

Terms and Conditions of Service



Terms & Conditions – Version 1.0

Effective Date: 1 July 2026

Grounding Bear Psychology

These Terms & Conditions explain how psychological services are provided at Grounding Bear Psychology.

They are designed to support informed consent, transparency, safety, and a consistent therapeutic process.

By booking or attending an appointment, you acknowledge that you have read and understood these Terms & Conditions and agree to participate in services on this basis.

1. Therapy and Informed Consent

Psychological therapy involves working together to explore emotions, thoughts, behaviours, relationships, and life experiences.

Sessions may involve discussing sensitive or distressing material. While care is taken to support your wellbeing, therapy can sometimes bring up strong emotions as part of the therapeutic process.

Therapy is a collaborative process. We will work together over time to explore concerns, develop understanding, and support psychological wellbeing.

This includes being able to discuss what feels helpful, unhelpful, or important in the therapy process, including any concerns about the therapeutic relationship itself.

You are encouraged to ask questions at any stage of therapy and to discuss any concerns about the therapeutic process.

Therapy is not emergency or crisis care.

2. Appointments and Booking

Appointments are primarily booked through the Halaxy online booking system.

Email is used only as an exception pathway for:

- rescheduling appointments within 24 hours
- brief administrative enquiries
- practical questions relating to appointments or therapy
- group booking enquiries (where applicable)

Sessions are scheduled in advance at an agreed time.

- Standard session length is 50 minutes unless otherwise agreed.
- It is your responsibility to attend on time.
- Late arrival does not extend the session time.

Grounding Bear Psychology may occasionally need to reschedule appointments. Where possible, reasonable notice will be provided.

3. Cancellations and Missed Appointments

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

If an appointment is cancelled with less than 24 hours' notice:

- a 50% cancellation fee will apply.

If you do not attend an appointment and no notice is provided:

- the full session fee will apply.

This time is reserved specifically for you and is often unable to be offered to another person at short notice.

Cancellation and non-attendance fees are not eligible for Medicare rebates.

Repeated late cancellations or missed appointments may be discussed in therapy where relevant.

4. Fees and Payment

Session fees are confirmed at the time of booking.

A payment method is securely stored and processed through Halaxy's payment system, which uses tokenisation to protect sensitive information. Full card details are not visible to or accessible by Grounding Bear Psychology.

Payment is processed as follows:

- 50% of the session fee is automatically charged 24 hours before the scheduled appointment time.
- The remaining 50% is charged at the beginning of the session.

Unless otherwise agreed in advance, these payment conditions apply to all bookings.

Medicare rebates (if applicable) are processed following payment and are paid directly by Medicare to your nominated bank account.

You are responsible for any gap fees not covered by Medicare or other funding arrangements.

Fees may be updated from time to time with reasonable notice.

5. Telehealth Services

Grounding Bear Psychology currently provides services via telehealth.

Where possible, sessions will occur via video. If technical difficulties arise, sessions may continue by telephone.

You acknowledge that:

- telehealth relies on communication and internet systems that may occasionally fail
- absolute privacy cannot be guaranteed within your physical environment
- you are responsible for attending sessions from a private and safe location where possible

At the beginning of each session, you may be asked to confirm your current location and an emergency contact person so that appropriate support can be arranged if required.

If a session cannot proceed due to technical difficulties, we may reschedule the appointment or continue using an alternative method where appropriate.

6. Communication, Safety, and Crisis Support

Email and SMS are used for administrative purposes only and are not suitable for therapy or crisis support.

Responses are not immediate and response times may vary depending on availability.

Grounding Bear Psychology does not provide emergency or crisis services.

If you are experiencing immediate distress or are concerned about your safety, please contact:

- 000 (Emergency Services)
- your local hospital emergency department
- an appropriate crisis support service

Where there are significant concerns about safety, additional steps may be required to support appropriate care. This may include safety planning, referral to other services, contacting emergency services, or sharing information where legally permitted or required to reduce serious risk.

Where practicable, these steps will be discussed with you.

7. Confidentiality and Information Sharing

Information shared during therapy is treated as confidential.

Information will not ordinarily be shared with another person without your consent.

However, confidentiality may be limited where:

- there is a serious risk of harm to you or another person
- there are concerns regarding the safety or wellbeing of a child or young person and mandatory reporting obligations apply
- disclosure is required by law, including court orders, subpoenas, or other legal requirements
- professional consultation or peer consultation is sought to support safe and effective clinical practice, with identifying information withheld where possible
- disclosure is necessary to reduce a serious and imminent risk to health or safety

Where appropriate and practicable, you will be informed if information must be disclosed.

8. Records and Information Management

Clinical records are created and maintained in accordance with Australian legal, ethical, and professional requirements.

Records are stored securely using clinical practice management systems and reasonable steps are taken to protect information from misuse, loss, unauthorised access, modification, or disclosure.

You may request access to your records in accordance with applicable legal and professional obligations.

Records will only be released with your consent or where required or authorised by law.

Further information about the collection, storage, use, and disclosure of personal information is available in the Grounding Bear Psychology Privacy Policy.

9. Telehealth Recordings and Therapeutic Materials

Sessions are not routinely recorded.

With the informed consent of both the client and psychologist, brief audio recordings or voice notes may occasionally be created for therapeutic purposes, such as:

- guided reflections or exercises
- grounding or coping reminders
- therapeutic summaries for use between sessions

These recordings are intended solely for the client's therapeutic benefit.

Clients must not record sessions without the psychologist's explicit consent.

10. Therapy Between Sessions

Insights, reflections, and emotional responses may continue between appointments.

If concerns arise between sessions, clients are encouraged to use their existing supports, coping strategies, treating health professionals, or appropriate support services rather than relying on email or SMS communication.

Email and SMS are not be seen as a substitute for therapy sessions or crisis support.

11. Consent to Treatment

By engaging in psychological services with Grounding Bear Psychology, you consent to assessment and treatment within the scope of psychological practice.

Participation in therapy is voluntary.

You may withdraw consent or discontinue therapy at any time. Where possible, discussing this within a session can support a safe and appropriate conclusion to treatment.

12. Changes to These Terms

These Terms & Conditions may be updated from time to time.

The most current version will be available through Grounding Bear Psychology and will apply to ongoing services.

Contact

If you have questions regarding these Terms & Conditions, please contact Grounding Bear Psychology using the contact details available on the website: <http://www.groundingbearpsychology.com.au>.