



# Qualified Counsellors

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## Qualified Counsellors - Fair Use Policy

Version 1.1, last updated 01 October 2020

As our service is unlimited, it allows you to reach out to your counsellor as often as needed. To ensure a consistent service we do need to apply a fair use policy to prevent abuse of the service.

This fair use policy aims to describe the maximum amount of contact you should have per 7 days with your counsellor. The fair use policy has different criteria based on if you are a new client, client restarting counselling or a continuing client.

### New clients or clients restarting clients for the first 7 days

For clients who are starting counselling with us for the first time or clients who have under taken counselling with us previous however have not had paid access to a counsellor for more than 30 days.

For the first 7 days of access to our service the following communications are acceptable:

- Up to 2 initial communications regarding a concern that is no more than 1400 words in length combined.
- Up to 4 replies or updates that combined are no more than 1200 words combined in length.

After the initial 7 days, continuing client's criteria of the fair use policy will apply.

### Continuing clients

For clients who having ongoing counselling with, for each 7 day period the following communications are acceptable:

- 1 initial communication regarding a concern that is no more than 1200 words in length.
- Up to 3 replies or updates that combined are no more than 1000 words combined in length.

### Excessive use

Should your use of the service be above the fair use policy your counsellor or our customer service team will reach out to you to advise you of the breach of the fair use policy and review if the service is appropriate for you.

Should the fair use policy be breached your counsellor may also take longer than 48 hours to reply to any chat messages.

Should the fair use policy be continually breached we may terminate your use of the service in accordance with our terms and conditions.

Please discuss any concerns with your counsellor or contact us by email at [hello@qualifiedcounsellors.com.au](mailto:hello@qualifiedcounsellors.com.au)