely independent in providing you with clinical services and I alone am fully responsible for those services.

If you have any issues or concerns about my practice I would hope that you would raise them with me and we would be able to address them together. The AASW also supports clients to raise concerns about practice and you can find more information about that here:

<https://www.aasw.asn.au/about-aasw/ethics-standards/making-a-complaint/>

*Please feel free to discuss with me anything contained in this document at any time.*

Catriona Lightfoot

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