

Client Agreement Contract



Counselling Approach

At SSMSportsCounselling, we utilise a person-centred and integrative approach, recognising that each client is the expert in their own life and experiences. Counselling is a collaborative process focused on developing self-awareness, resilience, and personal growth. Participation in counselling is voluntary, and clients may discontinue counselling at any time.

Our approach incorporates evidence-informed therapeutic approaches, including Cognitive Behavioural Therapy (CBT) to explore the connection between thoughts, emotions, and behaviours; Acceptance and Commitment Therapy (ACT) to support present-moment focus and values-based action; and Strength-Based Therapy to identify and build upon individual strengths and capabilities.

Strategies and guidance are tailored to each client's unique needs, goals, and sporting journey.

Nature and Limits of Counselling

Sports Counselling is intended to support personal wellbeing, emotional health, and sporting performance through collaborative conversation and evidence-informed therapeutic approaches. While many clients experience positive outcomes, counselling does not guarantee specific results and is not a substitute for medical, psychiatric, or emergency services where these are required.

SSMSportsCounselling provides counselling services within the counsellor's qualifications, training, and professional scope of practice. Where appropriate, clients may be referred to or encouraged to consult other health professionals, including psychologists, general practitioners, psychiatrists, or allied health practitioners, to ensure they receive the most appropriate care.

Fees and Payment

SSMSportsCounselling offers the following session rates:

In Person

- 40-minute session: \$80
- 60-minute session: \$120
- 90-minute session: \$180

Telehealth

- 40-minute session: \$80
- 60-minute session: \$120
- 90-minute session: \$180

Payment can be made by credit card or cash. Reduced fees may be offered at the counsellor's discretion.

Prices/Rates are subject to change over time and will be communicated with clients prior to their appointment.

24-Hour Cancellation Policy

To help us provide the best service to all clients, we require a minimum of 24 hours' notice for any appointment cancellations or rescheduling.

Cancellations made less than 24 hours before the appointment, as well as unattended appointments (no-shows), may be subject to a cancellation fee of up to 60% of the scheduled service at our discretion.

Professional Relationships Policy

SSMSportsCounselling is committed to maintaining the safety, wellbeing, and professional integrity of both clients and counsellors.

Professional relationships between counsellors and clients are to remain within the scope of services provided by SSMSportsCounselling and will not extend into personal relationships outside of the counselling setting. This includes connecting or communicating through personal social media platforms.

Where a pre-existing relationship exists, the counsellor will consider whether providing counselling is appropriate and whether professional boundaries can be maintained in accordance with ethical obligations.

Communication outside of scheduled sessions, including via telephone, SMS, and email will occur only where appropriate and by mutual agreement between the counsellor and client.

Given the unique demands of high-performance sport, additional contact may be necessary at agreed times to provide appropriate support. The purpose, method, and boundaries of this communication will be discussed and agreed upon by both parties.

U18 Professional Relationships Policy

At SSMSportsCounselling, communication regarding appointments and administrative matters will be made directly with parents or legal guardians of clients under the age of 18. Counsellors will not routinely communicate directly with clients under the age of 18 outside scheduled counselling sessions. Administrative communication will generally occur through the parent or legal guardian unless otherwise agreed.

This helps maintain appropriate professional boundaries and protects the wellbeing of both clients and counsellors. This policy is in place to ensure clear, professional, and ethical relationships between counsellors, young clients, and their families.

Confidentiality

Your privacy is important. Information discussed during counselling sessions will be treated as confidential and managed in accordance with professional and ethical standards. Information will not be shared with coaches, sporting organisations, or any other third party without the client's informed consent, unless disclosure is required by law or necessary to prevent a serious risk of harm.

To ensure high-quality practice, your counsellor may discuss aspects of your case during professional supervision. Wherever possible, client information will be de-identified, and all supervisors are bound by the same professional confidentiality obligations.

There are, however, circumstances where the counsellor has an ethical or legal obligation to disclose information:

- If the counsellor believes there is a serious and immediate risk that you may harm yourself or another person.

- If your counselling records are lawfully requested by a court or required under legal obligation.
- If you provide written consent for your records or information to be shared with another individual or organisation.
- Where there are concerns regarding abuse, neglect, or the safety of a child or vulnerable person, information may be disclosed in accordance with legal and professional obligations

Where possible, the counsellor will discuss the need to disclose information with you before doing so.

Confidentiality for Minor/U18 clients.

When providing counselling services to clients under the age of 18, SSMSportsCounselling recognises the importance of balancing the young person's right to privacy with parental/guardian responsibilities and legal obligations.

At the beginning of counselling, expectations regarding confidentiality, information sharing, and parental involvement will be discussed with the young person and parent/guardian during their initial/first counselling session.

Similarly, the limits of confidentiality will be explained clearly to both the young person and their parent/guardian prior to commencing counselling.

Parents or guardians may be informed about general wellbeing, attendance, or safety concerns; however, the specific content of counselling sessions will remain confidential unless:

- There is a significant risk of harm to themselves or others
- Disclosure is required by law

SSMSportsCounselling aims to support a trusting therapeutic relationship while ensuring appropriate safeguarding responsibilities are met.

Emergency and Crisis Support

SSMSportsCounselling is not an emergency crisis service. If a client is experiencing immediate risk or requires urgent assistance, they should contact emergency services (000) or an appropriate crisis support service.

Client Responsibilities

Clients agree to actively participate in the counselling process, communicate openly where possible, attend scheduled appointments, and notify SSMSportsCounselling of any changes that may impact service delivery.

Clients are encouraged to raise any questions or concerns regarding the counselling process so they can be discussed collaboratively.

Client Acknowledgement

By signing below, you acknowledge that you have read and understood the information provided regarding:

- The counselling approach used by SSM Sports Counselling.
- Fees and payment arrangements.
- The professional relationship and communication boundaries.
- The limits of confidentiality.

Client Declaration

I confirm that the information I have provided is true and accurate to the best of my knowledge. I understand that this information will assist my counsellor in providing appropriate support.

I acknowledge that I have read and understood this Client Agreement and consent to participate in counselling with SSM Sports Counselling under the terms outlined above.

**If you do not feel comfortable signing the Counselling Agreement Contract after reviewing the document, please contact us via email with any questions or concerns.
Alternatively, you are welcome to discuss any queries during your first counselling session before providing your consent.**

Client Signature: _____

Date: _____