

Terms of Service

The Melbourne Counsellor – Financial Trauma & Monetary Psychotherapy

Last updated: November 2025

General Information

The Melbourne Counsellor provides professional counselling and psychotherapy services, including Financial Trauma & Monetary Psychotherapy.

All services are delivered by Dan Lobel (D.Couns., B.Couns., MCouns&Psych) — a qualified counsellor offering trauma-informed, integrative therapeutic support.

Sessions are available in-person, via telehealth, in-home, or through walk & discuss formats. Services are not a substitute for crisis intervention, emergency services, or medical treatment.

If you are in crisis or at risk of harm, please contact 000 (Australia) or one of the 24/7 helplines listed on our website.

Confidentiality & Privacy

Confidentiality is a cornerstone of the therapeutic relationship.

All information shared during sessions and via intake forms will be treated with strict confidentiality, in accordance with the Australian Privacy Principles (APPs) and relevant health record legislation.

Exceptions to confidentiality occur only where:

- There is a risk of serious harm to yourself or others.
- There is a legal obligation to disclose (e.g., under court order).
- Required by law under child protection or mandatory reporting guidelines.

For further details on how personal data is collected, stored, and protected, please refer to our Privacy Policy.

Booking & Payment Policy

All consultations must be prepaid in full at the time of booking.

All fees are inclusive of GST.

Accepted payment methods are displayed within the booking system.

Bookings are confirmed only once payment has been successfully processed.

For any payment-related queries or technical issues, please contact Dan directly at 0467 477 786 or via dan@themelbournecounsellor.com.au.

Cancellation & Rescheduling Policy

A minimum of 72 hours' notice is required to cancel or reschedule an appointment. Cancellations made with less than 72 hours' notice will incur the full session fee. Cancellations or rescheduling must be confirmed directly by phone (0467 477 786) and validated via a confirmation email.

Extenuating circumstances may be considered on a case-by-case basis by contacting Dan directly.

If you arrive late, your session will conclude at the originally scheduled time and the full fee remains payable.

Session Conduct & Boundaries

Therapy is built upon mutual respect, consent, and professionalism.

Clients are expected to:

- Attend sessions in a safe and sober state.
- Refrain from disruptive, aggressive, or discriminatory behaviour.
- Maintain appropriate boundaries and language within the therapeutic space.

If a session must be discontinued due to unsafe behaviour, the fee will remain payable, and future bookings may be reviewed.

Scope of Service

The Melbourne Counsellor provides counselling and psychotherapy, not financial, legal, or medical advice.

While monetary psychotherapy explores the emotional and behavioural relationship with money, it does not replace consultation with a licensed financial advisor or accountant.

Therapy outcomes vary based on individual engagement, life context, and external factors. No guarantee is made regarding specific results.

Consent & Intake Requirements

Before your first session, you'll be asked to complete:

- Enquiry Form
- Consent Form (password: healing)
- Intake Form

By signing or submitting these forms, you consent to participate in counselling under these Terms of Service.

Fees & Consultation Formats

Consultation Fees (inclusive of GST):

- Telehealth (Zoom): \$160 / 50 mins
- In-Home Consultations: \$170 / 50 mins

- In-Room Consultations (St Kilda Rd): \$180 / 50 mins
- Walk & Discuss Therapy: \$170 / 50 mins
- Extended Consultations: From \$220 / Various

Medicare rebates are not available. Receipts are issued for private health or personal records.

Use of Website & Online Booking System

By using the online booking system or any information provided through The Melbourne Counsellor website, you agree to:

- Provide accurate and current personal information.
- Use the system responsibly and for its intended purpose only.
- Not engage in any unlawful, disruptive, or data-harvesting activities.

Accessing or using this website constitutes acceptance of these Terms of Service.

Intellectual Property

All text, imagery, branding, and content on The Melbourne Counsellor website are the property of The Melbourne Counsellor Pty Ltd. atf The Melbourne Counsellor Trust. Reproduction or redistribution of materials without prior written consent is prohibited.

Limitation of Liability

The Melbourne Counsellor is not liable for any indirect, incidental, or consequential damages arising from the use of this website or counselling services.

By engaging in counselling, you acknowledge that therapy is a collaborative process, not a guarantee of outcome.

Changes to Terms

The Melbourne Counsellor reserves the right to modify or update these Terms of Service at any time.

Updated versions will be posted on this page, and continued use of the website or services constitutes acceptance of the revised terms.

Contact Information

For all enquiries relating to bookings, payments, cancellations, or general information, please contact:

Dan Lobel

☎ 0467 477 786

✉ dan@themelbournecounsellor.com.au

📍 Melbourne, Victoria, Australia

The Melbourne Counsellor acknowledges the Wurundjeri people of the Kulin Nation,

Traditional Custodians of the land on which we work, and pays respects to Elders past, present, and emerging.