

Ethics Statement for Pascha Therapists and Members of the NZAIPT



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Introduction

This document is intended to inform all Members of the New Zealand Association of Intuitive and Pascha Therapists (NZAIPT) about their practice and to inform members of the public seeking their services.

This code outlines the values of Pascha Therapy and the ethical principles which come from these values. This document then contains the general guidelines which apply to all areas of Pascha Therapy practice.

The generic term 'Therapist' applies to all professional roles undertaken by Members of the Association and the generic term 'client' refers to all those receiving services from a member of the NZAIPT. A Therapist's practice may include work in the roles of therapist, counsellor, supervisor, energy healer, manager, coach, mediator, consultant, body worker, group facilitator, teacher and spiritual advisor. The generic term client may mean an individual, family, group, organisation or other social unit.

This code is not intended to resolve all ethical issues but to provide a reference document for all ethical questions arising during the practice of Pascha Therapy. It does not replace the requirements of New Zealand Law or The Treaty of Waitangi and members of the NZAIPT are encouraged to be informed within these areas.

Through the NZAIPT complaints procedure sanctions may be imposed upon a Therapist found to be guilty of professional misconduct, conduct unbecoming a member or acts or conduct prejudicial to the interests of the Association.

The Nature of Pascha Therapy

Pascha Therapy is feeling based, soul centred, intuitive therapy. This is a form of counselling involving the formation of a professional relationship based on ethical and spiritual values and principles.

A Pascha Therapist seeks to assist their clients to increase their understanding of Self by supporting a conscious awareness of their feelings and experience of their life. A Pascha Therapist undertakes to support a client both therapeutically and in the role of guidance supporting them to gain trust in who they are and their place in the world and to have the courage to make positive changes in their lives.

A Pascha Therapist has the ability to listen to themselves, their feelings and their intuition which supports them in their personal and professional lives.

Values of Pascha Therapy

The fundamental values of Pascha Therapy include a commitment to the values listed below. These values exist to support the Therapist, the client and the Therapist's work.

- Empowerment through listening to one's feelings
- Respecting human rights and dignity
- Ensuring integrity within the therapy relationship
- Valuing, teaching and living an intuitive life
- Being compassionate, caring and supportive of those in distress
- Assisting the client to know themselves through learning the language of their feelings
- Enhancing the quality of relationships between people
- Heart centred awareness of others and self
- Recognising the unique nature and needs of the individual
- Accepting one's humanity and embracing the divine in all of life
- Shows cultural responsiveness in working with all cultures and genders
- Understands and respects the principles of the Te Tiriti o Waitangi
- When working internationally, is culturally sensitive to indigenous and colonial views

Ethical Principles of Pascha Therapy

The following principles are expressions of these values in action. They form the foundation of an ethical practice. Pascha Therapists shall:

Be Trustworthy - *Honour the trust placed in them by the client.*

Being trustworthy is fundamental to this work, the support of others and working ethically. Trust naturally supports the holding of confidentiality and restricting disclosure of confidential information about clients to others unless the client has given permission. Therapists shall take responsibility for everything they express whether verbal or written and honour what they have agreed to within the professional relationship with the client.

Acknowledge Free Will - *Have respect for the client's free will and right to be self-governing.*

This principle recognises that engaging in Pascha Therapy is a voluntary decision. Therapists that respect their client's right to choose will be accurate in advertising or promotion, seek freely given and adequately informed consent and state clearly all fees and costs involved before commencing the professional relationship. Therapists shall inform the client in advance of any possible conflicts of interest or as soon as possible after such conflicts become apparent. This principle opposes the manipulation of clients against their will and clearly supports listening to oneself to make empowering decisions.

Be Responsible and Caring - *Hold a commitment to promoting the client's well-being.*

This principle means acting in the best interests of the client as part of the professional relationship. To uphold this principle the Therapist must work within the limits of their competence and provide services in line with current training and experience. On a regular basis the Therapist must review with the client how the therapy is progressing, assess the suitability of the relationship and refer the client to other professional services or therapists as appropriate. Commitment to regular and ongoing supervision and professional development and training are also indicated by this principle. Acting in the best interests of the client becomes paramount if the client's ability to make informed decisions is diminished due to age, lack of understanding, extreme distress or other personal restraints.

