

Sustainable Therapists

Terms, Conditions & Consent Form

1. Overview of Sustainable Therapists

- 1.1. Sustainable Therapists is a Coaching service designed to help guide therapists and other health professionals to create a sustainable work-life balance.
- 1.2. Our clients are therapists or health professionals who are willing and able to work towards creating a sustainable career and life.
- 1.3. Sustainable Therapists is not suitable for therapists or health professionals with significant mental health difficulties. People with those difficulties may not, unfortunately, receive the sorts of benefits that Sustainable Therapists hope to deliver, and should seek individualised therapeutic assistance from other practitioners rather than engaging with our service.

2. Structure of Sustainable Therapists

- 2.1. Sustainable Therapists offers two coaching options according to the individuals needs or preferences as well as physical products, currently known as Companion Cards. These include:
 - i. Sustainable Therapists Group Coaching
 - ii. Sustainable Therapists 1:1 Coaching
 - iii. Sustainable Therapists Companion Cards
- 2.2. Upon entering a coaching offer with Sustainable Therapists, you will be provided with an intake form including terms, conditions and consent.
- 2.3. Individual option are as follows and may be subject to change.
 - i. Sustainable Therapists Group Coaching

The Sustainable Therapists Group Coaching is a 12-week online program with three components: online content, live group coaching calls, and a Facebook community group.

Online content will be pre-recorded and provided fortnightly, allowing individuals to work through it in their own time and at their own pace. Live group coaching calls will be provided via Zoom on the alternating weeks, providing an opportunity for the group to address issues that may be currently and/or commonly occurring.

Live calls may involve direct teaching, group exercises, or hot seat coaching in which an individual engages in 1:1 coaching in front of the group (this is voluntary, not required).

Live group calls will be recorded for individuals to access who cannot attend the call times. The Facebook group is provided to foster community connection and is monitored by Rebecca Black during assigned hours. The Facebook Group will have strict rules that must be read and adhered to. Should an individual not adhere to the rules, they may be removed from the group at Rebecca Black's discretion.

ii. Sustainable Therapists 1:1 Coaching

Sustainable Therapists 1:1 Coaching is a private 60-minute coaching service provided via Zoom. Rebecca Black will discuss your coaching needs and consider a plan with you. The number of sessions is tailored and flexible. You may terminate your 1:1 Coaching arrangement at any time.

iii. Sustainable Therapists Companion Cards

Sustainable Therapists Companion Cards are 52 gentle reminder cards designed to help therapists tune into themselves and their needs in relation to their own sustainability.

- 2.4. Participation in or purchase of one offer does not obligate the individual to participate in or purchase any further offers from Sustainable Therapists.
- 2.5. Individuals can access multiple Sustainable Therapists options at the same time or in succession, at the discretion of Rebecca Black.

3. Relationship with Sustainable Therapists

- 3.1. Sustainable Therapists is owned and operated by Rebecca Black. Rebecca Black is a registered clinical psychologist who provides clinical services at Nourish Heal & Grow Psychology.
- 3.2. While Rebecca Black is a registered clinical psychologist, and may from time to time use terminology and methodology that may overlap with limited aspects of other clinical services, the Sustainable Therapists programs are not a psychology service.
- 3.3. By consenting to participate in a Sustainable Therapists program or purchasing a Sustainable Therapists product, participants acknowledge that they are participating in a coaching program or receiving a coaching product and are not receiving psychological services from Rebecca Black.
- 3.4. To avoid any potential conflicts of interest arising, clients of Rebecca Black cannot be accepted as participants in a Sustainable Therapists program within at least 2 years of cessation of psychological services provided by Rebecca Black at Nourish Heal & Grow Psychology.
- 3.5. Similarly, participants in a Sustainable Therapists program cannot be accepted as clients of Rebecca Black within a minimum of 1 year of completion of the Sustainable Therapists program.

