

Coaching – Terms of Service

**Services**

Coaching is a collaborative, solution focused, results-oriented and systematic process in which the coach facilitates the enhancement of work performance, self-directed learning and personal and professional growth of the coachee.

Throughout the working relationship, the coach will engage in direct, personal and often challenging conversations. The coachee understands that successful coaching requires an active collaborative approach between the coachee and coach. In the coaching relationship, while the coach acts as a facilitator of change, it is the coachee’s responsibility to enact or bring about the change.

**Prior History**

Coaching is not therapy and does not aim to treat psychological problems. If past or present psychological difficulties become salient during the coaching relationship, the coach may discuss these with you to establish whether a referral to a specialist may be appropriate.

**Privacy**

The coachee can, at any point in the coaching session, declare their preference not to discuss a specific issue, by simply stating that they would rather not discuss this issue. The coach agrees to respect this boundary and will not attempt to forward the conversation further along these lines.

**Collection and storage of information**

In seeking coaching services from Emily Wilks the coachee is consenting to their information being collected and held securely and confidentially in a client file. This personal information is collected and retained in order to document what happens during sessions, and enables the coach to provide a relevant and informed service to the coachee.

At any stage the coachee is entitled to access personal information kept on file, subject to exceptions in the relevant legislation. The coach may discuss with the coachee different possible forms of access.

**Copyright**

The sponsor and coachee agree that for copyright purposes the materials used within these sessions will not be distributed outside this agreement and the coaching relationship. The coach will not disclose company intellectual property or trade secrets revealed during the coaching program.

**Confidentiality**

At all times confidentiality of coaching sessions and coaching records is maintained. The only exceptions to this is where we are subpoenaed to release session records by law or where health and safety risks to the coachee or someone else become apparent during the coaching process. In the case of the latter, Emily Wilks has a duty of care and may be required by law to ensure the safety of all involved. Your coach will work closely with both the coachee and their sponsor (where appropriate) to determine an appropriate course of action to ensure this.

**Cancellation**

If the coachee needs to cancel an appointment, please endeavour to provide at least 24 hours notice so the session time can be filled and a replacement time offered. Should the coach need to cancel the session with less than 24 hours notice a replacement session will be scheduled for another suitable time agreeable to both parties.

**Termination**

The client may withdraw from coaching at any time by providing notice to the coach of their intention to withdraw. Where possible, the client and coach agree to provide each other with two weeks’ notice in the event that it is desired to terminate coaching. This is to enable ethical and appropriate closure of the coaching plan and handover where this is required. Should coaching be terminated early, no refunds will be payable. In the event of early termination, any payment plans also continue as agreed.

**Legal Disclaimer**

The coachee acknowledges and agrees that the coach will not be providing psychological, medical, therapeutic or other specialist advice.

**Evaluation of service**

Feedback received from the coachee (and their sponsor where involved) may be used by Emily Wilks for evaluation purposes and to shape the services offered in the future. This feedback will not be used for promotional purposes unless the coachee has authorised it to be used for that express purpose.

**Fees**

Payment for the coaching package provided under this agreement – Private Coaching – will consist of monthly payments of:

[ ]  $997 AUD per month – 3 monthly commitment

[ ]  $897 AUD per month – 6 monthly commitment

An invoice will be sent at monthly intervals for prepayment of the month to follow. The first payment is due prior to commencement of program.

Consent for Service

In seeking Coaching services from Emily Wilks:

[ ]  I am consenting to my information being collected and held confidentially in a client file.

[ ]  I understand that any information I provide to Emily Wilks in written form or during sessions will remain confidential. However, I also understand that should I reveal information which suggests that either myself or someone else is at significant risk of harm, the coach may be required by law to break confidentiality.

(I understand that in such a situation, where they assess it is safe to do so, my coach will make every attempt to discuss the issue with me first and assist me to make a plan about reporting or reducing the risk myself).

[ ]  I also consent to my feedback, regarding Emily Wilks’ coaching, being used anonymously for evaluation purposes and to shape the services offered in the future.

[ ]  I am aware that I can withdraw from receiving coaching services at any time and that in such a situation, monthly payment plans will continue as agreed.

[ ]  I have read the relevant terms of service (attached) and agree to these conditions.

Full Name:

Signature:

Date: