



Overcoming Parental Alienation

Dialogue In Growth (D.I.G) Pty. Ltd ABN: 83 151 471 742

"Reconcile with Your Children, Reconcile with Yourself if you Cannot"

Services and Costs Agreement

Informed Consent

Privacy Policy



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The Services Agreement

Participation in DIALOGUE in GROWTH face-to-face or online services provided by DIALOGUE in GROWTH Pty. Ltd establishes and gives effect to our agreement to the following terms:

1. Personal Responsibility. I (client) take full personal responsibility for change and engaging with my process of change. I (client) accept that the professional services provided by DIALOGUE in GROWTH Pty. Ltd may be no more than a guide and facilitator for me to identify and engage with my process of change.

2. Client Record Details. I (client) agree to provide my name, gender, age, contact details and place of residence.

3. Confidentiality. I (client) understand that DIALOGUE in GROWTH Pty. Ltd will protect my private and confidential information by all reasonable means.

I (client) understand that information about me will be discussed in professional supervision without information that would allow me to be identified

Furthermore, DIALOGUE in GROWTH Pty. Ltd will store and maintain my electronic and hardcopy information in accordance with appropriate legislation.

I (client) understand and accept that there are limits to confidentiality. If in the mind of the consultant, there seems to be a real likelihood of harm being done by me (client) to myself, or harm to others then the consultant and DIALOGUE IN GROWTH Pty. Ltd. will in the first instance discuss this situation with me, the client. I (the client) understand that the consultant and DIALOGUE IN GROWTH Pty. Ltd may have a duty of care to make a report to an appropriate authority.

For further information about privacy and confidentiality, please refer to the DIALOGUE in GROWTH Pty Ltd Privacy and Confidentiality Statement.

4. Emergency Situations. I (client) agree that, if at any time, I feel, think or believe I am in a crisis and require emergency assistance, I will not rely solely on DIALOGUE IN GROWTH Pty. Ltd and will seek appropriate assistance elsewhere. (For example, by phoning: Emergency - '000'; Lifeline 24-hour crisis counselling line - 13 11 14; Problem Gambling Help Line - 1800 622 112 or a local doctor/hospital).

5. Referrals -- I accept that DIALOGUE IN GROWTH Pty. Ltd consultants have a duty of care to all clients and that I may be referred to a service other than DIALOGUE IN GROWTH Pty. Ltd if the consultant(s) decide that they are unable to assist me.

6. Legal Jurisdiction. I (client) understand and accept that the DIALOGUE IN GROWTH Pty. Ltd is governed and bound by the laws of the Commonwealth of Australia and the State of Victoria, Australia.



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7. Fees. I (client) understand and accept that MEDICARE rebates only apply for psychological and social services provided in the context of a mental health plan approved by your treating doctor. A mental health plan and MEDICARE rebates do not apply to the services offered by DIALOGUE in GROWTH Pty. Ltd.

You do not need to obtain a referral from a medical practitioner.

Professional fees are set based upon recommendations by professional accreditation associations.

8. Payment of Fees. Professional service fees are to be paid before or at the beginning of each consultation upon DIALOGUE IN GROWTH Pty. Ltd. presenting an invoice for professional services.

I agree to state the amount of time I require for consultation before the consultation commences and that the consultation will conclude at the end of the agreed time.

I agree to state the professional services I require from DIALOGUE IN GROWTH Pty. Ltd and that this constitutes an agreement for DIALOGUE IN GROWTH Pty. Ltd to provide professional services for which I agree to pay the amount stipulated on the fee schedule

9. Non Payment or Late Payment. If your account is outstanding for more than 21 days and you have not agreed on a payment schedule with DIALOGUE IN GROWTH Pty. Ltd or its agents it will be referred to a debt recovery and collection agency.

In the event where your overdue account is referred to a collection agency or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs. Overdue accounts will be subject to interest at the rate of 13% p.a., calculated for the period the account is due until the date it is paid.

10. Cancellation and Rescheduling. I agree to pay a cancellation/rescheduling fee at the discretion of DIALOGUE IN GROWTH Pty. Ltd if I cancel or reschedule an appointment without giving at least 24 hours' notice (except in the case of a medical emergency). I accept that fees are not refundable (except under extraordinary circumstances).

