

# Spirit Led Counselling

Comprehensive Policy & Procedure Suite (NSW, Australia)

**Practice Name:** Spirit Led Counselling

**Practitioner:** Sharon Mackenzie (Sole Trader)

**ABN:** 64 980 520 433

**Location:** New South Wales, Australia

## Professional Memberships & Credentials:

- Qualified Counsellor
- Accredited Chaplain – Chaplaincy Australia
- Aromatherapist
- Narrative Practice Practitioner
- Member – International Institute for Complementary Therapies (IICT)
- Fully insured for all services provided

## 1. Practice Overview & Scope of Services

At Spirit Led Counselling, we are dedicated to providing professional, faith-informed, and person-centered support. Our services include:

- Professional Counselling
- Chaplaincy & Pastoral Care
- Death Doula / End-of-Life Support
- Narrative Practice
- Art Sozo (a creative, spiritually informed process)
- Aromatherapy (as a non-clinical, adjunctive practice)

All services are delivered in a trauma-informed, culturally aware, ethical, and spiritually considerate manner, following Australian best practice standards. We aim to foster a safe and supportive environment where clients can explore personal growth, healing, and resilience.

## 2. Client Eligibility & Suitability Policy

- Our services are available to adults, and to adolescents with parental or guardian consent.
- We do not provide crisis intervention, psychiatric diagnosis, or emergency mental health services.
- Clients experiencing acute psychosis, active suicidality, or needing intensive psychiatric care will be compassionately referred to appropriate emergency or specialist services.

We warmly welcome clients from diverse backgrounds and tailor our approach to individual needs and circumstances, ensuring the most suitable care and referrals as necessary.

## 3. Informed Consent Policy

- Written informed consent is required before any services begin.
- Clients are clearly informed about:
- The nature and boundaries of all services offered
- Fees, cancellation policy, and session structure
- Confidentiality and any legal exceptions
- Complaints and grievance procedures
- Consent is regularly reviewed and updated as needed.

We encourage open discussion about any concerns or questions before and during the counselling process.

## 4. Confidentiality & Privacy Policy

Spirit Led Counselling strictly follows the Privacy Act 1988 (Cth) and Australian Privacy Principles. Your privacy is our priority, and all information shared remains confidential except when:

- There is a serious risk of harm to yourself or others
- Disclosure is legally required (such as subpoena or mandatory reporting)
- You provide written consent for disclosure

Record Keeping:

- All records are securely stored, either digitally or physically
- Records are kept for at least 7 years, or until age 25 for minors
- Clients can request access to their records in writing

## 5. Mandatory Reporting & Duty of Care Policy

We comply with NSW mandatory reporting laws, including those related to child protection and serious threats of harm or abuse. Any necessary reports are made with professionalism, openness, and compassion, prioritizing safety and wellbeing at all times.

## 6. Professional Boundaries & Dual Relationships Policy

- We maintain clear professional boundaries at all times.
- Dual or multiple relationships are avoided whenever possible.
- If a dual relationship is unavoidable, it is managed ethically and documented transparently.
- No exploitation, coercion, or undue influence is tolerated.

We are committed to fostering a safe, respectful, and trust-based therapeutic space.

## 7. Faith, Spirituality & Client Autonomy Policy

- Spiritual perspectives are always led by the client and never imposed.
- Clients of all faiths, beliefs, and backgrounds are welcomed and respected.
- Prayer, scripture, or spiritual practices are included only with your explicit consent.

We honor your autonomy and support you in exploring your personal spiritual journey if you choose.

## 8. Counselling Practice Policy

- Our approaches are evidence-informed, trauma-aware, and person-centered.
- Counselling is not a substitute for medical, psychiatric, or psychological treatment.
- Referrals are provided for concerns outside our professional scope.

We are here to support your holistic wellbeing, working collaboratively with other professionals as needed.