- 3.6. Any requests for cross-referral or registration between former clients of Rebecca Black and Sustainable Therapists will be assessed on a case-by-case basis, and will only be accepted at Rebecca Black's discretion, depending on the individual circumstances.
- 3.7. If in the course of participating in a Sustainable Therapists program, issues arise which in Rebecca Black's professional opinion are beyond the scope of the coaching relationship, a participant may be advised to see their GP and obtain a referral to consult with an appropriate clinician.
- 3.8. Rebecca Black may at any time and in their sole discretion, terminate a participant's registration in a Sustainable Therapists program if Rebecca Black considers it appropriate to do so.
- 3.9. In the event of termination of a participant's registration in a Sustainable Therapists program on this basis, a partial refund of the participant's registration fees may be provided for any unused portion of the program, at the sole discretion of Rebecca Black.

4. Privacy and Disclosure of Personal Information

- 4.1. As part of your participation in a Sustainable Therapists program, Sustainable Therapists needs to collect and record information from you.
- 4.2. Our Privacy Policy is on our website: www.sustainabletherapists.com/privacypolicy. We require that you read this prior to entering any agreement with Sustainable Therapists.
- 4.3. Upon entering into any agreement with Sustainable Therapists, you are agreeing to be bound by that Privacy Policy and agreeing that we may use your data in the way that the policy outlines.

5. Technology Requirements for Coaching

- 5.1. Sustainable Therapists programs are provided online using some or all of the following: our website portal, email, videoconferencing, and via Facebook. Participants are responsible for the costs associated with setting up the technology needed so you can access online content, participate in video conferencing, and be involved in the online community.
- 5.2. To access Sustainable Therapists program content, participants will need access to:
 - a computer (preferred), tablet, or mobile device with a camera, speakers, microphone or headphones
 - a stable and secure internet connection
 - a private, quiet, and comfortable space for the live group coaching and/or 1:1 coaching calls
 - a Facebook account for the community aspect of the Group Coaching program
- 5.3. When consenting to the provision of services by telephone or electronically, it is essential to appreciate both the risks and benefits, including insufficiency, misunderstandings due to lack of visual clues and context, and technological failures.

- 5.3.1. In the event of a technological failure when using zoom for 1:1 coaching, Rebecca Black will call you by telephone at the time of scheduling.
- 5.3.2. In the event of a technological failure for the participants when using zoom for group coaching, Sustainable Therapists will provide access to the group coaching call recording.
- 5.3.3. In the event of a technological failure for Sustainable Therapists when using zoom for group coaching, that prevents the coaching call from occurring, Sustainable Therapists will reschedule the call to a later date.
- 5.4. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used.
- 5.5. While efforts are made to protect privacy when providing services via technology, the same degree of confidentiality provided during in-person office sessions is not possible. The limitations include the possibility of interceptions of communications while these are occurring.
- 5.6. It is your responsibility to take reasonable steps to secure the electronic devices you choose to use to communicate with Sustainable Therapists (mobile phones, tablets, computers, etc.). This includes having a confidential password, adequate firewalls and a private and secure internet connection.

6. Conditions of Purchase and Intellectual Property

- 6.1. Sustainable Therapists' website, its Sustainable Therapists programs and all content provided within, and its Sustainable Therapists products are all the intellectual property of Sustainable Therapists.
- 6.2. The reproduction, exploitation, redistribution, or use of all or part of any visual, auditory or software element, or document from Sustainable Therapists' website or a Sustainable Therapists program or product is prohibited.
- 6.3. We reserve the right to take action against you should any of these terms be breached.

7. Fees

- 7.1. Sustainable Therapists Group Coaching
 - 7.1.1. Fees are payable 72 hours prior to the commencement of the course.
 - 7.1.2. Where a payment plan is being used, the first payment must be paid 72 hours prior to the commencement of the course.
 - 7.1.3. Further fees will be automatically debited from your account at the interval agreed, including cancellation fees.
- 7.2. Sustainable Therapists 1:1 Coaching
 - 7.2.1. Fees must be paid on the day of service with the latest time being the time of the scheduled appointment.