11. Termination of Services. I (client) agree to inform DIALOGUE IN GROWTH Pty. Ltd if I wish to terminate its professional services. I also understand and accept that DIALOGUE IN GROWTH Pty. Ltd may withdraw services at any time and that in this case a reason(s) will be provided to me.

12. Good Faith. DIALOGUE IN GROWTH Pty. Ltd offers its services in good faith. In all cases, it is the responsibility of each client to seek appropriate professional treatment for any symptoms of disease or disorder that they may be experiencing

13. Guarantees and Warranty. DIALOGUE IN GROWTH Pty. Ltd is not able to give any warranty or guarantee that personal problems (either expressed or implied) presented by a client can or will be resolved.



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14. Liability and Responsibility. DIALOGUE IN GROWTH Pty. Ltd and its consultants do not accept any liability or responsibility for any consequences of a client's use of its services.

In no event shall DIALOGUE IN GROWTH Pty. Ltd or its employees be liable to any person(s) for any loss or damage of any kind, which may occur as a result of the professional services it provides.

DIALOGUE IN GROWTH Pty. Ltd shall not be liable in respect of any liability, loss, cost, expense, directly or indirectly arising out of, related to, or in connection with a Listed Human Disease or any directly or indirectly related condition or threat or fear thereof (whether actual or perceived).

15. Implementing and Effecting This Agreement. I agree that this agreement is in effect between me (the client) and DIALOGUE IN GROWTH Pty. Ltd upon full or part payment of an invoice presented by DIALOGUE IN GROWTH Pty. Ltd, at the beginning of every consultation, and upon the provision of professional services.

A client's payment of an invoice presented by DIALOGUE IN GROWTH Pty. Ltd or participation in any consultation or subsequent provision of professional services will be taken by DIALOGUE in GROWTH Pty Ltd to mean that they have read, understood and agreed to each clause of the above Agreement.



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Informed Consent and Agreement

I have read and understood the terms and conditions in this document. I engage DIALOGUE IN GROWTH Pty. Ltd or its agents to provide its services and agree to these conditions.

Date	:
First Name	:
Family Name	:
Mobile Telephone	:
Contact E-mail	:
Address	:
Signature	:



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Introduction

This Privacy Statement explains in general terms how DIALOGUE in GROWTH Pty Ltd and, its directors, shareholders, principles, agents and employees (also referred to in this Statement as 'we') protects the privacy of your personal information. DIALOGUE in GROWTH Pty Ltd will undertake this according to professional codes of ethics and relevant legislation applying to its services.

Privacy

A party to whom you make your personal and sensitive information available or who collect such information about you is required by law to treat such information about you as private.

Applicability

This policy will apply to:

- Any personal information you provide to us in the course of your dealings with us, and,
- DIALOGUE in GROWTH Pty Ltd and its directors, shareholders, principles, agents, staff and employees.

Ownership of Personal Information

DIALOGUE in GROWTH Pty Ltd retains ownership of personal information.

Relevant Legislation and Codes of Ethics.

Commonwealth Privacy Act 1988 (as amended, 2006).

Commonwealth Family Law Act 1975 Part II Division 2 Section 10

Code of Ethics-Australian Counselling Association (the ACA)

Codes of Ethics-Psychotherapy and Counselling Federation of Australia (PACFA)

What information do we collect?

In the course of our consultations, we will collect personal information from you that is relevant to the purpose for which you have engaged us.

We may collect details such as your name, address, telephone numbers, e-mail addresses and web sites where applicable.



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Privacy legislation requires DIALOGUE in GROWTH Pty Ltd to obtain your consent to the collection of "sensitive information". Therefore, we will assume that you have consented to the collection of all information, which you provide to us for use per this Statement unless you tell us otherwise.

How do we collect information?

We may collect personal information about you when you deal with us over the telephone, correspond with us (whether by letter, fax or e-mail), visit our web site or when you have contact with us in person or online via the internet, telephone or conferencing facility.

There may be occasions when it is relevant for us to obtain personal information about you from third parties. However, DIALOGUE in GROWTH Pty Ltd will only do this in consultation with you and with your explicit written permission, specifically nominating the third parties from whom you authorise DIALOGUE in GROWTH Pty Ltd to obtain your personal information.

How do we use your personal information?

According to the Australian Privacy Principles of the Commonwealth Privacy Act 1988 (amended 2014), DIALOGUE in GROWTH Pty Ltd will only use personal information for the primary purpose for which it was collected, i.e., for the provision of consulting services. Any personal information held by DIALOGUE in GROWTH Pty Ltd will not be used for any purpose other than the primary purpose for which it was collected without your consent unless such use is authorised by law.

