



Phoenix E-Services Terms & Conditions

To ensure Phoenix Support & Advocacy Service Inc. provides safe and high-quality *Phoenix E-Services* please read our Terms and Conditions:

1. Setting up the counselling session:

- a. Please organise a quiet, private confidential space to conduct counselling sessions.
- b. Arrange ahead of time any child minding required or for a support person to be available.
- c. Give your full attention to the counselling process and do not conduct any other distracting tasks during the session.
- d. Inform your counsellor who else is present in the house and any likely interruptions that may occur (e.g. trades person, partner, children, or pets).
- e. Please be ready and on time for your sessions and contact Phoenix if you are having difficulties setting up the technology or connecting.

2. Ensuring your safety:

- a. Agree on a safety signal with your counsellor (*such as safe word or hand signal*) to indicate you are not feeling safe or secure (e.g. another person present, you are having a reaction).
- b. Inform your counsellor of your current emergency support person's name and phone number.
- c. Inform your counsellor where you are located at the time of your session so they can inform your emergency contact or emergency services (000) if required.
- d. Please inform your counsellor of any circumstances that have changed since your previous session that may impact your safety or wellbeing (e.g. prescribed a new medication, something that has happened that has increased your symptoms or heightened your anxiety, tensions at home)

3. Managing the digital space:

- a. Do **NOT** record your counselling sessions. Please be aware it is illegal to record (via audio or video) a private conversation without consent.
- b. Please ensure your device is sufficiently charged with enough battery power to last the length of time allocated for the counselling session.
- c. Please ensure you have appropriate internet or phone data access for the session (e.g. NOT open Wi-Fi network, such as available at McDonalds or shopping centres)
- d. Provide your counsellor with a back-up phone number in the event of losing the connection.
- e. Ensure your device can be hands-free if required e.g. propped up against cushion or book.

Please understand that if the Phoenix Counsellor has any concerns for your safety, or determines that the terms and conditions agreed to have not been met, or have been compromised in some way, then Phoenix reserves the right to pause, or immediately end the session at that point in time if considered necessary, and reschedule to another time.