mymindcoach

COACHING AGREEMENT

This agreement sets the terms between the Client (You) and the Coach. Please read carefully and reply via email to your coach to state that you agree to the terms to begin your coaching relationship.

Timing
Coaching sessions will be held either over Skype, Phone or in person as arranged with your Coach.

Payment
All coaching sessions must be paid in full prior to the sessions commencing. If sessions are being paid on direct debit payment plan, all current payments due must be up to date and no payments in arrears. If the Client falls into arrears, the coaching sessions will pause until the Client returns to good financial standing.

Changes
Please notify us with at least 24 hours if you are unable to make your appointed time, (ideally 48 hours) or the full coaching fee will be due. Exceptions will only be made in exceptional circumstances. Please treat your coaching session like any other very important appointment.

Confidentiality
All information disclosed by the client during the session is held with the strictest confidentiality. The Coach may share certain details of the coaching session with their Coaching Supervisors, with complete anonymity only for the purposes of Clinical Supervision, training and development. Please note that there are two exceptions to the above confidentiality agreement:

1. When disclosure is required to prevent clear & imminent danger to yourself and others.
2. When legal requirements demand that confidentiality material be revealed.

Coaching
The client is aware that Neuro-Linguistic Programming & Coaching is not psychological counselling or any type of therapy. Coaching can help you to facilitate change in many facets of your mindset and life, however no specific results can be guaranteed. The client enters into the coaching relationship with the full understanding that they are responsible for creating their own result. The client is aware that the results of the coaching is largely dependant on their level of commitment throughout the process.

Other Mental Health Care
The client agrees to inform the coach if they are under the care of any health care professional such as a therapist, psychologist, counsellor, psychiatrist or related professional during the course of our coaching relationship. If the client is receiving this medical treatment, the duty of care remains with the medical professional and the client must provide written permission from the medical practitioner stating their permission for the client to attend coaching sessions as a complimentary form of assistance. Client agrees to disclose to the Coach if they are receiving any prescribed drugs to assist with their mental health.

Relationship Commitments
Coach and client agree to:

- abide by the mutually agreed time frames to complete all coaching task commitments as agreed.
- ensure we keep coaching appointments.
- honour our commitments to each other.
- develop a coaching relationship that is fully open, honest, and trusting.

In consideration of the mutual agreements conditions; the Client requests, and the Coach agrees to provide the coaching service;
A. Coaching is a relationship which is designed and defined by the Client with the Coach's agreement, and which is based on the Client's expressed interests, goals, and objectives.

B. The Coach uses discussion, questions, NLP processes and requests to assist the Client to identify personal goals, obstacles, resources, and develop strategies and action plans intended to achieve the goals, and monitor progress towards implementation of the action plans.

C. The Coach does not provide counselling, therapy, advice, answers or direction to Client.

D. Client is responsible for his or her own achievements and success and Coach cannot and does not promise that Client will take any specific action or attain specific goals.

E. Coaching may at times uncover emotionally challenging, or uncomfortable memories and events. The Coach agrees to hold a sacred, safe space for the Client to address these events while fully supported.

Constructive Feedback & Complaints
If in the unlikely event that the Client is unhappy with the service, value, or any behaviour of the Coach, the Client agrees to discuss this feedback with the Coach directly, or if this is not convenient to contact the Director of My Mind Coach; Kylie Ryan personally on kylie@mymindcoach.com.au to resolve these issues as soon as they arise. My Mind Coach agrees to do everything reasonably possible to provide an excellent coaching service. Sometimes a Coach & Client are not the right fit, and if this is the case, My Mind Coach will do our best to find a suitable replacement coach or Supervise the Coach to improve our service.

Please be aware, your coaching fee is non-refundable. In the event that you would like to discontinue the services you have booked for, you may transfer those services -that are still to be received - to another person, or transfer your remaining purchased sessions to another offering of a similar value.

Testimonials & Referrals.
My Mind Coach often provides results that leaves our Clients highly satisfied and happy to testify to their results and refer others who they feel would benefit from our services. We are always open to referrals from our happy Clients.

My Mind Coach welcomes you as a client and we look forward to assisting you with your goals.