



POLICIES & PROCEDURES

The services provided by Caroline Lewis, The SELF PROJECT and facilitator of The SELF PROGRAM include life coaching for teens and young adults as well as for their parents. The coaching topics for teens and young adults may include, but are not limited to, stress reduction, peer relationship challenges, improving communication with parents, goal setting, limits and expectations, self-esteem building, future planning, assertiveness training and decision making. Coaching for parents includes support for parents in enhancing their relationships with their teen or young adult.

Whilst life coaching can make significant differences in people's lives, life coaching is not medical treatment or psychological therapy or analysis of any kind and does not claim to be medical treatment or therapy or analysis of any kind. Life coaching does not involve treatment of any kind. Caroline Lewis is not a doctor or therapist.

While life coaching may address issues that may have physical or mental implications for teens and young adults, including but not limited to clinical depression, anxiety disorders, phobias, substance abuse, sexual/physical abuse, and/or suicide or homicide, life coaching does not treat these as disorders in any therapeutic sense. Instead, life-coaching focuses on assisting the teen or young adult to move forward toward specific goals, deepen self-awareness, and/or achieve an established outcome vs. processing of core inner struggles. The coaching process does so by providing support and specific strategies to help maximise the quality of daily life and increase feelings of self-worth for the client.

The sessions between Caroline Lewis of The SELF PROJECT and a client are confidential. Nonetheless, if Caroline Lewis of The SELF PROJECT discovers or strongly suspects that a teen or young adult client may be having a mental health issue that could result in immediate danger or risk to themselves, or to a parent, or to a third party, or that the client is experiencing mental or physical abuse, Caroline Lewis of The SELF PROJECT, to the extent permitted by law, will notify the client's parents or appropriate authorities, and, if requested, will provide relevant referral resources to appropriate professionals, including licensed clinical professionals such as medical doctors or other therapists.

Caroline Lewis of The SELF PROJECT, a Teen Wisdom™ certified coach, is pleased to work in collaboration with any therapist, doctor, or clinician your child may be under the care of with your signed consent. (Separate form available)

Appointment Cancellation Policy

Cancellations must be made by calling Caroline on (02) 9318 5000. There is a 24-hour cancellation policy, or the full session will be charged. The only exception is illness. Please let Caroline know IMMEDIATELY if your child leaves school early or at onset of illness on the day of or preceding your appointment.

Confidentiality Policy

All clients Caroline works with are kept confidential. Additionally, content discussed in sessions with parents and teens is kept confidential. Caroline will keep content of sessions with teens confidential from parents with the exception of the teen sharing information that may endanger them or indicates danger to others. Caroline will use her discretion in situations she feels parents need to know about and will often let the teen know she needs to discuss the issue with their parent/s.

Acknowledgement, Assumption of Risk & Release & Waiver of Liability

By signing as the parent or legal guardian of a teen or young adult client, you are confirming your understanding of, and agreement to, the foregoing and you also are acknowledging and agreeing to the following:

- (a) None of the services being provided by Caroline Lewis of The SELF PROJECT as a certified coach is medical or otherwise therapeutic in nature, and therefore no clients are being "treated".
- (b) Neither Caroline Lewis or The SELF PROJECT, is guaranteeing or will guarantee any particular result, including that any challenging behaviour your teen or young adult is evidencing will improve, be ameliorated, lessen, terminate, or otherwise change.
- (c) Neither Caroline Lewis or The SELF PROJECT is making any warranty or representation regarding any outcome from life coaching and the life coaching services are being provided "as is".
- (d) To the extent not prohibited by law, you hereby fully release on behalf of yourself, your spouse, and your child, and covenant not to sue Caroline Lewis or The SELF PROJECT for any claims, demands, actions, and causes of actions whatsoever, for any loss, claim, damage, injury, illness, legal fees or harm of any kind or nature to you, your spouse or your child(ren) arising out of any and all activities associated with you and your child(ren)'s participation in The SELF Project's life coaching or as a result of it.
- (e) You hereby agree to hold harmless and indemnify Caroline Lewis or The SELF Project for any claims, damages or other legal or equitable relief of any kind or nature.
- (f) You have the right to sign this Agreement and Release on behalf of both yourself and your spouse, and you are signing it as a matter of your own free will.