



FLYING COLOUR FLYING COLOURS TERMS AND CONDITIONS (COUNSELLING)

Current Version Dated 02.05.2024

Flying Colours Education Pty Ltd aims to provide the highest quality of counselling care to our clients.

Initial Appointment

1. Once an initial appointment has been made, Flying Colours will contact the parent/carer via email with details of the appointment and relevant initial appointment forms.
2. A counselling client can only begin sessions once the initial registration form has been completed and signed and full payment for the session has been paid.
3. Enrolled students have access to the Flying Colours library. All books need to be returned in the condition they were borrowed in at the end of each term. For any damaged or missing books a replacement (of up to \$50) will be added to your account

Drop offs and collections

4. Flying Colours Education is responsible for each child during their session in the centre. Flying Colours will not allow a student to leave the premises without a parent or guardian being present.
5. It is the responsibility of the parent/carer to pick up their child on time from the centre. If a parent/carer is late collecting their child, Flying Colours is unable to provide direct supervision for the child and they will be left waiting to be collected in the waiting area.
6. Once a student vacates the building, Flying Colours Education is no longer responsible for the safety of the student.

Emergency procedures

7. In the event of a medical emergency, you understand the practitioner may seek medical attention for your child or call for ambulance service if considered necessary. Any costs associated will be at your expense.
8. In the event that a child has a medical condition that requires an emergency action plan, it is the parent/carer's responsibility to provide Flying Colours with said plan and any associated medication.

Confidentiality Arrangements

Mandatory reporting

9. Counsellors are considered "mandatory reporters" and are required by law to report to the NSW Department of Community Services if they suspect (using their professional judgement and training), on reasonable grounds, that a child or young person is at risk of harm (i.e. physical, sexual or emotional abuse or neglect).



10. All personal information gathered by the counsellor will remain confidential and be kept secure in password protected electronic files which are accessible only to the Flying Colours Counsellors. Possible exceptions to confidentiality may occur in the following circumstances:
- If your counsellor learns that a child is being harmed, or is at serious risk of harm or neglect they will contact the appropriate authorities (as is required by law).
 - If your counsellor has reason to believe that you may be in danger of physically hurting yourself or somebody else, then other people (such as family, emergency services or friends) may need to be involved in order to keep your child safe or to keep other people safe.
 - In the rare event that information about you may be subpoenaed by a court.

Session times

11. The duration of counselling sessions for individuals will run for 45 minutes

Fees and Payments

12. Flying Colours Education offers a discount on counselling sessions for enrolled students at Flying Colours. An enrolled student is one that attends Flying Colours Education for learning support sessions during the same timeframe as the counselling is being conducted.
13. Once a student ceases accessing learning support sessions, the discount will no longer apply to a counselling client and the full payment (for a non-enrolled student) will be payable.
14. All fees and payments will be due at the time of booking. Payment for service can be made by booking online through the Flying Colours Education website, direct deposit or Webdosh payment services over the phone or in person.
15. Full payment is required in order for the session to take place.
16. Should there be any outstanding fees an invoice for outstanding fees will be sent. If outstanding fees are unpaid within 14 days, a debt collection agency will be employed to recover any outstanding money owing to Flying Colours Education with recovery fees added.

Late attendance to Sessions

17. Should you be running late to attend a session, please call or SMS to advise us of your expected time of arrival. If you arrive late the session will still need to conclude at the original time. Your time will not be able to be extended to allow for your late arrival due to other client sessions. The full fee of the session will still be required.

Cancelation Policy

18. **The entire time of the Session is allotted to the Client.** If for some reason you need to postpone or cancel an appointment, please **provide 24 hours** notice via email, SMS or phone call. Failure to do so will incur a \$50 cancellation fee. In the event of continual appointment cancellations, full payment will be required upfront at the time of booking. This is to safeguard the accessibility of counselling services for others. Should there be extenuating circumstances, please contact us to discuss further.



Flying Colours Education

Where every child learns to soar

Change of Details

19. If your personal details change during the course of your association with Flying Colours services, please inform us of your new details as soon as possible.

Reports

20. Our counsellors provide therapy services only. We prepare written feedback to other treatment providers on your child's progress by request. All reports requested for reasons such as progress, for the purposes of court attendance, educational recommendations or other such purposes, will incur a fee. Please contact Flying Colours Education to obtain a quote for these types of reporting services.

Changes

20. These terms and conditions are subject to change.
21. Flying Colours Education reserves the right to change these terms from time to time and will advise all enrolled students/parents/guardians by email.

Guarantees

- 22.. Flying Colours Education strives for great results for counselling clients. However, we make no guarantees regarding a client's performance as a result of learning/therapy/support/counselling sessions.

If you have any questions regarding this Terms and Conditions, please contact our Administration Team.