

# Website Terms and Conditions

Effective Date: 01/06/2025

## **1. Introduction**

These Terms and Conditions ("Terms") govern your use of Confident Kids Co website located at [www.confidentkidsco.com.au](http://www.confidentkidsco.com.au) ("Website") operated by Confident Kids Co, ABN 79 915 732 272 ("we", "us", or "our").

By accessing and using this Website, you accept and agree to be bound by these Terms. If you do not agree to these Terms, please do not use our Website.

## **2. Services Description**

Our Website provides information about counselling and therapeutic services including:

- Individual counselling sessions
- Online counselling services
- Small and large group workshops
- Tutoring Services
- Educational resources and materials

Important Notice: Information on this Website is for educational purposes only and does not constitute professional advice, diagnosis, or treatment.

## **3. Professional Relationship and Limitations**

### *3.1 No Therapeutic Relationship*

Browsing this Website or reading our content does not create a counsellor-client relationship. A therapeutic relationship is only established through formal consultation and written agreement.

### *3.2 Emergency Situations*

This Website is not intended for emergency mental health situations. If you are experiencing a mental health emergency, please:

- Call 000 (Australia)
- Contact Lifeline: 13 11 14
- Visit your nearest hospital emergency department

### *3.3 Professional Standards*

Our services are provided in accordance with:

- Australian Counselling Association (ACA) Code of Ethics
- Psychotherapy and Counselling Federation of Australia (PACFA) standards
- Relevant state and territory regulations

## **4. Booking and Appointments**

### *4.1 Online Booking*

Appointment bookings made through our Website are subject to confirmation. We reserve the right to decline or reschedule appointments.

### *4.2 Cancellation Policy*

24 hours notice: Full refund or reschedule

Less than 24 hours: 50% refund or reschedule

No show: Full session fee applies

### *4.3 Payment Terms*

Payment is due at time of booking unless otherwise arranged

Accepted payment methods: Visa, Mastercard, American Express

Fees are reviewed annually and subject to change with 30 days' notice

## **5. Privacy and Confidentiality**

### *5.1 Privacy Policy*

Your privacy is important to us. Please review our Privacy Policy, which governs the collection and use of your personal information.

### *5.2 Confidentiality*

All client information is kept strictly confidential in accordance with:

Privacy Act 1988 (Cth)

Australian Privacy Principles

Professional ethical guidelines

### *5.3 Mandatory Reporting*

We may be required to disclose information where:

There is risk of serious harm to yourself or others

Child abuse or neglect is suspected

Required by law or court order

## **6. Website Content and Intellectual Property**

### *6.1 Content Ownership*

All content on this Website, including text, graphics, logos, and images, is owned by us or our licensors and protected by copyright laws.

### *6.2 Permitted Use*

You may:

View and print content for personal, non-commercial use  
Share links to our Website content

### *6.3 Prohibited Use*

You may not:

Reproduce, distribute, or modify our content without permission  
Use our content for commercial purposes  
Remove copyright or proprietary notices

## **7. User Conduct**

When using our Website, you agree not to:

Provide false or misleading information  
Interfere with Website functionality  
Upload harmful or inappropriate content  
Violate any applicable laws or regulations  
Attempt to gain unauthorised access to our systems

## **8. Disclaimers and Limitations**

### *8.1 Website Availability*

We strive to maintain Website availability but cannot guarantee uninterrupted access. We reserve the right to suspend or modify the Website for maintenance or updates.

### *8.2 Information Accuracy*

While we endeavour to ensure information accuracy, we make no warranties about the completeness or reliability of Website content.