

## *Guidelines*

- The minimum coaching commitment is 12 sessions
- At least 24 hours notice is required for rescheduling of sessions (exceptions will always be considered)
- If the client is late the time is not made up at the end of the session
- If I am late the time will be made up at the end of that session or at another session convenient to the client
- If a session is missed by the client, that session is forfeited (exceptions will always be considered)
- If a session is missed by myself, that session will be made up at no charge to the client
- Any completed home action is to be faxed or emailed at least 24 hours prior to the next scheduled session
- Payments are made in advance on a monthly basis (cash, cheque, credit card, direct deposit or internet banking)
- The first payment is due before coaching session one
- A 10% discount applies when paying three months in advance
- At least one month's notice is given to existing clients in the case of increased coaching rates
- All phone calls and/or travel expenses to and from venues are to be paid for by the client
- The client can contact me between sessions by fax, email or phone at no extra charge (please keep phone calls to 10 minutes or less)
- If a conflict of interest arises during the coaching contract I will immediately bring it up with the client
- If the client feels I have breached any Code of Ethics or confidentiality, please inform me immediately
- The client understands that he/she is responsible for producing their own results and that coaching is not therapy, counselling, legal or financial advice
- If the client or I feel that services, other than coaching are required, this will be communicated in an appropriate and timely manner
- The coaching contract may be terminated at any time by either the coach or client

## *Code of Conduct*

### *You can count on me to:*

- be on time for sessions and to finish on time
- be open and honest with you
- keep relevant and up to date records of our sessions
- treat all information, including written materials, as private and confidential
- respond to emails, voicemails and faxes within 24 hours
- act professionally and with integrity
- follow the ICF Code of Ethics (copy available on request)
- challenge you to be your best
- be a committed listener and a partner in your success
- honour and respect who you are and the difference you make in the world
- fully trust your ability to create results for yourself and your life
- acknowledge and celebrate your achievements

## *Client Agreement*

### *How to get the most out of your coaching:*

- be on time
- keep a separate book or journal for our coaching sessions
- complete any assigned home action or field work
- communicate responsibly and appropriately
- let me know immediately if you feel something isn't right for you
- take responsibility for your choices and your actions
- be honest with yourself
- be open to another point of view
- dream **BIG**
- have **FUN**: *'dance like nobody's watching'*

## *Coaching Rates*

(Prices valid from 1<sup>st</sup> January 2005 and are in Australian dollars)

Package 1: \$220 per 4 week cycle includes:

- Two (2) 40-minute phone sessions
- Two (2) email coaching sessions (comprehensive support and feedback)
- Two (2) 5-10 minute laser sessions between coaching calls (optional)

Package 2: \$330 per 4 week cycle includes:

- Four (4) 40-minute phone sessions
- Unlimited email support
- Up to four (4) 5-10 minute laser sessions between coaching calls (optional)

Notes:

1. Email coaching involves the client filling in a self-coaching form, including an action plan for the coming week, and emailing it to the coach on the scheduled coaching day. The coach then provides comprehensive feedback, support and further resources and/or suggestions. If any clarification is required, this is provided at no extra charge.
2. Laser coaching involves a short phone call to the coach to share successes, breakthroughs or for extra support.
3. The initial coaching contract is for a minimum of three (3) months i.e. 12 sessions, and can be paid on monthly basis in advance.
4. A 10% discount applies when paying three (3) months in advance.
5. It is strongly recommended that coaching sessions occur on a weekly basis, particularly in the first three months, although there is no obligation to do so.
6. Payment can be made via cheque, credit card (Visa, MasterCard, Bankcard), direct deposit or internet banking.