

Spirit Led Counselling PRACTICE POLICY SUITE

1. WORK HEALTH & SAFETY (WHS) POLICY

Work Health & Safety Policy

Spirit Led Counselling is committed to providing a safe and supportive environment for clients, visitors, and the practitioner.

This practice aligns with the **Work Health and Safety Act 2011 (NSW)** and relevant guidance from **SafeWork NSW**.

Commitment

This practice is committed to:

- providing a psychologically and physically safe environment
 - identifying and responding to potential risks
 - maintaining clear boundaries and safe ways of working
 - supporting wellbeing through reflective and ethical practice
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Psychosocial Safety

Recognising that this work involves emotional and relational engagement, particular attention is given to **psychosocial safety**, including:

- emotional load and fatigue
 - exposure to distressing material
 - boundary clarity
 - role expectations
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Responsibilities

The practitioner is responsible for:

- maintaining safe working conditions
- monitoring personal capacity and wellbeing
- engaging in reflective practice and supervision
- responding appropriately to identified risks

Clients are encouraged to:

- communicate needs or concerns
 - engage in a way that supports their safety and wellbeing
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Risk Management

Risks are managed through:

- clear session boundaries
 - appropriate referral when required
 - reflective monitoring of practice
 - maintaining professional limits
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2. PSYCHOSOCIAL RISK MANAGEMENT POLICY (Your SIGNATURE AREA)

Psychosocial Risk Management

This practice recognises that psychological safety is essential to wellbeing.

Aligned with **SafeWork NSW psychosocial hazard guidance**, this practice acknowledges risks such as:

- sustained emotional load
 - unclear expectations or roles
 - relational strain or conflict
 - exposure to distressing experiences
 - power or authority imbalances
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Approach

Psychosocial risk is addressed through:

- reflective conversations
 - identifying systemic and relational patterns
 - restoring clarity around responsibility
 - supporting sustainable ways of engaging
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Commitment

This practice is committed to:

- recognising hidden or emerging psychosocial risks
 - supporting clients to understand their experiences
 - encouraging safe and appropriate pathways where needed
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3. INCIDENT MANAGEMENT POLICY

Incident Management

Spirit Led Counselling is committed to responding appropriately to incidents that may impact safety or wellbeing.

What is an Incident?

An incident may include:

- risk of harm to self or others
 - safeguarding concerns
 - significant distress requiring additional support
 - boundary breaches
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Response

Where an incident occurs:

- immediate safety is prioritised
 - appropriate support pathways are considered
 - documentation may be completed where relevant
 - external services may be engaged if required
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Duty of Care

Where there is a risk of harm, appropriate steps may be taken in line with legal and ethical obligations.

4. COMPLAINTS & FEEDBACK POLICY

Complaints & Feedback

Feedback is welcomed as part of maintaining a safe and accountable practice.

If You Have a Concern

You are encouraged to raise concerns directly in a way that feels safe.

This may include:

- communication during or after sessions
 - written feedback via email
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Response

All concerns will be:

- received respectfully

- considered thoughtfully
 - responded to in a timely manner
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External Options

If concerns cannot be resolved, you may seek external support through relevant professional bodies.

5. RECORD KEEPING & CONFIDENTIALITY

Record Keeping & Confidentiality

This practice maintains appropriate records to support safe and ethical care.

Records May Include:

- contact details
 - session notes (where appropriate)
 - relevant background information
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Storage

Information is stored securely and accessed only as required.

Retention

Records are retained in line with professional standards and legal expectations.

Scope of Practice & Ethical Boundaries

This work is relational, reflective, and grounded in care.

It's important to be clear about what I offer — and what I don't — so that this space remains safe, steady, and supportive for both of us.

The Nature of This Work

Spirit Led Counselling offers reflective, trauma-aware support that gently integrates emotional and spiritual awareness.

People often come to this space when they are navigating:

- burnout, emotional exhaustion, or ongoing stress
- complex experiences within workplaces or community environments
- boundary challenges or feeling over-responsible
- leadership pressure or relational strain
- experiences of spiritual harm or loss of trust
- a desire to reconnect with clarity, discernment, and a sense of self

Sessions are not about fixing or directing you.

They are a space to slow down, reflect, and process what you're carrying — and to reconnect with your own clarity and capacity to make decisions.

This work is always paced gently, and led by you.

Reflective Safeguarding Support

Alongside individual sessions, I offer reflective safeguarding conversations and workshops for teams, workplaces, communities, and families.