## 9. Chaplaincy & Pastoral Care Policy

- Our chaplaincy services offer spiritual support, meaning-making, and compassionate presence.
- We are non-proselytising and always respect your beliefs and worldview.
- All chaplaincy services adhere to Chaplaincy Australia's ethical standards.

## 10. Death Doula / End-of-Life Support Policy

- We provide emotional, spiritual, and practical support to individuals and families facing end-of-life.
- We do not offer medical advice, clinical care, or legal decision-making.
- We collaborate with palliative care teams and families wherever appropriate.
- Dignity, autonomy, and respect for cultural and spiritual preferences are central to our care.

## 11. Narrative Practice Policy

- Clients are empowered to explore and re-author their life stories in a supportive environment.
- Our practice is collaborative, non-pathologizing, and strengths-focused.
- Your voice, meaning, and agency are always prioritized.

## 12. Art Sozo & Creative Practice Policy

- Creative activities are offered as tools for therapeutic and spiritual exploration.
- No artistic skill is needed to participate.
- Participation is voluntary and always guided by the client.
- Art materials are used safely and respectfully.

## 13. Aromatherapy Policy & Safety Statement

- Aromatherapy is offered as a complementary, non-medical support.
- Essential oils are used safely, ethically, and according to professional guidelines.
- Clients are screened for allergies, sensitivities, pregnancy, or medical contraindications.

- Aromatherapy is always optional and requires specific consent.

Your safety, preferences, and comfort are of utmost importance in all complementary practices.

## 14. Fees, Payments & Cancellation Policy

- All fees are clearly disclosed before services begin.
- Payment is required at or before sessions unless otherwise arranged.
- 24 hours' notice is required for cancellations.
- Late cancellations or non-attendance may incur a fee.

We strive to be transparent and fair in all financial matters, and are happy to discuss any questions you may have.

## 15. Complaints & Grievance Policy

We encourage you to raise any concerns or feedback you have:

1. **Direct Resolution:** Please share your concern directly with the practitioner if possible.
2. **External Review:** If not resolved, you may contact the International Institute for Complementary Therapies (IICT) or the relevant professional/regulatory bodies.

All complaints are handled respectfully, confidentially, and without fear of retaliation.

## 16. Work Health & Safety (WHS) Policy

Spirit Led Counselling fully complies with NSW Work Health & Safety legislation. We are committed to:

- Providing a safe and welcoming environment for all clients and practitioners
- Managing psychological and physical risks
- Having clear emergency and incident reporting procedures in place

## 17. Cultural Safety & Inclusion Policy

- We are committed to cultural humility and safety at every level of our practice.
- We deeply respect Aboriginal and Torres Strait Islander peoples.
- Our services are inclusive, regardless of culture, gender, sexuality, abilities, or faith.

We strive to create an environment where all clients feel seen, respected, and valued.

## 18. Telehealth & Online Service Policy

- Secure, reliable platforms are used for online sessions.
- Clients are informed about privacy and technology-related risks.
- Telehealth services are not suitable for emergencies or crisis situations.

We are happy to discuss the best service delivery option to meet your needs and preferences.

## 19. Insurance & Professional Accountability Policy

- Professional indemnity and public liability insurance are always maintained.
- Ongoing professional development is a priority.
- The ethical codes of all relevant professional bodies are strictly upheld.

You can trust that your practitioner is dedicated to the highest standards of professionalism and accountability.

## 20. Policy Review & Updates

- Policies are reviewed annually and updated as required by legislative or best practice changes.
- Clients will be notified of any significant updates.

We are committed to transparency and continuous improvement in all our policies and procedures.

## Contact Information

### **Spirit Led Counselling**

Sole Trader: Sharon Mackenzie

ABN: 64 980 520 433

NSW, Australia

This policy suite is designed to ensure clarity, transparency, and professional governance for all clients and stakeholders. We warmly invite you to contact us with any questions or for further information.

