



INTEGRATIVE THERAPY NQ

Mara Gomes | Accredited Mental Health Social Worker | Play Therapist

Website Terms of Use

and Disclaimer

www.integrativetherapynq.com.au

Read together with your Service Agreement

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Document control

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These terms apply to your use of www.integrativetherapynq.com.au. They explain what this website is, what it is not, and how it sits alongside the documents that apply when services are actually provided.

1. About these terms

These Website Terms of Use and Disclaimer apply to your use of the Integrative Therapy NQ website. By accessing or using this website, you acknowledge that you have read and understood them.

This website provides general information about Integrative Therapy NQ, its therapeutic and movement services, fees, funding options and related topics.

These terms should be read together with the Integrative Therapy NQ Privacy Policy, Feedback and Complaints information, Child Safety and Speaking Up statement, Child Safety and Wellbeing Policy, Code of Conduct and Professional Boundaries, and any Service Agreement, intake or consent documentation that applies when services are provided. **Where a Service Agreement and this website differ, the Service Agreement applies.**

2. Who provides these services

Integrative Therapy NQ is a sole practice operated by Mara Gomes, an Accredited Mental Health Social Worker and Play Therapist, and a member of the Australian Association of Social Workers (member no. 513419).

Social work is a self-regulated profession in Australia and is not registered under Ahpra. I work to the AASW Code of Ethics and AASW Practice Standards, and I am accountable to the AASW and to the Queensland Office of the Health Ombudsman.

Integrative Movement — trauma-informed mat Pilates, stretch, and movement drawing on yoga-based practices — is delivered in my capacity as a qualified fitness and mat Pilates professional rather than as a social worker, under separate fitness insurance, and under its own service agreement.

3. General information, not individual clinical advice

Information on this website is provided for general informational and educational purposes only.

Website content does not constitute individual psychological, medical, psychiatric, social work, physiotherapy or other healthcare advice, and should not be relied upon as a substitute for assessment, diagnosis, treatment or advice from an appropriately qualified health professional.

Information about therapeutic approaches, trauma, mental health, play therapy, movement, yoga, Pilates, mindfulness and related topics is general in nature. Individual circumstances differ, and information appropriate for one person may not be appropriate for another.

4. No therapist–client relationship from website use

Accessing this website, reading its content, submitting an enquiry, downloading a resource or contacting Integrative Therapy NQ does not, by itself, establish a therapist–client relationship.

A therapeutic relationship is established only once services have been appropriately arranged and the relevant intake, screening, consent and service agreement processes have been completed.

Submitting an enquiry or a booking request does not guarantee that Integrative Therapy NQ will be able to accept you as a client or provide a particular service.

5. Booking requests

Where the website invites you to request a booking, a submitted request is a request only. **It is not a confirmed appointment** until you receive confirmation from me directly.

Requests are not monitored continuously. Please do not submit a booking request in place of urgent help.

6. Emergencies and crisis support

Integrative Therapy NQ is not an emergency or crisis service.

Website forms, email, social media and other electronic channels must not be used to seek urgent assistance or emergency intervention. Information submitted through this website may not be seen or responded to immediately.

If you or another person is in immediate danger, **call 000**.

Service	Number
Emergency — immediate danger	000
Lifeline (24 hours)	13 11 14
Suicide Call Back Service	1300 659 467
Kids Helpline (5–25 years)	1800 55 1800
13YARN (First Nations)	13 92 76
Queensland Mental Health Access Line	1300 64 22 55

7. Children and young people

Integrative Therapy NQ is committed to services that prioritise the safety, wellbeing, dignity and rights of children and young people, in line with the Queensland Child Safe Standards.

Information about child safety, children's rights and how to raise a concern is available through the Child Safety and Speaking Up resources on this website. A child or family does not have to raise a child safety concern with me first.

Parents, carers and young people must not use website forms or email to report an emergency or seek immediate child protection assistance.

Where there is an immediate safety concern, call **000**. To report a concern that a child is experiencing or at risk of harm, contact Child Safety — **North Queensland Regional Intake Service on 1300 706 147** during business hours, or the **Child Safety After Hours Service Centre on 1800 177 135** at any other time.

8. Therapy and therapeutic outcomes

Descriptions of therapy and therapeutic approaches are provided for general information.

Therapeutic experiences and outcomes vary considerably between individuals. **No particular therapeutic outcome, improvement or result is guaranteed.**

The suitability of an approach depends on the individual's needs, circumstances, goals, presentation, preferences and relevant clinical considerations. Recommendations about services are made after appropriate consideration of individual circumstances.

9. Telehealth

Telehealth may be available where it is clinically and practically appropriate. It is not suitable for every person, presentation or circumstance, and suitability may depend on clinical need, safety, privacy, technology, location and individual circumstances.

Where telehealth is provided, additional conditions apply and are set out in your Service Agreement and consent documentation — including requirements about privacy, location, emergency contacts, and, for clients under 18, an adult being present at the premises for the session.