Avoid Doing Harm to the Client - *Being competent and avoiding exploitation.*

This principle involves avoiding any form of client exploitation, including sexual, financial or emotional exploitation. Avoiding incompetence and not providing services when unfit to do so due to illness, personal circumstances or other influences. Therapists have a responsibility to act if they become aware of incompetence or malpractice by other Pascha Therapists and to be available for, contribute to and abide by any decisions reached by the governing body of the NZAIPT in matters of incompetence or in regards to behaviour that risks bringing disrepute to the profession. Refer to the document "Laying a Complaint about a Pascha Therapist"

Acknowledge and Embrace the Unique Needs of The Individual - *Treat all clients equally in the provision of their services.*

This principle reminds us that each person is a soul to be treated with love and respect. This requires being just and fair to all clients and respecting their human rights and dignity. It requires an obligation to understanding the implications, requirements and legal obligations of NZ Law and of the Te Tiriti o Waitangi and how these may apply. Therapists will need to respect other country's laws and cultural distinctions when working internationally. Services shall be offered equally and allocated fairly between clients. A Pascha Therapist has the ability to appreciate differences between people and be committed to avoid discrimination against people or groups. A Pascha Therapist will promote equality of opportunity for every soul.

Self-Empowerment - *Practice self-care and engage in their own growth.*

This principle means that the practitioner applies the above values and principles in their own life, living what they encourage others to do. This means seeking support with their own growth and personal development, undertaking supervision for personal and professional support and development and seeking training and other opportunities for improving the quality of the services they offer. Pascha Therapists are encouraged to engage in life enhancing activities that are independent of the Pascha Therapy relationships and which contribute to balance in the Therapist's life.

Pascha Therapists Personal Qualities

A Pascha Therapist's personal qualities are important to clients.

The nature of the Pascha Therapy training means that graduating therapists understand and recognise the commonality of the human experience, the diversity of cultural, societal, educational and spiritual experience and that each client will respond differently when they engage in a professional relationship with a Pascha Therapist. The qualities expressed below are an attempt to express what allows and supports this understanding within each practicing therapist.

- Empathy: the ability to communicate understanding of another person's experience from that person's perspective.
- Sincerity: living intuitively and embodying the principles of being a Pascha Therapist in all of their life.
- Integrity: commitment to being open and trustworthy in dealings with others, personal straight forwardness, honesty and coherence.
- Balance: supporting self in physical, mental, emotional and spiritual ways to maintain their own growth and foundation so as to not be diminished by the work.
- Respect: showing appropriate esteem to others and their understanding of themselves.
- Humility: the ability to assess accurately and acknowledge one's own strengths and weaknesses.
- Competence: the effective deployment of the skills, knowledge and intuition needed to do what is required.
- Fairness: the consistent application of appropriate criteria to inform decisions and actions.
- Wisdom: possession of sound knowledge and intuition that informs practice.
- Courage: the capacity to act in spite of known fears, risks and uncertainty.
- Love: embracing the teaching and understanding that it is love that heals and as a practitioner to embody this in the therapeutic relationship as much as possible.
- Soulfulness: understanding the human/soulful relationship and supporting the balance of this in life.



The Pascha Therapy Relationship

Responsibility and Care

Therapists shall take all reasonable steps to protect clients from harm.

Therapists shall in their practice, take responsible action to challenge or prevent violence and abuse of power.

Therapists shall take all reasonable steps to protect themselves from actual or potential danger.

Therapists shall warn third parties and appropriate authorities in event of imminent threat of serious harm to that third party from a client.

Respect Diversity

Pascha Therapists shall honour and apply their knowledge and understanding of the commonality of all humanity to every client they work with.

Therapists shall acknowledge the soul in each client.

Therapists shall be aware of their own cultural identity and biases and seek to limit any harmful impact of these in their work with clients.

Therapists shall learn about and take account of the diverse cultural contexts and practices of the clients with whom they work.

Therapists shall avoid discriminating against clients on the basis of their race, colour, disability, ethnic group, culture, gender, sexual orientation, social class, age, religious or political beliefs or any other basis.

Therapists shall support clients to recognise the injustices they experience and support them to take appropriate and supportive action.

Therapists shall be committed to the equitable provision of therapeutic services to all individuals and social groups.

Therapists shall support social justice through advocacy and empowerment.

