

Terms & Conditions

Bright Feathers Counselling & Consulting Last updated: October 2026

Welcome to Bright Feathers Counselling & Consulting. These terms explain what you can expect when accessing my services, including counselling, parent coaching, clinical hypnotherapy, educational consulting and related supports.

My aim is to provide a welcoming, respectful and neuroaffirming environment where we can work together towards your goals.

1. Services and professional boundaries

Bright Feathers offers individualised therapeutic, coaching and consulting services tailored to each client's needs.

Services may include counselling, parent support, clinical hypnotherapy, Walk-and-Talk sessions, online and telephone appointments, and educational consulting.

Services are provided within my professional qualifications, training and scope of practice. Counselling, coaching and hypnotherapy are not substitutes for medical treatment, psychiatric care or emergency mental health services. I do not prescribe medication or provide medical diagnoses.

If your needs fall outside my scope of practice, I may recommend additional support or referral to an appropriately qualified professional.

2. Your wellbeing and informed consent

Your wellbeing and safety are important. Before commencing services, I may ask about your health, medical history, medications and relevant personal circumstances to help determine an appropriate approach.

Some therapeutic techniques, particularly hypnotherapy, may not be suitable for everyone or may require additional precautions. If you have a condition that could affect your participation, please discuss this with me before your appointment. Where appropriate, I may recommend consultation with your GP or another treating professional.

Participation is voluntary. You are welcome to ask questions, express preferences, decline particular techniques or withdraw consent at any time. There is no requirement to disclose a diagnosis unless that information is relevant to providing safe and appropriate support.

3. Confidentiality and privacy

Your privacy is respected, and information shared during sessions is treated confidentially. Confidentiality has some legal and ethical limits. Information may need to be disclosed where:

- Disclosure is required or authorised by law, including applicable child protection obligations.
- There is a serious threat to someone's life, health or safety and disclosure is necessary and legally permitted.
- Records are lawfully requested through a court or other legal process.
- You provide informed consent for information to be shared with another professional or service.

Where appropriate and legally permissible, I will discuss any necessary disclosure with you beforehand. I participate in professional supervision to maintain safe and ethical practice. Client information is shared only to the extent necessary, with identifying details minimised wherever practicable.

Please refer to the Bright Feathers Privacy Policy for further information about the collection, storage, use and protection of personal information.

4. Clinical records and digital tools

Relevant session notes and records are maintained to support continuity of care and meet professional and legal obligations. Records are stored using appropriate security measures and retained in accordance with applicable requirements.

Digital practice-management and documentation tools may be used to support administration and clinical recordkeeping. Where AI-assisted documentation or other tools process client information, their use will be explained and any verbal consent obtained.

5. Appointments and fees

Current fees are provided through the website or booking process and will be confirmed before your appointment.

Standard counselling sessions are currently \$156 for 50 minutes. Other services, including clinical hypnotherapy, extended appointments and consulting, may have different fees.

Payment arrangements will be communicated before services commence. Any additional services, reports or consultations requiring separate payment will be discussed and agreed upon beforehand.

6. Cancellations and missed appointments

I understand that unexpected things happen and ask that you provide as much notice as possible if you need to change or cancel an appointment. At least 24 hours' notice is required for cancellations or rescheduling.

Appointments cancelled with less than 24 hours' notice, or missed without notice, may incur the full session fee.

If you are unwell or experiencing unexpected circumstances, please contact me as soon as possible. Where practical, we can discuss rescheduling or changing to an online or telephone appointment.

If I need to cancel an appointment, you will not be charged for that session, and I will endeavour to offer an alternative time. If you arrive late, your appointment will generally finish at the originally scheduled time.

Any applicable NDIS-funded services will be subject to their separate service agreement and relevant NDIS rules.

7. Online and telephone sessions

Online and telephone appointments are available where appropriate. Clients are encouraged to participate from a private, comfortable location where conversations cannot easily be overheard. Although reasonable precautions are taken, electronic communications carry some privacy and technical risks.