Information about telehealth on this website is not a guarantee that telehealth will be offered or appropriate in a particular case.

10. Integrative Movement

Information about Integrative Movement — trauma-informed mat Pilates, stretch, and movement drawing on yoga-based practices — is provided for general information.

Participation in physical activity involves inherent risks, which may include discomfort, aggravation of an existing condition, or injury.

A health and movement screening must be completed before your first session. Where the screening indicates it, clearance from your doctor or an appropriate allied health professional may be required before you begin or continue.

Participants are asked to work within their own abilities, communicate discomfort or concerns, and modify, pause or decline any activity at any time.

These services are not psychological therapy, physiotherapy, exercise physiology, or treatment for any injury or medical condition, and are not a substitute for medical assessment or healthcare where that is required. If you have an injury or medical condition, are pregnant, have recently had surgery, or have any concern about participating safely, seek appropriate medical or allied health advice first.

Sessions draw on yoga-based movement and breath practices. They are not yoga classes.

Individual experiences vary, and no particular physical, psychological or wellbeing outcome is guaranteed.

11. Fees, funding and rebates

Integrative Therapy NQ aims to keep fee and funding information current and transparent. Current fees are set out on the Fees and Funding Options page and are confirmed in your Service Agreement before services begin.

Eligibility for Medicare rebates, private health benefits, DVA, WorkCover Queensland, NDIS or other third party funding depends on the criteria, referrals and requirements of the relevant organisation.

Reference to a funding pathway on this website does not guarantee eligibility, approval, reimbursement or payment. You remain responsible for confirming your own eligibility and for any fees or gap payments that fall to you.

Integrative Movement is not claimable under Medicare.

12. NDIS

Integrative Therapy NQ is not a registered NDIS provider.

Services may be available to self-managed and plan-managed NDIS participants where the service is appropriate and permitted under the participant's plan and applicable NDIS requirements. Agency-managed plans cannot be used.

Where services are NDIS-funded, they are billed at the applicable NDIS price limit rather than the private fee.

Nothing on this website should be read as representing that Integrative Therapy NQ is registered with the NDIS Quality and Safeguards Commission.

13. Accuracy and currency

Integrative Therapy NQ takes reasonable care to provide accurate and current information. Information changes over time, including fees, availability, funding requirements, Medicare arrangements, legislation and third party information.

While reasonable efforts are made to keep the website updated, Integrative Therapy NQ does not guarantee that every item will always be complete, current or free from error.

If anything on the website appears inconsistent with information given to you directly during service delivery, please contact me for clarification. The information given to you directly, and your Service Agreement, take precedence.

14. External websites and links

This website may link to third party websites, organisations, resources or services for convenience or general information.

Integrative Therapy NQ does not control third party websites and is not responsible for their content, availability, privacy practices, security or subsequent changes. Inclusion of a link does not necessarily constitute endorsement.

15. Applications and separate products

Any mobile application, digital tool or separate platform offered by or associated with Integrative Therapy NQ is governed by its own terms and privacy information, which are provided with that product. These website terms do not apply to it.

16. Intellectual property

Unless otherwise stated, website content created for Integrative Therapy NQ — including written material, original resources, graphics, branding and downloadable materials — is owned by or licensed to Integrative Therapy NQ and protected by applicable intellectual property laws.

Content may be viewed, downloaded or printed for personal, non-commercial use where that functionality is provided. It must not be reproduced, republished, modified, distributed, sold or used commercially without permission, except as permitted by law.

Third party trademarks, images and other intellectual property remain the property of their owners.

17. Privacy and online communications

Personal information submitted through this website is handled in accordance with the Integrative Therapy NQ Privacy Policy and applicable Australian privacy requirements.

Although reasonable safeguards are used, electronic communications and internet based services involve privacy and security risks. Please avoid submitting unnecessary sensitive or detailed clinical information through general enquiry forms, email or social media.

The Privacy Policy sets out how personal and health information is collected, used, stored, disclosed and protected.

18. Limitation of liability

To the extent permitted by law, Integrative Therapy NQ is not responsible for loss or damage arising solely from reliance on general information on this website, or from the use or unavailability of the website.

Nothing in these terms excludes, restricts or modifies any right, guarantee, remedy or liability that cannot lawfully be excluded or limited, including under the Australian Consumer Law.

These terms do not alter the professional duties and obligations that apply when Integrative Therapy NQ provides a health service to a client.

19. Feedback and complaints

If you have a concern about this website or about a service, you are encouraged to raise it. The Feedback and Complaints information on this website sets out how, and lists the external bodies you may contact directly. You do not have to raise a concern with me first, and doing so will not affect your care.

20. Governing law

These terms are governed by the laws of Queensland, Australia.

21. Changes to these terms

These terms may be updated to reflect changes to the website, services, professional requirements or applicable law. The current version, with its review date, is published on this website.

22. Contact

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