



Terms and Conditions

Throughout this document, the terms “I”, “me”, “my”, “counsellor” and “coach” refer to Sophie Carter and Centred Stage.

The terms “you”, “your”, and “client” refer to you - the client.

1. Session Bookings

Sessions are to be booked via the website www.centredstage.com, via email at hello@centredstage.com or on 0493 509 335.

Sessions are \$120 for 50 mins for both counselling and coaching.

All fees must be paid at the time of booking.

2. Client Cancellation Policy

Life can be busy and sometimes unexpected things pop up.

If you need to reschedule your session, please get in contact as soon as possible to book in another time. Although every effort is made to offer your first choice of days/times, this may not always be possible due to other bookings.

If you would like to cancel your session completely, there are no refunds if cancellations occur within 24 hours of your session time.

To cancel your appointment, please do so via your booking confirmation email, or the contact details listed on the website.

3. Counsellor/Coach Cancellation Policy

Should it be necessary for me to reschedule a session, you will be notified as soon as possible.

If I need to reschedule our session, I will make every attempt to offer an alternative appointment time within a week of your original booking.

4. Online sessions

At this stage, Centred Stage offers counselling and coaching online only. This may change in the future.

Maintaining confidentiality is essential in all forms of therapy. Both client and counsellor/coach must guarantee sessions occur within an environment which is free of distractions and maintains strict privacy.

5. Confidentiality

Information disclosed within sessions and any written communications/records pertaining to those sessions are confidential and are not revealed to anyone without your written permission.

There are exceptions to this.

Disclosure is required by law if there is potential risk of harm to oneself or others, or if there are concerns about the safety of a child or vulnerable adult.

If the client expresses risk of serious harm to oneself or others, or suspected/known abuse of children or vulnerable adults action by the counsellor/coach may include contacting the police, ambulance, hospital, mental health teams or the emergency contact as listed by the client during the intake process.

All therapists are also required to provide client case notes in relation to current court cases if subpoenaed to do so by a court of law.

6. Supervision

The Australian Counselling Association (ACA) and International Coaching Federation (ICF) stipulate all counsellors and coaches maintain ethical practice by attending regular supervision with a qualified supervisor to discuss their work with current clients.

Supervision provides the counsellor/coach with professional guidance to expand current understanding of clients and explore potential outcomes.

During supervision, clients remain completely anonymous and no personal details are shared.

7. Contact Outside of Business Hours

Please note Centred Stage business hours listed on the website (www.centredstage.com) and Google/social media listings.

If I am contacted within business hours, please understand I may not be able to respond immediately due to being in session with a client.

All correspondence outside of business hours will remain unanswered until the next business day.

**** Please be aware - Centred Stage is not an emergency or crisis support service. If you are in imminent danger, please call 000 immediately. A more comprehensive list of 24/7 mental health support services can be found on my website [here](#).**

8. Dual Relationships and Social Media

Dual relationships refer to any relationship between the counsellor/coach and the client which exists in another context outside of the therapeutic relationship. Relationships could include friends, family or previous work colleagues.

Dual relationships are considered unethical and damage the counselling/coaching process.

To preserve the integrity of the therapeutic relationship and maintain the necessary confidentiality required for counselling/coaching, Sophie Carter and Centred Stage will not accept any invitations to be 'friends with' or 'follow' clients on any social media platforms such as Facebook, Instagram, TikTok and LinkedIn.