

TERMS OF SERVICE
Version 1.9: Effective Date: 15/06/2026



Informed Consent & Agreement for services

It is important that you as a client are as fully informed as possible about therapy and the therapy process prior to commencing therapy with Mental Forge Therapy. For this reason, please read the following carefully and do not hesitate to ask any questions.

Policy Updates

The policies included in the Mental Forge Therapy terms of service may be updated periodically. The most current version will always be available on our website and it is your responsibility to regularly check the website for any changes. These terms apply to therapy services provided through Mental Forge Therapy. By continuing to use our services, you agree to the latest terms which are available on our website www.therapy.mentalforge.com.au

Some important facts

Professional therapy is a safe and confidential collaboration between qualified therapists and clients to promote mental health and well-being, enhance self-understanding, and resolve concerns. Clients are active participants at every stage of the therapy process.

People seek therapy for a wide variety of reasons. I look forward to exploring your reasons for making your appointment with me and to navigating the therapy journey together.

We are all unique human beings with our own history, perceptions, and expectations, and as a result the outcomes of therapy can vary widely. This means as your therapist I cannot promise any particular outcome from the therapy process, but I can assure you that I am committed to best practice with you in resolving your concerns.

The services provided at Mental Forge Therapy is designed for adults aged 18 or older and is focused on providing support for a range of mental health challenges. This service is not suitable for individuals with current or past experiences of suicidal thoughts or self-harm, and is unable to provide support for this. If you begin to experience thoughts or feelings involving suicide or self harm whilst you are a client with Mental Forge Therapy, it is important that you reach out for immediate help from your GP, a crisis service, or a psychologist who can provide the right level of support. The below crisis support help line is available 24/7

- **Lifeline: Call 13 11 14 (Available 24/7)**
- **Suicide Call Back Service: Call 1300 659 467 (Available 24/7)**

Fees

All fees are on our website, and are subject to revision, it is your responsibility to check our website for any changes to fees.

Qualifications

Mental Forge Therapy is operated by a therapist holding a Bachelor of Psychological Science and a Master's Degree in Cognitive Behaviour Therapy (CBT).

Sessions with Mental Forge Therapy are grounded in Cognitive Behaviour Therapy (CBT), providing a structured, practical, and evidence-based framework to help individuals understand and change unhelpful thought patterns and behaviours.

Communication Methods

Please see the communications policy further down in this document

Session Information

Session lengths and costs are available to view on our website. All sessions are prepaid. You may cease treatment at any time that you choose.

Payment, Rescheduling, and Cancellation Policy

Booking Payment & Confirmation

To confirm your booking, please complete payment on the same day that you make your booking. Unconfirmed bookings may be cancelled without notice after this period.

- Bank deposit, cash, or credit card payment options are available. Credit Card Payments are processed securely online via Paypal.

Refunds

- All fees are non-refundable except in cases where Mental Forge Therapy cancels a session and is unable to offer a reschedule.
- Refunds will not be provided for missed or cancelled sessions unless otherwise stated in this policy.
- All purchased sessions expire one month from the purchase date.

Cancellation/Rescheduling Policy

- Appointments can be cancelled or rescheduled with at least 24 hours' notice via email.
- Changes within 24 hours will result in forfeiture of the full session fee.
- Cancelled sessions must be rescheduled within one month of the original booking, or the fee will be forfeited.
- If Mental Forge Therapy cancels, you will be notified of the cancellation promptly and will be contacted at a later date and offered a reschedule or refund.

Late Arrivals and No-Shows

- Sessions will end at the scheduled time regardless of when contact is achieved. If you fail to attend a session without the appropriate notice, the session fee will be forfeited. Full session fees apply. Three calls will be attempted: firstly at the scheduled session time, 5 minutes later, and 10 minutes later.

Emergency or Extenuating Circumstances

- Exceptions to cancellation policies for emergencies are considered on a case-by-case basis at Mental Forge Therapy' discretion.
- Notify Mental Forge Therapy promptly if you experience a valid emergency.

Communications Policy

Phone communication is reserved for scheduled sessions.

Text messages and social media messages are not regularly monitored and should not be used for appointment cancellations or rescheduling requests.

Email is the preferred method of communication outside of sessions, including arranging, rescheduling, or cancelling appointments. By booking a service with Mental Forge, clients consent to communication via email and to receiving information sheets, worksheets, and other materials relevant to the service. Please note that email communication is not completely secure and any emails exchanged may form part of the client record.

Disclaimers

While every effort is made to ensure that our services are delivered at the highest standard, Mental Forge Therapy cannot guarantee specific results and is not responsible for the outcomes of any actions taken based on the advice or information provided during sessions. Clients engage in our services at their own risk and are responsible for their own decisions and actions. It is recommended that clients consult with

appropriate professionals (eg medical or healthcare professionals) before making significant changes or actions based on our services.

Medical Disclaimer

You should not rely on any information or guidance from us as a substitute for professional medical or healthcare advice. Mental Forge Therapy disclaims all responsibility and liability for any damages, loss, injury, or harm to yourself or a third party resulting from reliance on the information or guidance we provide. If you have specific questions or concerns about a medical issue or injury, consult your doctor or healthcare provider promptly. If you believe you may have a medical condition, seek immediate attention from a healthcare professional. If you engage in activities such as exercise based on information provided by Mental Forge Therapy, you acknowledge the risk of injury and should seek approval from your healthcare or medical provider before beginning or modifying any exercise or activity program. Do not delay seeking medical advice, disregard medical advice, alter, or discontinue treatment based on information or guidance from us. This disclaimer does not limit or exclude liability that cannot be limited or excluded under applicable law.

