# Client details, agreement, terms, and expectations.

Client name Click here to enter text.

Client address: Click or tap here to enter text.

Contact details: Mobile No. Click here to enter text. e-mail: Click here to enter text.

Confidentiality: I recognise that anything the client shares with me is regarded as **confidential,** whether it is business or personal information. I undertake not to, at any time, either directly or indirectly use or disclose any information the client shares with me in a session except if served with an official legal summons request.

Coaching/

Counselling: The client is aware that coaching/Counselling is in no way to be construed as Medical psychiatric therapy. Results are not guaranteed. The client enters the coaching/ counselling with the full understanding that they are responsible for creating their own results.

Therapy: **Yes** [ ]  I am currently under the care of another mental health practitioner and/or am taking mental health medication.

 **No** [ ]  I am neither currently under the care of a medical practitioner, nor am taking mental health medication.

Expiry: All pre purchased sessions need to be scheduled and conducted within 3 months from purchase date.

I have read and agree to the terms, conditions and expectations [ ]

Coach Name: Petros Galanoulis Client Name: Click or tap here to enter text.



**Client Coaching agreement and terms.**

You Got This-Mental Health Services parent company of You Got This Counselling [YGT] (The coaching/ counselling business) Coaching/ counselling Guidelines:

**Welcome**

I have positive expectations for a coaching relationship that helps you to create the life YOU want to live. To partner together professionally, I wish for you to be familiar with the following guidelines.

**Terms for Corporate Coaching and Speaking** will be on a case by case basis.

**Fees:** Fees for all offerings are payable up front or as otherwise agreed with Petros Galanoulis (PG) and payable to YGT Payment methods are bank transfer, Electronic payment or Cash at this point.

Consults are offered via phone, webcam or in person or as advised (conditions apply for face to face).

**In Person Consults** (Face to Face): In person consults are offered only where a coaching session will be at least an hour. Anything less we reserve the right to run over the phone or webcam.

Sessions will last as stated above, for all services, this is known as the core consulting time then any additional extra/ promotional time offered by YGT at their discretion will be added and this is the time that must be allowed in total, if client leaves early cost remains the same, time cannot be made up. Where client does not show for session, it will be deemed cancelled and funds forfeited by client.

**Phone Consults + Live Web cam consults:** A time will be arranged for the coach to call and conduct the consultation over the phone. If coach/ counsellor calls and no answer they will try 3 times over a 15 minute period then if no answer session will be deemed cancelled.

YGT insists that the location is quiet and safe and free from distractions as this is critical to your development.

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**Changes:** If you need to reschedule our appointment, please give 24 hours’ notice. If you have an emergency or illness, you can reschedule with less than 24 hours’ notice. If you do not show up for a scheduled appointment, for any reason, and provide no notice (latest notice can be five minutes past scheduled session start time), we will not make up that time. If I need to reschedule, I will give you at least 24 hours’ notice as well, barring an emergency or illness or other unforeseeable difficulty.

**Problems:** If I ever say or do anything that upsets you or doesn't feel right, please bring it to our attention so that we can resolve it as soon as possible. Our objective is to have a professional and warm relationship that is fully open, honest, real and trusting in our communication styles. We should both realize that communication via telephone or email entails extra challenges since we

cannot see body language, facial expressions, etc. Therefore we give each other plenty of latitude, and promptly ask for clarification if there is a misunderstanding.

**Coach’s promise:** I agree to serve as your Coach - to partner with you to identify and achieve your personal and/or professional goals. As your practitioner, I cannot guarantee results. You will create powerful results by having the courage and determination to commit the action in your life. No one can live it for you only you can.

During the time we spend together in our consult, I will devote my time, thoughts, and energy to you, exclusively. In between our sessions, I may not be instantly available, as I may be attending to others, or myself. I will however, always attempt to be available within 30 hours.

We are Coaches and counsellors, not a psychiatrist or Doctor, and are not trained in prescribing drugs. If any issues come up for you that should be handled by a Psychiatrist or Physician, I insist that you must attend to your health by contacting the appropriate professional to have clearance certainly for any physical aspect of the sessions. Also if any issues of a medical or psychiatric nature arise I may be inclined to pass your information on to an appropriate practitioner.

I will bring attentive listening, understanding, belief in you and commitment to your success. You can expect me to challenge you, offer fresh perspectives, make requests (including assigning tasks), acknowledge your wins, and guarantee utmost confidentiality (to the fullest extent of the law, and

So long as I don't fear for yours or another's safety) in this powerful, sacred relationship. I am bound to abide by the Australian code of ethics for mental health practitioners and my own spiritual and moral ethics.

**Privacy**. Full extent of the privacy laws is abided by, see base of homepage on site www.yougotthiscounselling.com.au. Everything we do is in the strictest of confidentiality. <http://www.coachfederation.org/icfcredentials/ethics/> and [Australian Psychological Society](http://www.psychology.org.au)

**Client promise:** I am motivated and committed to taking action on my determined personal and professional goals. I realise that anything less than my intentional full participation will not lead to my success. I accept full responsibility for myself and any actions I take that might result from Coaching/ Counselling. I am under the care of a physician and healthy enough to engage in coaching. I can financially afford the Coaching fee at this time. I agree to pay as per agreement with my practitioner, it is my responsibility that my practitioner gets paid for their services I use.

By taking on YGT I the client agree automatically with all the terms and conditions and requirements.

Thank you.

Head practitioner and Owner Operator

Petros Galanoulis.