



Cancellation and Late Arrival Policy

Sometimes, no matter how hard you try, you need to make a cancellation. To make sure you do not get charged a fee, please follow our guidelines in this policy.

Stay U would prefer not to charge late fees to their valued clients. However, there are times when a small late fee may be required.

One-on-one counselling and careers coaching appointments:

You are free to cancel your appointment free of charge up to 48 hours before your scheduled appointment.

If you cancel within 48 hours of your appointment:

- a) If you re-schedule at time of cancellation (within 6 hours), no cancellation fee will apply.
- b) If you do not re-schedule, you will be charged a 10% cancellation fee.

Privacy Policy

As part of providing a counselling or career coaching service to you, personal information that is relevant to your current situation will need to be collected and recorded. This information will be a necessary part of the assessment and treatment/assistance that is conducted. You do not have to give all your personal information, but if you do not, it may limit the quality of the services provided to you.

The information that is gathered as part of the assessment is seen only by the Counsellor. The information is retained in order to document what happens during sessions and enables the Counsellor to provide relevant and informed mental health or career services.

All personal information gathered by Stay U during the provision of the services will remain confidential and secure except where:

- It is subpoenaed by a court or disclosure is otherwise required by law.
- Failure to disclose information would place you or another person at serious and imminent risk.
- Your prior approval has been obtained to provide a written report to another professional, to discuss the material with another person, or to disclose the information in another way.
- In the case of the client being a child, the Counsellor will discuss the limits of confidentiality with the client (child) and their parents/guardians prior to any sessions taking place.

Social Media

This page outlines the policies related to use of social media by Stay U. Please read it to understand how we conduct ourselves on the Internet and how you can expect us to respond to various interactions that may occur between us on the Internet.

If you have any questions about anything within this document, you are encouraged to bring them up when we meet. As new technology develops and the Internet changes, there may be times when we need to update this policy. If that happens, you will receive notice of any policy changes so you can ensure you have a copy of the updated policy. Technology can successfully augment clinical work, but it can also raise concerns:

Friending

We do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

Blog and Blog comments

We take pride in providing interesting and informative blogs on our website. The information published in our Blog, and on the Stay U website, is intended for information purposes only. The information should NOT be used to make a diagnosis, treat mental health issues or as a substitute for a doctor's consultation. Please consult your GP for an accurate diagnosis.

While Kate Warren is a qualified Counsellor and career coach, the information presented in the blogs and on the Stay U website should not replace advice from a current Psychologist or mental health professional.

Please be aware that if you post a comment identifying yourself as a client, you may be compromising your own confidentiality which may intrude on your clinical work. As would usually be the case, think carefully before posting anything on the Internet.

Following on Instagram

Stay U regularly posts on Instagram. There is no expectation that you, as a client, will want to follow posts.

My primary concern is your privacy. **Note that we will not follow you back.** We follow other health professionals, journalists, and various people of professional interest to us on social media and do not follow current or former clients. The reasoning is the belief that casual viewing of clients' online content outside of the therapy session can create confusion regarding whether it is being done as a part of your treatment or to satisfy the counsellor's own personal curiosity. In addition, viewing your online activities without your consent and without our explicit arrangement towards a specific purpose could potentially have a negative influence on the working relationship. If there are things from your online life that you wish to share with your counsellor, please bring them into your sessions where they can be viewed and explored together, during the therapy session.

Interacting

Using your phone's SMS system is a great way to keep in contact about appointments and therapy issues, such as your arrival at your destination or your achievements after an exam, for instance. That said, please do not use SMS via the web, or messaging on Social Networking sites such as Instagram, Facebook, or LinkedIn to contact us. These sites are not secure, and the messages may not be read in a timely fashion.

Engaging with us this way could compromise your confidentiality. It may also create the possibility that these exchanges become a part of your legal medical record and will need to be documented and archived in your notes.

If you need to contact your Counsellor between sessions, the best way to do so is by phone. Direct email at info.stayu@gmail.com is also good for quick, administrative issues such as changing appointment times a few days in advance or returning requested information. See the email section below for more information regarding email interactions.

Business review sites

You may find this psychology practice on sites and search engines, such as Google, Yellow Pages, Yahoo Local, or other places which list businesses. Some of these sites include forums in which users rate their providers and add reviews.

You are more than welcome to tell anyone you wish who your Counsellor is, or how you feel about the treatment provided to you, in any forum of your choosing, however, we urge you to take your own privacy as seriously as we take our commitment of confidentiality to you. If you do choose to write something on a business review site, we hope you will keep in mind that you may be sharing personally revealing information in a public forum. You are urged to create a pseudonym that is not linked to your regular email address or friend networks for your own privacy and protection.

Email

We prefer using email only to arrange or modify appointments and send you materials for our career coaching services. Please do not email us content related to your therapy sessions, as email is not completely secure or confidential. If you choose to communicate with us by email, be aware that all emails are retained in the logs of your and our Internet service providers. While it is unlikely that someone will be looking at these logs, they are, in theory, available to be read by the system administrator(s) of the Internet service provider. You should also know that any emails we receive from you and any responses that I send to you become a part of your legal record.

Conclusion and Additional Services

Thank you for taking the time to review our Policies. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions, please bring them to our attention, so that they can be discussed.

For advice and referrals regarding mental health issues please first contact your GP.

If you are currently in distress, suicidal or need urgent assistance, please either go to your local Emergency Department (Hospital) or contact:

Ambulance/Police/Emergency	000
Lifeline Australia	13 11 14
Kids Helpline	1800 551 800
Beyond Blue	1300 224 636

Or your doctor/GP.

Stay U, Kate Warren, or other administrators of this website make no guarantee of the accuracy of the information provided on this website. While best efforts are taken to ensure the accuracy of the information presented, there is no guarantee that it is free from errors.



Contact information:

info.stayu@gmail.com

0450 877 829 (0450 87 STAY)

Head office is located in Sydney Olympic Park, NSW, 2127