DIALOGUE in GROWTH Pty Ltd generally collects your personal contact information for the following purposes:

- To contact you to follow up your enquiry,
- To arrange an appointment, and,
- To follow up with future appointments.

Some of the personal information we collect will be essential for us to be able to identify who is using the service. Other types of personal information we collect will help us to profile who is using our services and what their interests are.



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Disclosure of personal information to third parties

DIALOGUE in GROWTH Pty Ltd will not disclose your personal information to third parties without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law.

DIALOGUE in GROWTH Pty Ltd assumes that you have exercised your right to anonymity under the Australian Privacy Principles of the Commonwealth Privacy Act 1988 (amended 2014).

We will take all reasonable measures to ensure that personal and identifying information is not revealed to third parties whom you would not reasonably expect to have access to such information.

You should note that depending upon your payment arrangements and your method of payment, identifying information (usually your name) may appear on DIALOGUE in GROWTH Pty Ltd financial records. Furthermore, DIALOGUE in GROWTH Pty Ltd may be legally required to provide its financial records such information, to the Australian Taxation Office.

If you are concerned about information about you that may identify you on financial records and to financial institutions, please contact DIALOGUE in GROWTH Pty Ltd to make alternative payment arrangements.

Direct Marketing

DIALOGUE in GROWTH Pty. Ltd does not sell or provide personally identifiable information about you for direct marketing purposes without your permission to use your personally identifiable information for this purpose.

DIALOGUE in GROWTH Pty. Ltd. may engage third-party direct marketing companies (for example, e-mail marketing) to promote and market its services. In so doing we will comply with the Australian Privacy Principles and provide you with the option (opt-in or 'subscribe') to be included in any mailing list or other marketing initiative and the option to withdraw your permission (opting out or 'unsubscribe').



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Cross-Border and International Information Sharing

DIALOGUE in GROWTH Pty. Ltd. may use 'cloud' based service providers to provide services, host certain functions and information upon which we rely for the provision of our services.

DIALOGUE in GROWTH Pty. Ltd. will do its best to choose reputable service providers (for example, Google, Apple, Microsoft) that have security, privacy policies and practices that are compatible with Australian legislation. However, information hosted on computer servers located in other countries may be subject to the legislative environment relevant to the disclosure of information in the country in which the information is hosted (for example information disclosure laws of United States anti-terrorism legislation). To that extent, DIALOGUE in GROWTH Pty. Ltd control over its information may be limited.

Disclosure of Personal and Sensitive Information to Professional Supervisors

It is a professional certification requirement for agents and employees of DIALOGUE in GROWTH Pty Ltd to undertake professional supervision with a supervisor accredited by the professional associations responsible for the professional development and conduct of the professional services that DIALOGUE in GROWTH Pty Ltd provides to you.

Professional supervision is for your benefit and facilitates better outcomes by providing access to senior consultants and practitioners who can offer new perspectives and advice that might not be otherwise available. Professional supervision also ensures that the professional services that DIALOGUE in GROWTH Pty Ltd provides to you are ethical and compliant with professional association rules and guidelines.

Please note that in the course of professional supervision, personal information about you is de-identified and supervision is conducted on the themes emerging from personal information rather than the detail. Professional supervisors are unable to identify you.

Disclosure of Personal Information in the Context of Family Law

Generally speaking, services provided by DIALOGUE in GROWTH Pty Ltd may be further protected from admissibility in evidence if such services meet the definitions of the Commonwealth Family Law Act 1975 Part II Division 2 Section 10.



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How is Your Personal Information Protected?

DIALOGUE in GROWTH Pty Ltd is required to take reasonable measures to protect your sensitive information and has acted appropriately to secure your records from unauthorised access.

Keeping your personal information up-to-date

DIALOGUE in GROWTH Pty Ltd will take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it.

If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us, and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

Contact us to advise us of any updates to your personal information.

Resolving your concerns

If you wish to gain access to your personal information, correct personal information, have a complaint about a breach of your privacy, or you have any query on how your personal information is collected or used, please contact us. We will respond to your query or complaint as soon as possible.

Changes to this Privacy Statement

DIALOGUE in GROWTH Pty Ltd may amend this Privacy Statement as our business requirements or the law changes.