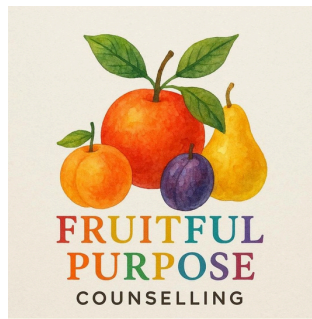




Where Growth feels Safe

Client Intake Form

Please complete this form before your first session. You are welcome to skip any questions that feel uncomfortable. We will discuss anything important together.

1. Personal Information

Full Name: _____

Preferred Name (if any): _____

Date of Birth: _____

Faith denomination: _____

Address: _____

Phone Number: _____

Email Address: _____

2. Emergency Contact

Name: _____

Relationship to You: _____

Phone Number: _____

Emergency contacts are only used if there is a serious and immediate safety concern.

3. GP / Healthcare Provider (Optional)

GP Name: _____

Clinic: _____

Phone: _____

4. Reason for Seeking Counselling

In your own words, what brings you to counselling at this time?

5. Current Concerns

Please tick any areas that feel relevant:

- ☐ Anxiety or worry
- ☐ Low mood or depression
- ☐ Stress or burnout
- ☐ Trauma or past experiences
- ☐ Grief or loss
- ☐ Relationship concerns
- ☐ Self-esteem or identity
- ☐ Faith or spiritual concerns
- ☐ Life transitions
- ☐ Other: _____

6. Mental Health & Wellbeing History

Have you seen a counsellor or psychologist before?

☐ Yes

☐ No

If yes, what was helpful or unhelpful?

Have you ever received a mental health diagnosis? (Optional)

Are you currently taking any medication related to mental health? (Optional)

7. Safety & Risk

Your safety is important. Please answer only what feels comfortable.

Have you experienced thoughts of harming yourself or others?

☐ Yes

☐ No

☐ Prefer not to say

If yes, are these thoughts current?

Do you feel safe in your current living situation?

☐ Yes

☐ No

☐ Unsure

8. Strengths & Supports

What strengths or qualities help you cope?

Who are the supportive people in your life?

What helps you feel grounded or calm?

9. Faith-Informed Options (Optional)

Would you like to include faith-aligned practices in counselling?

- ☐ Prayer
- ☐ Scripture reflection
- ☐ Faith-aligned grounding
- ☐ Not at this time
- ☐ Unsure / would like to discuss

10. Practical Considerations

Preferred session frequency:

- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly

☐ Unsure

Preferred session time of day:

Any accessibility needs or accommodations?

11. Consent & Agreement

Please read and confirm:

- ☐ I understand that online counselling has limits to confidentiality.
- ☐ I have read and agree to the Privacy & Confidentiality Policy.
- ☐ I understand that if I am at immediate risk, emergency services may be contacted.
- ☐ I agree to attend sessions in a private, safe environment.
- ☐ I understand the cancellation policy.

Signature: _____

Date: _____

12. Additional Notes or Questions



Where Growth feels Safe

CLIENT BEHAVIOUR & SAFETY POLICY

1. Purpose

The purpose of this Client Behaviour & Safety Policy is to ensure that online counselling sessions occur in a safe, respectful, and supportive environment for both the client and the counsellor.

This policy outlines expectations for behaviour, safety requirements, and procedures for managing unsafe or inappropriate conduct.

2. Scope

This policy applies to:

- All clients engaging in online counselling
- All communication with the counsellor (video, phone, email)
- All digital interactions and administrative processes

3. Guiding Principles

Fruitful Purpose Counselling is committed to:

- Trauma-informed, client-centred practice
- Respect, dignity, and cultural sensitivity
- Clear boundaries and expectations
- Safety for both client and counsellor
- Ethical and legal compliance
- Compassionate, non-judgmental communication

4. Behaviour Expectations for Clients

4.1 Respectful Communication

Clients are expected to:

- Communicate respectfully and calmly
- Avoid abusive, threatening, or discriminatory language
- Engage in sessions without harassment or intimidation

4.2 Safe Environment for Sessions

Clients must:

- Attend sessions in a private, safe, and quiet environment
- Ensure they are not driving or operating machinery during sessions
- Avoid attending sessions under the influence of alcohol or drugs (unless medically prescribed)

If a session cannot proceed safely, it may be rescheduled.

4.3 Technology & Privacy

Clients are expected to:

- Use secure, private devices
- Avoid recording sessions
- Ensure others cannot overhear unless previously discussed
- Maintain stable internet where possible

4.4 Emotional Safety

Clients are encouraged to:

- Communicate if they feel overwhelmed or distressed
- Request breaks during sessions
- Use grounding strategies when needed
- Reach out to crisis services if immediate help is required

5. Inappropriate or Unsafe Behaviour

The following behaviours may result in session interruption, rescheduling, or termination of services:

- Threatening or aggressive behaviour
- Harassment or abusive language
- Attending sessions intoxicated
- Repeated boundary violations
- Recording sessions without consent
- Persistent non-payment or misuse of services
- Any behaviour that compromises safety

Jessie will always attempt to address concerns compassionately before taking further action.

6. Managing Safety Concerns During Sessions

6.1 If a Client Becomes Distressed

Jessie may:

- Slow the pace of the session
- Offer grounding or breathing exercises
- Suggest a short break
- Encourage the client to reach out to a support person
- Provide crisis contacts

6.2 If a Client Becomes Aggressive or Threatening

Jessie will:

1. Prioritise safety
2. Calmly pause or end the session
3. Provide crisis contacts if appropriate
4. Document the incident
5. Consult supervision
6. Consider whether ongoing counselling is appropriate

6.3 If a Client Is at Immediate Risk

Jessie will follow the Emergency & Critical Incident Policy, which may include:

- Risk assessment
- Encouraging the client to contact emergency services
- Contacting emergency services if risk is imminent
- Notifying the client's emergency contact when appropriate
- Documenting all actions taken

7. Boundaries & Professional Conduct

Clients are expected to respect:

- Session times
- Communication boundaries (email for admin only)
- The counsellor's professional role
- The counsellor's right to decline unsafe or inappropriate requests

Jessie will uphold clear, compassionate boundaries at all times.

8. Ending or Pausing Services

Services may be paused or ended if:

- Safety cannot be maintained

- The client repeatedly breaches boundaries
- The client requires a higher level of care
- The client engages in harmful or abusive behaviour

Whenever possible, Jessie will:

- Discuss concerns openly
- Offer referrals to appropriate services
- Support a safe transition

9. Client Responsibilities

Clients are encouraged to:

- Attend sessions in a safe, private space
- Communicate honestly
- Respect boundaries and safety guidelines
- Use crisis services when immediate help is needed
- Provide accurate contact and emergency information

10. Counsellor Responsibilities

Jessie will:

- Provide safe, ethical, trauma-informed care
- Maintain professional boundaries
- Respond to risk promptly and appropriately
- Protect client privacy and data
- Engage in supervision and ongoing training
- Treat all clients with respect and compassion

11. Review of Policy

This policy is reviewed annually or sooner if:

- Legislation changes
- ACA or PACFA guidelines are updated
- New safety concerns are identified
- Feedback suggests improvements

