

THRIVE THROUGH

Informed Consent & Service Engagement Policy

Information about therapeutic services, consent and professional boundaries

Informed Consent

Informed consent is an ongoing and collaborative process. We are committed to ensuring that clients understand the nature of services provided, their rights and responsibilities, and the professional standards governing therapeutic care.

Services are provided by Siyu Yao, practising professionally as Alanna Yao ("the practitioner").

Services are delivered in accordance with:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles
- The Health Records and Information Privacy Act 2002 (NSW)
- The AASW Code of Ethics (2020) and applicable AASW Practice Standards

Nature of Therapeutic Services

Thrive Through provides counselling, social work, and related therapeutic services. These are collectively referred to as "services" throughout this policy.

Services may include evidence-based approaches such as:

- Dialectical Behaviour Therapy
- Cognitive Behaviour Therapy
- Emotionally Focused Therapy

Services may involve discussing personal, relational, and traumatic material. Emotional discomfort can occur as part of the therapeutic process. While many clients experience improvement, outcomes cannot be guaranteed.

Clients are encouraged to ask questions at any stage.

Voluntary Participation

Engagement in services is voluntary. Clients may withdraw consent or discontinue services at any time. If the services are assessed as no longer clinically appropriate or safe, referral options will be discussed.

Confidentiality and Its Limits

Client information is confidential and managed in accordance with Australian privacy legislation and professional standards.

Confidentiality may be limited where:

- There is a risk of serious harm to the client or another person
- Mandatory reporting obligations apply
- Records are subpoenaed by a court
- Disclosure is otherwise required by law

Where appropriate and safe, disclosures will be discussed with the client.

Fees and Payment

Clients will be informed of the applicable fees before commencing services. By booking an appointment, clients agree to pay the fee communicated at the time of booking.

Payment is required in accordance with the payment arrangements provided by Thrive Through. Any additional fees for work completed outside a scheduled appointment, such as reviewing documents, preparing reports or letters, or undertaking advocacy work, will be discussed with the client before that work is completed.

Fees may be reviewed from time to time. Clients will be given reasonable notice of any changes that affect their services.

Cancellation Policy

Please provide at least 24 hours' notice if you need to cancel or reschedule your appointment. Late cancellations or missed appointments may incur the cancellation fee communicated at the time of booking.

Emergency and Crisis Support

I understand that Thrive Through is not an emergency or crisis service and does not provide crisis intervention.

If I require immediate assistance or believe that I or another person may be at immediate risk of harm, I should call 000 or attend the nearest hospital emergency department.

Termination of Services

Services may be concluded by the client or the practitioner. Clients may discontinue services at any time. Where possible, it is recommended that this decision be discussed in session to support appropriate closure and continuity of care.

The practitioner reserves the right to suspend or terminate services where:

- Services are no longer clinically appropriate or beneficial
- There are repeated cancellations or non-attendance
- Administrative or payment requirements are not met
- Professional boundaries are breached
- The therapeutic relationship has broken down
- Safety concerns arise that fall outside the scope of service

Where services are terminated by the practitioner, reasonable notice will be provided where clinically appropriate. Referral options or alternative supports may be offered to support continuity of care.

Services will not be terminated in a manner that constitutes abandonment. In circumstances involving risk, appropriate steps will be taken to support client safety, including referral to appropriate services.

Therapeutic Rupture, Feedback, and Professional Boundaries

Therapy is a collaborative process, and differences in perspective or moments of misunderstanding may arise. Clients are strongly encouraged to raise any concerns, dissatisfaction, or perceived ruptures directly within sessions wherever possible.

Open discussion of concerns is often clinically valuable and can form an important part of therapeutic work.

If a concern cannot be resolved within the therapeutic relationship, clients are entitled to pursue a formal complaint through the appropriate professional bodies. Information regarding external complaint pathways is available upon request.

Professional Boundaries and Respectful Communication

Therapy requires a safe and respectful environment for both client and practitioner. Abusive, threatening, harassing, or persistently inappropriate communication, whether verbal, written, or electronic, may result in suspension or termination of services.

This includes conduct that compromises safety, professional boundaries, or the integrity of the therapeutic process.

Where clinically appropriate, concerns regarding communication or boundary difficulties will be addressed in session prior to termination. However, the practitioner reserves the right to discontinue services where professional safety or ethical standards are compromised.

ACKNOWLEDGEMENT

By engaging in counselling, social work, or related therapeutic services with Thrive Through, I acknowledge that I have read and understood this Informed Consent & Service Engagement Policy. I have had the opportunity to ask questions and seek clarification.

I understand that informed consent is an ongoing process and that I may revisit any aspect of this agreement during the course of receiving services.