Cultural Considerations

Te Tiriti o Waitangi/The Treaty of Waitangi

To put into practice the principles and values of this Code of Ethics, therapists need to be mindful of the cultural diversity of Aotearoa New Zealand, particularly on the provisions, spirit, and intent of Te Tiriti o Waitangi/The Treaty of Waitangi.

Te Tiriti can be viewed as a basic human rights document for all people living in Aotearoa. The NZAIPT recognises that Te Tiriti partners have different world views and ways of

looking at things. As tangata whenua, Māori expect their therapists will seek to understand, respect, and work with Māori world views, values, behaviours, and practices.

Ethics are closely related to a culture's values and beliefs, highlighted by the differences between cultures and western concepts of ethics. The NZAIPT recognises that having a working knowledge of Te Tiriti will help in the cultural awareness and respect of Māori and other cultures. Three key Te Tiriti principles for involving Māori are partnership, participation, and protection. This includes:

- acting in good faith fairly and reasonably in a partnership;
- respecting and supporting the participation and protection of Māori culture, world views, values, behaviours, practices, and Te Reo. This includes Māori perspectives of health and wellbeing, and kaupapa Māori and tikanga Māori;¹ and
- acknowledging cultural sensitivity, diversity, privacy, and confidentiality, including recognising Māori individual and collective rights.

The NZAIPT acknowledges and where necessary will act on these principles.

The NZAIPT will make sure the training and practice of its therapists reflects the world views and ways of looking at things of both Te Tiriti partners. Therapists will be informed about the meaning and implications of Te Tiriti for their work so they can better understand Te Tiriti principles.

Recognition and understanding of Te Tiriti alone is not the only objective of the NZAIPT for its therapists. The wider object is cultural understanding and respect so that therapists can recognise and respond appropriately to the needs, aims, and aspirations of all cultural and ethnic groups that they provide services to.

The NZAIPT will have processes and training to provide for a fair and equitable relationship for clients of Māori and other cultural backgrounds. A summary of the processes include:

1. An understanding by the therapist of the context of the client. For Māori, this may be the understanding of socio-economic and health disparities, of colonisation and its after effects, of tangata whenua and taurahere² status, and of tribal areas – all of which provide the important background to an assessment.
2. Agreement and understanding of the language used in therapy and in the description of a problem, including an understanding of socio-economic and health disparities, as well as ethnic differences which can contribute to problems in interpreting language correctly.
3. A fair process of assessment of the client (and fairness in any subsequent written report). Minimising cultural differences should increase the rapport between client and therapist.
4. A sense of the client having control and responsibility in consultations and assessments.

The NZAIPT also recognises the tenets of:

¹ Kaupapa Māori relates to the knowledge, attitudes, and values that are uniquely Māori (as held and followed by iwi, hapū, and whānau), and is the foundation from which tikanga Maori, being distinctive Māori ways of doing things and cultural behaviours, is established. Kaupapa Māori is driven by tikanga Māori.

² Kinship groups who live outside their traditional territories or are urban based.

- Universal Declaration of Human Rights 1948³
- Human Rights Act 1993⁴
- New Zealand Bill of Rights Act 1990.⁵

Cultural Awareness for Therapists working Internationally

Therapists will inform themselves of any cultural and legal considerations needed while working with international clients. This will include showing respect for indigenous rights and awareness of colonial or other influences.

Suitability of the Therapist

Therapists shall assess in consultation with the client and through using their own awareness whether they are the appropriate person to provide the counselling. If it is assessed that another Therapist would be a better support by reason of their skills, gender, culture or other reason indicated by the client's needs then a referral may be made.

Therapy Contracts

The Therapist shall establish with the client the aim or purpose of the appointments and update these aims as Therapy progresses.

The terms on which the Therapy is provided shall be clear and reasonable. Contracts negotiated between Therapists and clients may include matters to do with availability, fees, cancelled appointments, confidentiality, documentation, complaint procedures and any other items the Therapist or the client views as significant.

Informed Consent

Therapists shall provide services to clients in the context of free and informed consent. This implies that the client has a full understanding of the service being offered and free means that there is a lack of pressure in any agreement reached. Therapists shall respect the client's rights to refuse or withdraw consent at any time.

Therapist shall discuss all aspects of the therapy in clear and easy to understand language.

Therapists shall act responsibly in respect to clients of limited or diminished capacity in regard to their ability to give informed consent. Where relevant this will be done in partnership with caregivers.

