

## Real-Time Coaching Package Disclaimer

### 1. Mode of Communication:

- Coaching will be conducted exclusively through Signal messenger service or Whatsapp based on client preference, and will be through the medium of text and voice messages. Any coaching delivered outside of these platforms is not part of this package.
- Clients are expected to communicate in a manner that is clear and concise. Coaching will be limited to the agreed-upon format (message and voice message) to ensure focus and effectiveness.

### 2. Scope of Service:

- This coaching package includes specific, time-limited responses to your queries and coaching questions. The coach will provide feedback and guidance based on the information shared, but there is no ongoing 24/7 availability.
- The coach is not available for real-time conversations or phone calls outside of the agreed communication format.
- Coaching responses will be tailored to support your personal development or specific goals, but will not include in-depth therapeutic interventions or crisis management.

### 3. Response Expectations and Boundaries:

- **Frequency of Responses:** The coach will respond to your enquiries within **24-48 hours (two business days)**, unless otherwise specified in your specific package. However, the coach is not available for constant or continuous dialogue. Clients are encouraged to keep questions clear and specific to ensure effective coaching within the allotted response times.
- **Message Length:** Coaching responses will be concise and focused on providing actionable guidance. Lengthy or excessively detailed exchanges may require alternative suggestions.
- **Response Limits:** If the volume of messages is too intense or responses require excessive detail that is outside the scope of this package, the coach may suggest booking a formal therapy session to address the issue comprehensively.

#### 4. **Emergency Requests and Crisis Management:**

- This service does not cater to emergencies or urgent requests. If you are experiencing a crisis, including thoughts of self-harm or harm to others, you should contact **000 (emergency services)** or a crisis service such as **Lifeline (13 11 14)**.
- Coaching is not a substitute for emergency support, and the coach is not responsible for responding to urgent or crisis situations.

#### 5. **Availability and Business Hours:**

- The coach will respond during **business hours** (9:00 AM - 5:30 PM, Monday - Friday) with a commitment to provide feedback within the times specified in each package.
- Outside of these hours, the coach is not obligated to respond, but may choose to do so at their discretion. Clients should not expect responses after business hours, on weekends, or during public holidays.

#### 6. **Coaching Termination and Cancellations:**

- Either party may end the coaching relationship at any time. If a client wishes to discontinue, they must notify the coach. Termination is effective immediately after notification.
- Subscription cancellations must be managed by the client. If a client does not cancel before the renewal date, they will be responsible for payment for the subsequent billing period.
- Refunds are not provided for cancellations made after the start of the coaching period or for unused services.

#### 7. **Additional Coaching or Services:**

- Any additional services, including extended coaching sessions, in-person meetings, or long-form consultations, are not part of the Real-Time Coaching Package. These services are available for an additional fee and must be agreed upon in writing by both parties.
- If more intensive support is needed, the coach will inform the client and suggest appropriate referrals or resources for ongoing therapy, but will not assume responsibility for decisions made by the client following such recommendations.

#### 8. **Confidentiality and Safety:**

- All communication will be treated confidentially, except in situations where the coach is legally obligated to report, such as in cases of potential harm or risk to the client or others.

- The coach is obligated by law in NSW, Australia, to take appropriate steps if concerns about safety arise, including reporting to health services, law enforcement, or other authorities as necessary.
- Clients are responsible for ensuring their privacy while using the Signal or WhatsApp platform. Stoa Therapy will not be liable for security breaches related to third-party services.

#### **9. Service Effectiveness and Boundaries:**

- To ensure coaching remains effective, clients are encouraged to be clear and concise in their communication. The coach will provide efficient and focused responses. If messaging becomes too intense or responses require excessive detail that exceeds the coaching scope, the coach may recommend booking a formal therapy session.
- Clients should be mindful of their messaging frequency to receive the intended value of the service while maintaining its effectiveness.

#### **10. Expectations vs. Reality:**

- Clients may sometimes expect more detailed responses or more frequent contact than the scope of the coaching package allows. It is important to note that coaching is intended to support specific personal growth goals and is not meant to provide continuous or on-demand support.
- If clients feel they need more frequent or in-depth support, the coach will recommend the appropriate level of service, including therapeutic interventions or additional coaching packages, where applicable.

#### **11. Accountability:**

- Clients are encouraged to take responsibility for their own growth and implement the strategies discussed in coaching sessions. The coach will provide tools, resources, and feedback, but the client is ultimately responsible for their own actions and progress.

#### **12. Limitation of Liability:**

- The coach is not liable for any actions, decisions, or consequences that result from the client's participation in this coaching service. Clients are responsible for their own personal growth and well-being, and the coach's role is to provide guidance, support, and advice within the limitations of this service.