Caring For Families
info@caringforfamilies.com.au
Suite 302, 116-118 Christie Street, St Leonards NSW 2065
www.caringforfamilies.com.au

WEBSITE TERMS AND CONDITIONS

Caring for Families | Last updated 5 November 2026

1. About these terms

These Website Terms and Conditions apply to your access to and use of www.caringforfamilies.com.au (the Website), operated by Caring for Families in St Leonards, New South Wales, Australia. Please read them together with our Website Disclaimer and Privacy Policy.

By continuing to use the Website, you acknowledge these terms. If you do not agree, please discontinue use of the Website. These terms govern use of the Website; they do not replace any separate agreement or informed consent governing clinical services.

2. Information and professional services

The Website provides general information about Caring for Families and its psychological assessment, therapy, counselling and related services. Its content is educational and informational, not personalised psychological or medical advice, diagnosis or treatment.

Accessing the Website, sending an enquiry or receiving an administrative reply does not itself create a psychologist–client relationship. Acceptance as a client and the provision of services are subject to intake, suitability, availability and applicable informed consent arrangements.

3. Enquiries, appointments and fees

Enquiries submitted through the Website do not guarantee an appointment, acceptance as a client or a particular response time. We may contact you to clarify an enquiry or explain the next steps.

Appointment availability, service fees, cancellation arrangements, payment requirements and any Medicare, insurance or other funding arrangements will be communicated separately as applicable. The relevant booking, fee and clinical consent arrangements govern the provision of services and take precedence over any general description on the Website. Do not assume a rebate or funding eligibility without confirmation.

4. Appropriate use of the Website

You agree to use the Website lawfully and respectfully. You must not knowingly interfere with its operation or security, attempt unauthorised access, introduce malicious code, misuse enquiry forms, impersonate another person, or reproduce or exploit Website content in breach of applicable law.

We may restrict access to the Website where reasonably necessary to protect its security, operation or users, subject to applicable law.

5. Intellectual property

Unless otherwise indicated, the text, layout, graphics, branding and other original materials on the Website are owned by Caring for Families or used with permission. You may view and print reasonable portions for personal, non-commercial information purposes, provided copyright and attribution notices are retained.

You may not republish, adapt, distribute or commercially exploit Website materials without prior written permission, except as permitted by law. Third-party material remains subject to the rights of its respective owners.

6. Privacy and communications

We handle personal information in accordance with our Privacy Policy and applicable Australian privacy laws. Please do not include detailed or highly sensitive clinical information in general Website enquiry forms unless specifically requested through an appropriate secure process.

Internet-based communication, including email and contact forms, may not be completely secure or immediately received. Website enquiries and email are not monitored continuously. Any confidentiality and information-handling arrangements relating to clinical care are addressed separately in our clinical consent processes.

7. Emergencies

The Website is not an emergency or crisis support service. Do not use it to request urgent mental health assistance. If there is immediate danger, call 000 or attend the nearest emergency department. Lifeline is available on 13 11 14 and the NSW Mental Health Line on 1800 011 511.

8. External links and third-party services

The Website may link to external websites or resources, including services not controlled by Caring for Families. Links are provided for convenience and do not necessarily imply endorsement. We do not control or guarantee external content, availability, security or privacy practices.

If a third-party booking, payment or communication platform is used, that provider may have its own applicable terms and privacy information.

9. Accuracy, availability and changes

We make reasonable efforts to keep the Website accurate, current and available. However, service descriptions, practitioner availability and other information may change, and the Website may occasionally be unavailable due to maintenance or technical issues.

We may update, correct, suspend or remove Website content as reasonably needed. We may also update these terms from time to time. The date shown at the beginning of this document identifies the published version.

10. Liability and statutory rights

To the extent permitted by law, Caring for Families does not accept responsibility for loss or damage arising solely from reliance on general Website information, temporary Website unavailability or content on external websites. Nothing in these terms excludes or restricts liability where doing so would be unlawful.

Nothing in these terms excludes, restricts or modifies rights, consumer guarantees or remedies that cannot lawfully be excluded, including under the Australian Consumer Law. These terms do not limit any applicable professional duties owed in the delivery of clinical services.

11. Governing law

These Website Terms and Conditions are governed by the laws of New South Wales, Australia, subject to any mandatory law that applies. Any dispute about use of the Website will be dealt with in accordance with applicable law.

12. Contact

Caring for Families | Suite 302, 116–118 Christie Street, St Leonards NSW 2065

Email: info@caringforfamilies.com.au | Website: www.caringforfamilies.com.au