Therapists shall respect the rights of children to give age-appropriate information and to give consent on their own behalf, commensurate with their capacity to do so.

³ That human rights are universal and inalienable, indivisible, interdependent, and interrelated.

⁴ Deals mainly with one human right: to be free from discrimination.

⁵ Contain a set of basic civil rights and freedoms.



Therapists shall inform clients of funding options that are available to support the access to Therapy services.

Fees

Therapists shall clarify fees and methods of payments with clients at the beginning of a counselling relationship.

Fees shall be reasonable and commensurate with the service provided.

Therapists who accept goods or services in lieu of payment are responsible for ensuring that this arrangement is not detrimental to the client or the professional relationship.

Documentation of Therapy

Documentation in this code refers to all material about the client or the counselling recorded in any form, electronic, audio, visual and text. Documentation includes material collected for the purpose of enhancing the therapy practice and meeting other requirements associated with the professional relationship.

Documents shall be maintained in a manner which supports the ongoing therapy relationship. This includes recording: important events, feelings, realisations and any change in the aim or reason for the appointments.

Therapist shall obtain informed consent from the client before writing reports or sharing any documentation with a third party.

Notes and records are to be kept secure. They shall be maintained, transported and destroyed in a manner that complies with the requirements of the confidentiality sections of this code (see page 13).

Therapists shall inform clients of their right to access their documentation, to know who has access to it and how their documentation is kept.

Therapists shall take steps to ensure the documentation is retrievable as long as is required by law. While there is no minimum requirement for keeping documentation the Privacy Act recommends, they be kept for 1-2 years after therapy sessions have been completed with a client. Therapists shall have systems in place for the confidential storage and the eventual destruction of their documentation in the event of incapacity on their part.

Further information about documentation can be found at: <https://www.privacy.org.nz/privacy-act-2020/privacy-principles/>

Respectful Language

Therapists shall use appropriate and respectful language in all communications, verbal and written to and about clients and in communication with other professionals and be responsible for all that they express.

Maintaining Competent Practice

Therapists shall maintain their competence through regular supervision.

There are a range of ways Pascha Therapists work in the community. Some have their own client base while others use their therapist skills in other forms of employment. Supervision supports the Therapist to reflect on and develop effective and ethical practice. Supervision can include personal and professional mentoring to aid the on-going growth of the Therapist and their business or in how they conduct themselves in other employment.

Supervision is a confidential process based on informed consent.

Supervision may take a number of forms including individual and group supervision, on-line video calls, teleconferencing as well as telephone and email support. Having personal appointments with Raman Pascha and discussing client issues does not meet the requirements of supervision.

Supervision Requirements

Therapists shall arrange for regular and ongoing supervision with a Pascha Therapies qualified teacher. A list of teachers is available on the NZAIPT website.

Full time Therapists must seek monthly supervision. Part time Therapists with two to six client hours work per week on average, are required to have one hour of supervision every six weeks. Supervision is still a requirement for Therapists who have clients but do not have the hours to meet accreditation needs. It is recommended that these Therapists seek supervision at least four times during the year. Those who use their therapy skills in other forms of employment are also encouraged to seek supervision.

It is the Therapist's responsibility to obtain the supervision to meet these minimum requirements and also to respond to any extra support or supervision they may require due to events in their professional or personal lives.

Responsibilities in Supervision

Therapists shall be responsible for bringing to supervision the areas they require support with, whether personal or professional.

Supervisors shall be responsible for assisting the Therapist to monitor and grow their abilities as a Therapist and grow their practice at the same time. The supervisor is also responsible for disclosing concerns about the Therapists work if these arise.

Supervision can also be a place where Therapists can receive counselling and support for personal issues and concerns.

Competence in Supervision

Supervisors for members of the Association must have completed the Pascha Therapy Teachers training or be recognized and approved by the Principal Teacher as a senior Therapist. Supervisors are required to continue in their ongoing growth through attending classes and courses that assist their professional development as well as obtain supervision for their work as supervisors.

Supervisors shall also assess their level of competence within supervision and refer Therapists to other supervisors or support if appropriate.

Pascha Therapists are also required to practice self-supervision as covered in Raman's Self Supervision Guide for NZAIPT members which is attached to the rules as Appendix 4.

Therapists shall work within the limits of their knowledge, training and experience.

Therapists shall continue to engage with their own growth, attending classes and courses which further develop both their personal and professional skills.