If a connection fails, we will discuss whether to reconnect, continue by telephone or reschedule. Online counselling may not be suitable for every situation, particularly where immediate or intensive crisis support is required.

8. Walk-and-Talk counselling

Walk-and-Talk counselling combines therapeutic conversation with gentle movement in an outdoor environment.

Before commencing, we will discuss accessibility, mobility, physical comfort, weather conditions and any relevant safety considerations.

You are welcome to choose a comfortable pace, take breaks or request an alternative appointment format.

Because sessions occur in public spaces, complete privacy cannot be guaranteed. We will discuss how to manage unexpected encounters or interruptions.

Sessions may be rescheduled or moved online or by telephone if weather or environmental conditions make outdoor appointments unsuitable.

9. Working with children and young people

When working with children and young people, appropriate consent and confidentiality arrangements will be discussed before services begin. These arrangements take account of the child's age, maturity, decision-making capacity, legal requirements and individual circumstances.

Parents and carers may be involved in planning and reviewing support where appropriate. However, a young person's privacy and developing autonomy will also be respected. Information will not automatically be shared with parents or carers simply because they arranged or paid for the appointment.

Any limits to confidentiality, including safety and child protection obligations, will be explained as clearly as possible.

10. Clinical hypnotherapy

Clinical hypnotherapy is a collaborative process involving focused attention, relaxation or other techniques designed to support therapeutic goals. You remain able to communicate, express preferences and choose whether to participate. Individual experiences and outcomes vary, and no particular result can be guaranteed.

Hypnotherapy is not used as a reliable method of recovering historically accurate memories. Memories or images experienced during hypnosis should not automatically be treated as factual evidence of past events.

11. Professional relationships and boundaries

A professional therapeutic relationship is different from a personal friendship. Appropriate boundaries are maintained to protect privacy, safety and the integrity of our work together.

If we encounter one another in public, I will generally allow you to initiate contact so your confidentiality is respected. Social media interactions and communication outside appointments will be managed in a way that maintains professional boundaries.

12. Alcohol and other substances

Please attend appointments in a condition that allows you to participate safely and provide informed consent. If alcohol or other substances significantly affect your capacity to participate, the session may need to be postponed or discontinued.

Any applicable cancellation fee will be considered in accordance with the cancellation policy and relevant circumstances. Prescribed medication does not automatically prevent participation. Please discuss any relevant concerns before your appointment.

13. Outcomes and limitations

Therapeutic progress varies between individuals and may depend on many factors, including personal circumstances, goals and participation. While I am committed to providing thoughtful, evidence-informed support, specific outcomes cannot be guaranteed. We will review your goals and the usefulness of our work together as appropriate.

14. Ending or changing services

You may choose to discontinue services at any time, subject to any applicable cancellation or payment obligations. I may recommend pausing, changing or ending services where they are no longer appropriate, safe, effective or within my professional scope.

Where reasonably possible, I will discuss the reasons with you and assist with appropriate referral or transition arrangements.

15. Feedback and concerns

I welcome feedback about your experience with Bright Feathers. If you have a concern about the services provided, please contact me so we can discuss it and explore an appropriate resolution.

You may also seek advice or make a complaint through an appropriate professional association or external complaints body, including the NSW Health Care Complaints Commission.

16. Emergencies and crisis support

Bright Feathers is not an emergency or crisis-response service. If you or someone else is in immediate danger, call 000. For immediate emotional support, Lifeline is available on 13 11 14. Messages and enquiries may not be monitored outside business hours.

17. Changes to these terms

These terms may be updated to reflect changes in services, professional requirements or applicable laws. The current version will be available on the Bright Feathers website. Where changes materially affect existing arrangements, they will be communicated as appropriate.

Bright Feathers Counselling & Consulting

Newcastle, NSW

www.brightfeathers.com.au