

Terms & Conditions

Effective date: September 2026

Last updated: September 2026

1. About these Terms

These Terms & Conditions apply to counselling, wellbeing, yoga and yoga therapy services provided by Integrated Wellbeing, operated by Heidi Richards.

By booking or participating in a service, you agree to these Terms & Conditions.

These Terms should be read together with the Integrated Wellbeing Privacy Policy and, for counselling clients, the Counselling Informed Consent & Client Agreement.

2. Our Services

Integrated Wellbeing provides counselling, EAP counselling, wellbeing, yoga and yoga therapy services within the practitioner's qualifications, training and professional scope of practice.

Counselling is a collaborative process and does not guarantee a particular outcome.

Integrated Wellbeing does not provide emergency, crisis, medical, psychiatric or psychological services.

Where your needs fall outside the scope of the service, you may be referred to another appropriately qualified professional or service.

3. Counselling Confidentiality

Confidentiality is an important part of counselling.

Information shared during counselling will generally remain confidential and will be handled in accordance with the Integrated Wellbeing Privacy Policy and applicable professional and legal obligations.

Confidentiality is not absolute. Information may need to be disclosed without your consent where required or authorised by law, including circumstances involving serious safety concerns, child protection or other legal obligations.

Further information is provided in the Counselling Informed Consent & Client Agreement.

4. Appointments and Cancellations

Counselling appointments are booked through Integrated Wellbeing and may be managed through Halaxy.

Please provide at least 24 hours' notice if you need to cancel or reschedule an appointment.

A cancellation or non-attendance fee may apply where less than 24 hours' notice is provided or an appointment is missed. Details of applicable fees will be provided at the time of booking or before counselling commences.

Where circumstances are unexpected or outside your control, exceptions may be made at the discretion of Integrated Wellbeing.

If you arrive late, your appointment will generally still finish at the scheduled time.

5. Fees and Payment

Fees will be communicated before services are provided.

Invoices may be issued through Halaxy.

Clients are responsible for payment unless another arrangement has been agreed, such as through an EAP provider or organisation.

6. Online Counselling

Online counselling may be provided through Google Meet.

Clients are responsible for participating from a private and appropriate environment and ensuring they have a suitable device and internet connection.

Counselling sessions will not routinely be recorded. Sessions must not be recorded by either party without prior discussion and appropriate consent.

Email and SMS should not be used for urgent or crisis matters.

7. Safety and Emergencies

Integrated Wellbeing is not an emergency or crisis service.

If you are experiencing an immediate risk to yourself or another person, you should seek appropriate emergency assistance rather than relying on Integrated Wellbeing to respond immediately.

Where a significant safety concern arises during counselling, Integrated Wellbeing may take reasonable steps to protect the safety of the client or another person, including making a disclosure where legally or ethically permitted or required.

8. Yoga and Yoga Therapy

Yoga and yoga therapy are provided within the practitioner's qualifications and scope of practice and are intended to support wellbeing, movement and therapeutic goals.

Clients are responsible for informing the practitioner of relevant injuries, health conditions or physical limitations that may affect participation.

Clients should work within their own abilities and stop an activity if they experience pain, dizziness, significant discomfort or other concerning symptoms.

Yoga is not a substitute for medical diagnosis or treatment.

Yoga bookings may be managed through Clovo.

9. Client Responsibilities

Clients are expected to:

- provide accurate information relevant to the service;
- attend appointments as agreed;
- communicate changes that may affect their participation;

- make payments when due;
- respect professional boundaries; and
- behave respectfully towards the practitioner and others.

Aggressive, threatening, abusive or discriminatory behaviour will not be tolerated and may result in a service being ended.

10. Professional Boundaries and Supervision

Integrated Wellbeing maintains professional boundaries in accordance with applicable professional and ethical requirements.

Professional supervision and consultation form part of ethical counselling practice. Where client matters are discussed in supervision, reasonable steps will be taken to protect client identity and confidentiality.

11. Ending Services

Clients may choose to end counselling or another service at any time.

Integrated Wellbeing may also recommend or end a service where it is no longer appropriate, falls outside the practitioner's scope of practice, or where professional, safety or other legitimate considerations require the service to end.

Where appropriate, referral information may be provided.

12. Privacy and Information

Integrated Wellbeing collects and manages personal and health information in accordance with its Privacy Policy.

Counselling records are maintained securely and may be stored using third-party service providers, including Halaxy.

Other systems used by Integrated Wellbeing include Google Workspace, Google Meet and Clovo.

Some third-party providers may process information outside Australia.

Further information is available in the Integrated Wellbeing Privacy Policy.

13. Australian Consumer Law

Integrated Wellbeing will provide services with reasonable care and skill.

Nothing in these Terms & Conditions excludes or limits any rights or remedies that cannot legally be excluded or limited under Australian law, including the Australian Consumer Law.

14. Changes to these Terms

Integrated Wellbeing may update these Terms & Conditions from time to time to reflect changes to legislation, professional requirements, services or business practices.

The current version will be available on the Integrated Wellbeing website.

15. Contact

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Integrated Wellbeing

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