It is also recommended that practicing Therapists attend supervision groups run by Pascha Therapies Ltd or the NZAIPT when these are available. This develops and supports collegiality within our small Association.

Fitness to Practice

Therapists together with their supervisors and if required the guidance of the President or Vice President of the Association shall monitor and maintain their fitness to practice at a level that ensures provision of an effective service that is in keeping with the principals of Pascha Therapy.

Therapists who are experiencing impaired emotional, mental or physical health shall regulate their workload as appropriate to their impaired ability including withdrawing completely from their practice if required.

Multiple Relationships

Therapists shall take full responsibility for setting the boundaries between the professional relationship with a client and any other type of relationship with that client and for making those boundaries as clear as possible to the client.

Therapists shall consult with their supervisor(s) when dual or multiple relationships occur.

When working with two or more persons having a relationship to each other the Therapist's involvement must be transparent. This means the Therapist shall clarify which person or persons are clients and the nature of the relationship the Therapist has with each person.

Therapists shall declare any previous acquaintance with a client or other circumstances which may affect the professional relationship.

If conflicting roles emerge during the professional relationship, Therapists must clarify, adjust or withdraw from these roles by an appropriate process.

Exploitation

Therapists shall not exploit clients for personal, professional, political or financial gain.

Sexual Relationships with Clients

Therapists shall not engage in sexual or romantic activity with their clients or offer their services to persons whom they have had a sexual or romantic relationship with.

Therapist shall not exploit the potential for intimacy made possible in the professional relationship.

Therapists shall not sexually harass their clients.

Referral

Therapists shall refer clients on when other specialised knowledge is needed or when the therapy offered is not being useful.

Client's consent must be obtained before making referrals or disclosing information to accompany such a referral.

Therapists shall only refer clients to other professionals whose competence and integrity they respect.

Therapists shall not ask for or accept referral fees.

Interruption of Services

Therapists shall make reasonable efforts to plan for alternative care in the event that they are unavailable to continue the professional relationship with the client.

Ending the Professional Relationship

Therapists are encouraged to recognise when the client has received the support they sought and work with the client to end the relationship or change the frequency or nature of the professional relationship, for example to a focus of ongoing personal growth, if the client so desires. Therapists are also expected to work towards ending the professional relationship if it becomes apparent that it is no longer helpful to the client.

Confidentiality

Extent of Confidentiality

Therapists shall treat all communication between themselves and their clients as confidential and privileged information and shall not disclose this to another without the client's consent.

Therapists may discuss in supervision information received within the professional relationship with the client as part of the normal management of confidentiality.

Therapists should communicate clearly to the client the extent and limits of the confidentiality they offer clients.

Therapists shall protect client's identities when information gained from professional relationships is used for training, research or audit purposes.

Therapists shall respect confidences about the clients of colleagues.

Procedures shall be in place for the ongoing management of Therapists documentation in the event of incapacitation on the part of the Therapist.

Exceptions to Confidentiality

Therapists shall only make exceptions to confidentiality in order to reduce risk.

If there is a need to pass on confidential information then only the minimum of information should be provided and then only to those people to whom it is absolutely necessary.

Exceptions to confidentiality occur when:

- There is serious danger in the immediate future to the client or others
- The client's competence to make a decision is impaired
- Legal requirements demand that confidential material be revealed
- Responding to a complaint about Therapy practice

If at all possible, the decision to make an exception to confidentiality is made:

- After seeking the client's cooperation, unless doing so would further compromise the safety of the client or others.
- After consultation with a supervisor (which may need to be by phone call if considered urgent)

Confidentiality and the Law

Therapists are encouraged to seek legal advice about their rights and obligations under the law when or if their work involves contact with the legal system.

If issued with a search warrant or subpoena to give evidence in Court or other legal processes Therapists should pursue the status of privileged communication, in accordance with the client's wishes, until all avenues have been exhausted.

Responsibility to Colleagues and the Profession

Responsibility to Colleagues

Therapist shall treat colleagues with respect, fairness and honesty.

Therapists shall not solicit clients away from other Therapists.

Responsibility to the NZAIPT

Therapists shall respond when they have concerns about another Therapist's behaviour whether this be professional misconduct, conduct unbecoming a member or conduct prejudicial to the interests of the Association. Action which may be taken includes bringing concerns to the attention of the Therapist, notifying the Therapist's supervisor, teacher or employer and using the official complaints process.

