



Coaching Client Privacy & Consent Form

Service Provider	The Mind Room. A health, wellbeing and performance psychology practice, based in Melbourne, Australia.
Coaching Professional (CP) Service	Coaching or training is provided by a coaching professional (CP) including AHPRA registered psychologists, AASW registered social workers, or ICF or ISCP endorsed Coach.
Coaching Service Description	<p>Coaching is a collaborative interpersonal process designed to clarify and realise individual and/or organisational goals in valued performance domains. The Client-CP relationship is at the centre of the coaching process. Together, the CP and Client create a meaningful agenda with clear performance goals.</p> <p>The CP draws on evidence-based psychological methods and tailors them to the client's needs and environment in an iterative co-development process. This process supports psychological and behavioural insight, growth and meaningful goal achievement.</p> <p>Coaching is not therapy and does not substitute for therapy if needed. Coaching does not prevent, cure, or treat any mental disorder or medical disease.</p>
Privacy & Consent	<p>As part of providing a coaching psychology service to you, your CP will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the needs assessment and coaching service provided. If you are unable to share this information it may limit the coaching service available to you.</p> <p>Purpose of collecting and holding information</p> <p>The information is gathered as part of the needs assessment and session planning of the coaching service provided and is only viewed by the CP. The information is retained in order to document what happens in coaching sessions, and enables the CP to provide a relevant and informed service.</p> <p>Access to Client Information</p> <p>At any stage you as a client are entitled to access the information about you kept on file, unless the relevant legislation provides otherwise (see Confidentiality limits). Your CP can discuss with you appropriate forms of access.</p>
Confidentiality Limits	<p>All personal information gathered during the provision of the coaching service will remain confidential and secure except where:</p> <ol style="list-style-type: none">1. A court subpoenas it2. Failure to disclose the information would place you or another person at serious and imminent risk

	<p>3. Your prior approval has been obtained to:</p> <ul style="list-style-type: none"> a) provide a written report to another professional or agency, e.g., employment, education or legal b) discuss the material with another person, eg. Manager or family member c) if disclosure is otherwise required or authorised by law.
<p>Coaching process and format</p>	<p>Coaching packages consist of synchronous session time (in person or online) which can vary in length from 30, 60, 90 or 120+ minutes, depending on what coaching package you are on. How long a session should be booked for will be mutually agreed by you and your coach at the time of making the appointment.</p> <p>The date, time and location of the coaching meetings will be determined by CP and Client based on a mutually agreed upon schedule.</p> <p>In person meetings will be at The Mind Room Collingwood, VIC office, unless otherwise agreed. Virtual meeting and other communication platforms will be by mutual agreement, for example, via Google Meet, Covi, phone, email, Telegram, Whats App.</p> <p>Some Coaching packs also provide Advisory support, outside of scheduled appointments, as part of the total package hours. This is usually asynchronous (email or text) but can be synchronous (phone call or text exchange). Response times and fair usage will be by mutual agreement between CP and client.</p>
<p>Use of session materials</p>	<p>Your CP will not make electronic recordings of your sessions or use material from these sessions for purposes other than delivering a service to you.</p> <p>Please respect your CP's privacy by agreeing not to make electronic recordings of sessions or use materials from sessions for purposes other than the service provided.</p> <p>If either party wants to record sessions or use session material for other purposes, prior informed consent is required from both parties.</p>
<p>Data Storage</p>	<p>Your client registration data will be stored on Monday.com (see privacy information here) and billing information will be via Xero (see privacy information here).</p> <p>Your CP will keep their own session notes which will be securely stored, according to the relevant code of ethics for their profession, for example, APS code of ethics, outlined here. If you have any concerns about data storage please talk to your CP.</p>
<p>Digital communication</p>	<p>The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. Your CP will discuss your preferred mode of digital communication (E.g., Google Meet, email, Telephone, Facetime, Covi). Please review each platform's privacy information and advise your CP if you have any concerns and an alternative platform will be identified.</p> <p>You are responsible for any costs incurred in relation to the provision of your own software, hardware and data usage associated with these platforms.</p>

Cancellation & Rescheduling	<p>If you need to cancel or reschedule a confirmed coaching appointment, please give at least 48 hours notice.</p> <p>If you do not attend or provide us with less than 24 hours notice you will have the 100% of the scheduled appointment time period deducted from your total coaching package hours.</p> <p>If you provide us with less than 48 (to 24hrs) hours notice you will have 50% of the confirmed appointment time deducted from your total coaching package hours.</p> <p>Your CP will work with you, in good faith, to avoid any recurring cancellation or rescheduling fines or fees.</p>
Expiry	<p>Coaching packages have a specified 'use within' date that varies from 1 to 12 months, depending on how many hours are included in the package. For example, five coaching hours to be used within 6 months.</p> <p>If you believe you may need longer to use all your sessions, please put a request for an extension in writing to your CP prior to the 'use within' expiry date. Extensions may be granted based on CP availability.</p>
Emergency Contact	<p>While we do not provide crisis or emergency services, there may be times when an emergency occurs so we ask you, via the client registration form, to supply the name and contact details of your emergency contact person.</p> <p>It is essential that you keep this information up to date and advise your CP of any changes. This is especially important if you are receiving remote/online support.</p>
Issues Arising	<p>If there are any Coaching service issues (e.g., scheduling, time keeping, communication) that you feel unable to resolve directly with your CP, please contact our support team</p>
Talk to us	<p>If, after reading this information you are at all unsure of what is written, please talk to your CP or our Coaching Support team, prior to providing your consent.</p>
Contact details	<p>coaching@themindroom.com.au Tel. 03-9086 8688</p>