This may include exploring:

- where systems or expectations may be creating pressure
- how responsibility or authority is being carried
- the relational impact of unclear roles or boundaries
- ways to strengthen wellbeing and sustainable care

This work is reflective and supportive in nature.

It is not formal consulting, investigative work, or compliance-based assessment.

What This Practice Does Not Provide

To keep this work safe and appropriate, there are some things I do not offer.

This practice does not provide:

- crisis or emergency mental health support
- psychiatric diagnosis or clinical treatment
- legal advice or representation
- mediation between individuals or parties
- formal investigations into people or organisations
- regulatory or compliance auditing

If you need support in these areas, I may gently guide you toward the right professional services.

Safeguarding Awareness 

I take safeguarding and duty of care seriously.

If something arises that involves risk of harm — particularly to vulnerable individuals — it may be necessary to consider appropriate professional or legal pathways.

Where possible, this is approached with care, transparency, and respect.

Professional Ethics

This practice is grounded in:

- psychological safety
- trauma-aware care
- clear and healthy boundaries
- informed consent
- respect for each person's dignity and story

You remain the expert of your own life.

My role is to walk alongside you —
not to direct or take authority over your decisions.

Professional Membership

I am a member of the International Institute for Complementary Therapists (IICT) and work within their ethical framework.

This practice is committed to ongoing reflection, integrity, and providing safe, sustainable care.

Privacy Policy

Spirit Led Counselling is committed to protecting your privacy and handling your personal information with care, integrity, and respect.

This policy outlines how your information is collected, used, and stored in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

What Information Is Collected

Personal information may be collected when you:

- make an enquiry or contact the practice
- engage in counselling or reflective support
- complete intake or consent forms
- communicate via email, phone, or online platforms

This may include:

- your name and contact details
- relevant personal or background information you choose to share
- session notes (where applicable)

Only information that is reasonably necessary to provide support is collected.

How Your Information Is Used

Your information is used to:

- provide counselling and reflective support
- communicate with you regarding appointments or enquiries
- maintain appropriate records
- meet professional, ethical, and legal obligations

Your information will not be used for any unrelated purpose without your consent.

Storage and Security

Reasonable steps are taken to protect your personal information from misuse, loss, unauthorised access, or disclosure.

This may include:

- secure digital storage systems
- password protection
- limited access to information

Confidentiality

Your privacy and confidentiality are respected at all times.

However, there are limited circumstances where confidentiality may need to be breached, including:

- where there is a risk of serious harm to yourself or others
- where required by law
- where there are safeguarding concerns, particularly involving vulnerable individuals

Where possible, this will be approached with transparency and care.

Access to Your Information

You may request access to your personal information at any time.

If any information is inaccurate, steps can be taken to correct it.

Third Parties

Your information will not be shared with third parties without your consent, except where required by law or necessary for duty of care.

Website and Online Enquiries


If you submit information through the website or email, reasonable steps are taken to ensure it is handled securely.


However, no method of electronic communication is completely secure.

Questions or Concerns

If you have any questions about this policy or how your information is handled, you are welcome to contact:

Sharon Mackenzie

 sharon.mackenzie@spiritedcounselling.com

 www.spiritedcounselling.com

Policy Review

This policy may be updated from time to time to reflect changes in practice or legislation.●

Accessibility Statement

Spirit Led Counselling is committed to creating a space that is welcoming, inclusive, and accessible for all people.

This includes physical, emotional, and relational accessibility.

This commitment aligns with the principles of the Disability Discrimination Act 1992 and relevant NSW inclusion frameworks.

Approach to Accessibility

Accessibility is approached with care, flexibility, and respect.

This may include:

- offering different ways to engage (phone, online, written)
- pacing sessions to suit individual needs
- creating a calm and supportive environment
- adapting communication styles where possible

Individual Needs

If you have specific accessibility needs, you are encouraged to share these when making contact.

Where possible, reasonable adjustments will be made to support your participation

Limitations

While every effort is made to be inclusive, there may be limits to what can be provided within this practice.

If your needs are outside the scope of what can be safely or appropriately offered, support will be provided to help you connect with relevant services.

Online Accessibility

Efforts are made to ensure that website content is clear and readable.

If you experience difficulty accessing any part of the website, you are welcome to make contact for assistance.

Respect and Dignity

All people are welcomed with respect for:

- their experiences
- their identity
- their capacity
- their way of engaging

This is a space grounded in dignity, safety, and care.

Contact

If you have questions or would like to discuss accessibility needs:

Sharon Mackenzie

 sharon.mackenzie@spiritedcounselling.com

 www.spiritedcounselling.com