Therapists shall represent the NZAIPT in an official capacity only when authorised to do so.

Members of the NZAIPT shall cooperate with the Ethics Committee in the event that a complaint is received against them. This includes complying with any sanctions imposed after a hearing.

For more information see Laying a Complaint about a Pascha Therapist document.

Responsibility as a Pascha Therapist

Pascha Therapists shall to the best of their ability embody, foster and support the values and ethics of Pascha Therapy.

Pascha Therapists shall represent honestly and accurately their membership status, qualifications, training and competence.

Pascha Therapists shall not use their position within an organisation to recruit clients for their own private practice.

Relationship with employers, funding agencies and the wider community

Therapists and the Law

Therapists shall work within the law.

Therapists shall notify the NZAIPT when they are convicted of any offence which will affect their integrity as a Therapist.

Relationship with Employers and Third-Party Funders

Therapists shall adhere to and uphold the ethics of the NZAIPT and should avoid compromising them to fit others' requirements.

Therapists shall be honest and trustworthy in dealings with employers and funding agencies and endeavour to build healthy working relationships. They will have good communication with employers and funding agencies and promote equal employment policies in their work settings.

Pascha Therapy Education

Pascha Therapy can only be taught by trained Pascha Therapies teachers under the supervision of the founder of Pascha Therapy, Yasmeen Clark.

This section applies to all Therapists who work in the role of teacher including such roles as facilitators, educator, examiner and trainer.

Pascha Therapy Training Information

Information given about the nature of Pascha Therapy training shall be clear and accurate to allow prospective trainees to make informed choices.

Selection of Trainees

The process of selecting people to train as Pascha Therapists shall be respectful, relevant to the training and honour the nature of the training.

Safety

Teachers shall take all reasonable steps to protect trainees from harm.

Assessment

Where assessment occurs, the process shall be fair, transparent and relevant to the training being offered.

Teachers who are involved in assessment and are also providing therapy to the person being assessed shall seek supervision from a senior teacher around all decisions made in relation to this person or person before the assessment is made.

Exploitation

Teachers shall not use their position to exploit trainees for personal, professional or financial gain.

Teachers are responsible for the clarity of the relationship with trainees and any boundaries that may need to be set around this.

Working with Groups

Safety

All Pascha Therapists who work as group facilitators shall as far as possible protect group members from physical threats, intimidation, coercion or other forms of harm while in facilitated groups.

Informed Consent

Participants shall be given full and accurate information about the purpose of the group, the nature of Pascha Therapy and how the group will be conducted.

Facilitators shall ensure that the decision to join or leave a group is made freely and without coercion.

Creation of the Group

Facilitators shall be responsible for assessing the suitability of prospective group members.

Facilitators shall be responsible for creating the structure and conditions of the group to meet the purpose and nature of the group.

Confidentiality

Facilitators shall express clearly the level of confidentiality to be respected by the participants with the information shared in the group, including group supervision and seek agreement from each participant to respect this.

Mediation

Prior Knowledge

Therapists shall disclose any prior interest or relationship that may affect the impartiality of the Therapist.

Conduct in Mediation

Therapists shall conduct mediation in a fair, impartial and even-handed manner that allows participants to make their own decisions.

Therapists shall not coerce participants into agreeing to mediation or to make settlements within the mediation process.

Confidentiality

Therapists shall respect the confidentiality of information given to them by a participant in mediation if that party does not want it to be made available to other parties.

Electronic Therapy Relationships

This section refers to any Therapy work which is done remotely by telephone, email or mediums such as Skype.

Integrity of Electronic Relationships

Therapists shall provide clear and accurate information about the limitations and risks of remote counselling to allow clients to make informed decisions about this service.

Therapists shall fully identify themselves, their place of work and the organisation they belong to.

Therapists shall take all reasonable steps to verify whether the client is a minor.

Therapists shall maintain their integrity and professional standards when working electronically.

Therapy Contracts

When engaging in online counselling the following items should be established to support both parties:

- Online availability
- Response time
- Other methods of contacting the Therapist.

Confidentiality

Therapists shall take all reasonable steps to ensure the confidentiality of any electronic communications with clients whether verbal, messaging or email.

Therapists shall explain to clients the limits of the confidentiality with regard to electronic communication and support the client in ensuring privacy within their own environments.