Privacy Policy

Mental Forge Therapy is dedicated to delivering high-quality services while upholding your rights. We prioritize recognizing, respecting, and safeguarding your privacy and confidentiality in every interaction with us. This declaration explains our continuous responsibilities regarding the management of your Personal Information. Mental Forge Therapy complies with the requirements of the Privacy Act 1988 (Cth).

What is Defined as Personal Information, and What is the Purpose of Collecting it?

Personal Information refers to any data or opinion that can identify an individual. This includes Health Information, which relates to a person's physical or mental health or any disabilities they may have. Some examples of Personal Information we collect include: name, phone number, email address, home address, date of birth, relevant medical details, psychological history, goals or reasons for engaging with our service, and emergency contact information.

We gather your Personal Information through various means, such as intake forms, interviews, communication via phone or email, our website, publicly available resources, and third parties where appropriate and with consent.

Personal Information relating to payment details such as credit card numbers, full names, phone numbers, email addresses, residential addresses, and dates of birth may also be collected via online bookings and invoices processed through our platform and are securely managed through PayPal. PayPal uses encryption and security measures to protect your payment information. Mental Forge Therapy does not store your payment details; all transactions are processed directly through PayPal's secure payment gateway. By providing your payment information, you authorise Mental Forge Therapy to process charges as agreed through PayPal. PayPal's Privacy Policy can be viewed here: <https://www.paypal.com/au/legalhub/paypal/privacy-full>

Mental Forge Therapy uses JotForm to collect and process private information submitted through via forms. By using our services, you acknowledge and agree that your data may be stored and processed by JotForm in accordance with their privacy policy. For more details on how JotForm handles your data, please review their Privacy Policy: <https://www.jotform.com/privacy/>

If you contact Mental Forge Therapy through Meta platforms such as Facebook, Instagram, or Messenger, you consent to the collection and use of the information you provide to us through those services in accordance with this Privacy Policy. Please be aware that Meta also collects and processes information shared on their platforms for their own purposes, plus for targeted advertising and aligning content to users. Mental Forge Therapy does not take responsibility for Meta's use of your data. For more information, please review Meta's Privacy Policy: <https://www.facebook.com/privacy/policy>

In the event of a payment dispute, information such as email and phone records may be shared with third parties as proof that the service was offered or delivered at the agreed time.

Mental Forge Therapy will only gather and retain Personal Information essential for delivering our services. When we collect your Personal Information, we will inform you of the purpose and how it will be utilised.

Third Parties

Whenever feasible and practical, we will obtain your Personal Information directly from you. However, there may be situations where information is supplied to us by third parties (such as other healthcare providers). In these instances, we will take reasonable measures to ensure you are informed about the information received from the third party.

Security of Your Personal Information

Protecting your personal information is a priority for us; however, no method of internet transmission or electronic storage is completely secure. While we make every effort to use industry-standard measures to safeguard your personal information, we cannot ensure its absolute security.

Use of Cookies and Analytics Tools

Our website may use cookies, Google Analytics, or similar technologies to improve functionality, analyse usage, and support marketing. These may also influence the ads you see on other platforms. You can manage or disable cookies through your browser settings, though this may affect site performance.

Links to External Websites

Our website may include links to external sites. Please note that we are not accountable for the privacy practices or content of these third-party websites, as they are not covered by our privacy policy. If you access other websites through links on our site, we recommend reviewing their privacy policies to understand how your information may be handled.

Disclosure of Personal Information

Your Personal Information will only be shared under the following circumstances:

- To prevent or reduce a serious and immediate threat to your life or health, or that of another person.
- With external agencies, but only with your or your representative's permission.
- When legally required, including for mandatory reporting or compliance with a court subpoena.
- With written authorisation from someone with lawful authority.
- To your General Practitioner (GP) or nominated medical profession if you have given consent.

My supervision

As is required for all therapists to maintain professional registration with the Australian Counselling Association, I have an ethical responsibility to reflect on my therapy practice. As part of this professional reflection, I may discuss my work with you with my clinical supervisor. In such situations, content presented is de-identified.

Security and Destruction of Personal Information

We take reasonable measures to safeguard your Personal and Health Information from misuse, loss, unauthorised access, modification, or disclosure. Confidential records are maintained to reflect the issues and goals identified in therapy sessions and are kept securely for seven years. Once your information is no longer required for its original purpose, we will ensure it is securely destroyed.

Maintaining the Quality of your Personal Information

It is important to us that your information is up to date. We will take all reasonable steps to make sure that your Personal Information is accurate and complete. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Agreement to Terms and Acceptance by Client

By signing this document, I confirm that I have read, understood, and agreed to the terms of service. I have had the opportunity to seek clarification on any concerns and willingly consent to undertake therapy with Mental Forge Therapy. I acknowledge that I may discontinue sessions at any time.

By scheduling therapy sessions with Mental Forge Therapy, I acknowledge and agree to abide by the policies, terms and conditions outlined within this document. These policies are designed to ensure fairness, transparency, and mutual respect in the professional relationship.

I understand that my case may be discussed in professional supervision for quality assurance and ethical compliance. Any details shared will be fully de-identified to protect my privacy.

I acknowledge that Mental Forge Therapy does not provide crisis intervention, emergency support, self harm or suicide prevention services. Mental Forge Therapy is not suitable for individuals experiencing suicidal thoughts or self-harm. I acknowledge that this service cannot provide emergency support for such situations. If I experience thoughts of self-harm or suicide, I agree to seek immediate assistance from a crisis service, emergency support, or my regular medical practitioner. I confirm that I have been provided with crisis support contact information and understand that these services are available to me at any time. Signatures provided in either handwritten or digital form are equally valid and binding.

Signed by (Your Full Name)

Date (DD/MM/YY)

Signature