



Terms and Conditions

Version: 2; Last reviewed: 20 August 2026

By booking or attending an appointment with Present Minds Counselling, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

Practitioner and Scope of Service

Services are provided by Nora Chan, Accredited Mental Health Social Worker (AASW), operating under Present Minds Counselling (ABN: 47914140629).

Present Minds Counselling provides individual counselling and evidence-based psychological support within the scope of practice of an Accredited Mental Health Social Worker. The service does not provide medical services, crisis intervention, medico-legal assessments, or court reports.

If your needs fall outside the scope of the service, require a different level of care, or cannot be safely or appropriately supported, this will be discussed with you. Referral to another service or health professional may be recommended, and services may be paused or discontinued where clinically appropriate.

Conflict of Interest

Due to Nora Chan's current role as a Counsellor with Alcohol and Drug Services (ADS), Canberra Health Services, referrals cannot be accepted from current ADS clients or people who have received services from ADS within the past two years.

If a potential conflict of interest is identified, this will be discussed with you and alternative referral options may be recommended.

Appointments, Fees and Deposits

Present Minds Counselling offers 50-minute individual counselling sessions. The fee applicable to your appointment will be advised at the time of booking or referral.

A deposit may be required to secure an appointment. The applicable deposit and payment arrangements will be advised during the booking process, and any deposit paid directly to Present Minds Counselling will be applied towards the session fee.

For direct bookings with Present Minds Counselling, deposits will be refunded where an appointment is cancelled or rescheduled with at least 24 hours' notice. Deposits collected by an external referral or booking service are subject to that service's own deposit and refund terms.

The remaining session balance is payable at the time of the appointment unless otherwise arranged. Fees may be reviewed periodically, and clients will be notified in advance of any changes affecting their appointments.

Medicare and Private Health Rebates

Clients with a valid Mental Health Treatment Plan and referral to an Accredited Mental Health Social Worker may be eligible for a Medicare rebate. Self-referred appointments are not eligible for Medicare rebates.

Some private health funds may provide rebates for counselling with an Accredited Mental Health Social Worker. Eligibility varies between insurers and policies.

Clients are responsible for confirming their eligibility for Medicare or private health rebates. Where applicable, Medicare rebates can be processed following payment, or a paid invoice can be provided for private health claims.

Cancellations, Missed Appointments and Late Arrivals

A minimum of 24 hours' notice is required to cancel or reschedule an appointment.

Appointments cancelled with less than 24 hours' notice, or missed appointments, will incur the full fee applicable to the booked session. Any deposit paid directly to Present Minds Counselling will be applied towards the amount owing.

Cancellation and non-attendance fees are not eligible for Medicare or private health rebates and may not be covered by third-party funders. Where applicable, outstanding fees may be charged to the card held on file or invoiced for payment.

If you arrive late, your session will still end at the scheduled time and the full session fee will apply.

Please contact Present Minds Counselling as soon as possible by phone, text, or email if you need to cancel or reschedule.

Confidentiality, Privacy and Clinical Records

Information shared during counselling is treated as confidential. Information may, however, be disclosed where required or permitted by law, including where there is a serious risk to your safety or another person's safety, concerns about the safety of a child or vulnerable person, where records are required by a court or other lawful process, or where you have consented to information being shared. Where possible and appropriate, this will be discussed with you beforehand.

Personal and health information, including brief clinical notes, is collected and securely stored to support your care and meet professional and legal requirements. Clients may request access to their records in accordance with applicable privacy legislation.

Further information about the collection, storage, use, disclosure, and access of personal information is available in the [Present Minds Counselling Privacy and Confidentiality Policy](#).

Letters, Reports and Other Documentation

Requests for letters, reports, or other documentation outside standard clinical records may incur an additional fee. The purpose, scope, and fee will be discussed before the work is undertaken.

Present Minds Counselling may decline requests that fall outside the practitioner's professional role, competence, or available information.

Communication and Telehealth

Communication outside appointments is generally limited to administrative matters. Therapeutic support is not provided by email or text message.

Telehealth may be provided by video or telephone where appropriate. Clients participating by telehealth are expected to attend from a suitable private location and take reasonable steps to protect their privacy.

You may be asked to confirm your current location and contact number at the beginning of a telehealth session. If technical difficulties occur, reasonable attempts will be made to reconnect, including by telephone where appropriate.

Telehealth may not be suitable in all circumstances. Alternative arrangements may be recommended where clinically indicated. If you attend while significantly affected by alcohol or other substances, the session may be paused, shortened, or rescheduled where clinically appropriate.

By attending a telehealth appointment, you consent to participating under these arrangements.

Emergency and Crisis Support

Present Minds Counselling is not a crisis or emergency service.

If you require urgent support, please contact your GP, attend your nearest emergency department, or contact:

- Lifeline: 13 11 14
- Suicide Call Back Service: 1300 659 467
- Emergency services: 000