



HealingLand Therapy

Service Agreement

Welcome to the HealingLand Therapy, a Trauma-informed Holistic Healing Space.

When you sign this document, it will represent an agreement between you and HealingLand Therapy.

1. Our Services

We provide psychotherapy and counselling service, body-mind-oriented yoga sessions and experiential mindfulness sessions with a focus on trauma release. We also provide couple and family therapy.

Depending on your presenting distress/ concerns and your felt needs and goals, as well as the Counsellor's professional assessment and case formulation, there will be a variety of methods/ models we may utilize, and your Counsellor will discuss with you your preferred strategies, ensuring a collaborative plan is made. A counselling process requires your very active effort to participate and share, in order for it to be meaningful and effective.

Our multi-modal counselling is a process to heal old and new wounds. It is beneficial and can at times feel risky, as addressing unpleasant experiences is part of the healing process. Our Counsellor will walk you through difficult feelings. Sharing your thoughts, findings, feelings, insights, feedback about the session is important for your Counsellor to understand you better and tailor the approach to fit you better.

2. Meetings

Each counselling / yoga / mindfulness session lasts 50 minutes. Please understand that we are not able to extend the session time for late attendance.

2a. Face to face meeting

We have a spacious room for you to find rest and healing, to take adventures in self-exploration, to release and relax through body-mind yoga, or to build up your own mindfulness practice. We are located in Coombs ACT. We will send you the address and the parking instruction before the appointment.

We have a shoes-off practice to encourage relaxation, openness and grounding. You are encouraged to leave your shoes and your worries at the door, but feel free to advise our counsellor if you feel more comfortable shoes-on. Please accept our apologies that we do not have a toilet facility on site. Nearest toilets are located in Coombs Local Shopping Centre (2-minute drive away).

HealingLand Therapy Pty Ltd

ABN 58 675 384 166

Email: yilamfang@gmail.com

Website: <https://www.yilamfangcounselling.com>



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2b. Telephone and Online Conference

Telephone and Online Conferences are shown to be as effective as in-person therapy for psychological treatments. If you are overseas or interstate / on a trip / feeling not in the mood to go out, you may make good use of this convenience.

For telephone sessions, the Counsellor will call you at your appointment time. Please note that the call will come from a private number (no caller's ID shown).

For video sessions, a link to the online platform will be sent to you before the appointment. You can join the meeting at your appointment time. If the Counsellor does not see you 10 minutes into the session, or in case of a disconnection, Counsellor will call you via telephone.

For confidential purposes, please secure your computer with up-to-date antivirus and anti-spyware software, and that no recordings of the session are made on your computer. Please also ensure you have a private space during your sessions.

3. Service Fees

Fees are set with reference to The Australian Association of Social Workers, and are listed on our website. HealingLand Therapy reserves the right to review and revise the fees periodically.

You may be eligible for a Medicare rebate for 6 sessions per year if you have a valid GP referral for Mental Health Care Plan (MHCP) (up to 10 sessions upon a review with your GP). You are responsible to pay the full fee and claim Medicare rebate. Please note that couple and family therapy, mindfulness and yoga sessions, and unattended counselling sessions are non-rebatable.

Weekend sessions and Friday evening sessions (AEDT/AEST time zone) are available on a limited basis for overseas clients or those unable to attend during regular hours. An AUD\$20 surcharge applies to these sessions. This surcharge is non-discountable (including but not limited to student discounts, regularity rewards, or any promotional offers).

4. Payments

When you make an appointment online on our Website, you will be directed to a secure online payment platform. You need to complete the payment to confirm the booking. If you encounter any technical difficulty or have any concerns please let us know.

If our counsellor makes an appointment for you, an invoice will be sent to your email. You can pay via card or bank transfer.

It is the responsibility of the client to advise the counsellor if the delivery of services is not satisfactory immediately following the provision of services or within a timeframe as agreed in writing between both parties. A failure to advise of any dissatisfaction implies that services have been delivered satisfactorily.

Clients must clear all outstanding payments before booking any new sessions. If payment is not received at least business three days prior to the scheduled session, the appointment will be automatically cancelled. A cancellation notice will be sent by email. (Example: For a Friday session, payment must be cleared by the preceding Tuesday.) Clients who fail to settle their fees by the due date on two occasions will be placed on a prepayment-only basis.

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5. Cancellation Policy

Our cancellation policy helps maintain the efficiency of our service and ensure fair treatment for our clients. We require 3 business days' notice (excluding weekends or public holidays) for cancellations. Any cancellations within 3 business days or no-shows incur fees. For details and examples, please refer to the new client form.

We arrange a 3-day and a 1-day auto-reminders to be sent prior to your appointment. Please understand while we endeavor to remind you of your appointments, these should not be solely relied upon. Please keep track of any appointments you have made.

Cancellations can be made only via our online booking system (there is an option to cancel a booking in each booking confirmation email) or by email. Please note that voice messages and SMS are not accepted.

6. Contacting Us

6a. Online Platform - Website and Email

You are welcome to contact us via the "Contact Us" function on our website, or by email at yilamfang@gmail.com.

Email communications are mainly for administrative purposes (eg. making enquiries, sending reminders, resources and assignments etc). Email is not a confidential platform and we do not suggest discussing your case there.

6b. Telephone

Our telephone number is mainly for registration purposes and is not monitored by our Counsellor. Please do not use SMS or voice messages to manage your appointments or discuss any personal information or situation, as it is not a confidential platform.

As we are not an emergency service. In emergencies, please contact your GP, utilize 24-hour hotlines, or go to the nearest emergency room and ask for the Clinician /Psychiatrist on call.

7. Confidentiality

The Confidentiality Policy is available on our website: <https://www.yilamfangcounselling.com>. Your counsellor may discuss your case at clinical supervision. Any supervisors are also legally bound to keep the information confidential.



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8. Service Agreement

By signing below, I acknowledge that I have read, understood and agreed to the terms and conditions outlined in this Service Agreement. I agree to abide by these policies and any associated fees or consequences resulting from non-compliance.

Signature: _____

Full Name: _____

Dated: _____

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