7.2.2. No further coaching sessions will occur if there are fees outstanding for an individual.

7.3. Sustainable Therapists Companion Cards

7.3.1. Fees are paid online via the website portal.

8. Limitation of Liability

- 8.1. We will endeavour at all times to provide a quality service or product which is highly beneficial to our participants.
- 8.2. By taking part in our service or purchasing our products, you agree that to the extent permitted by law, our liability is limited and that we are not responsible for any loss or harm that may arise from your involvement with us or our service or product.
- 8.3. This includes (but is not limited to) any loss or damage that may arise from engaging with online content, from any IT security events that may arise as a result of malicious third parties, or via postage services.

9. Social Media Policy

- 9.1. Our Social Media Policy is available at www.sustainabletherapists.com/socialmediapolicy
- 9.2. We require all participants to read that policy prior to engaging with our service.
- 9.3. By engaging with our service, you are agreeing to be bound by that policy.

10. Cancellation & Refund Policy

- 10.1. Sustainable Therapists Group Coaching
 - 10.1.1. Sustainable Therapists will grant a refund of the registration fee paid by any participant whom cancels 72 hours prior to the commencement date of the Sustainable Therapists Group Coaching program.
 - 10.1.2. Any withdrawal or cancellation less than 72 hours before the commencement of the program, or after the commencement of the program, will generally not receive a refund of the registration fee. Any decision to provide a full or partial refund of the registration fee is at the sole discretion of Sustainable Therapists and Rebecca Black.
- 10.2. Sustainable Therapists 1:1 Coaching
 - 10.2.1. Participants of 1:1 Coaching may cancel pre-booked coaching sessions up to 48 hours before the session time without penalty.
 - 10.2.2. Appointments cancelled with less than 48 business hours' notice may be charged 50% of the fee, and appointments cancelled with less than 24 business hours' notice may be charged at full fee independent of the reason for the cancellation

(i.e. Monday and Tuesday appointments must be cancelled by 5.00 pm on the previous Thursday and Friday).

10.2.3. Cancellation fees may be automatically debited using your payment details.

10.3. In the event that we reasonably consider that a participant has breached these Terms and Conditions or the Social Media Policy such that termination of their involvement is necessary, a full or partial refund of the registration fee may be granted at the sole discretion of Rebecca Black and Sustainable Therapists.

10.4. Sustainable Therapists Companion Cards

10.4.1. We do not offer refunds or exchanges the purchase of this product.

11. Consent to participation in the Sustainable Therapists program

11.1. I confirm that I have read and understood the information in this document about Sustainable Therapists and I acknowledge the following:

- 11.1.1. Sustainable Therapists is a coaching service. Although Rebecca Black is a registered clinical psychologist, this is not a psychological service and I will not be receiving psychological services, treatment, advice or therapy in the course of my participating in a Sustainable Therapists program;
- 11.1.2. I am not an existing psychology client of Rebecca Black and I have not previously accessed psychological services provided by Rebecca Black before engaging in a Sustainable Therapists program;
- 11.1.3. As a result of my participation in a Sustainable Therapists program, I am precluded from accessing psychological services provided by Rebecca Black for a minimum period of 1 year from the completion of a Sustainable Therapists program;
- 11.1.4. I have read and understood the Sustainable Therapists Privacy Policy and Social Media Policy.

12. Consent to purchase the Sustainable Therapists Companion Cards

12.1. I confirm that I have read and understood the information in this document about Sustainable Therapists and I acknowledge the following:

- 12.1.1. Sustainable Therapists is a coaching service. Although Rebecca Black is a registered clinical psychologist, this product is not a psychological service and I will not be receiving psychological services, treatment, advice or therapy from Sustainable Therapists via my Companion Cards.
- 12.1.2. Sustainable Therapists is not liable any loss or damage that may arise via postage services.
- 12.1.3. I have read and understood the Sustainable Therapists Privacy Policy and Social Media Policy.

By continuing to browse the website, I acknowledge I have read and understood the information, terms and conditions contained in these Terms & Conditions and have discussed any outstanding questions with Sustainable Therapists; and

By making payment for a Sustainable Therapists program, service or product, I am (1) confirming that I have read and understood the information, Terms and Conditions contained in this Consent Form and have discussed any outstanding questions with Sustainable Therapists and, (2) agreeing to the above conditions for coaching services or products to be provided to me by Sustainable Therapists.