ELEVATE LEADERSHIP
DEVELOPMENT & COACHING

At Elevate, we are committed to offering ongoing support. This Client Support Statement outlines the availability, scope, and boundaries of the support provided, ensuring that your experience with us is mutually respectful, meaningful, and productive.

The purpose of this statement is to establish healthy boundaries for engagement between scheduled coaching or development sessions, while maintaining a professional balance between work and personal life for both our clients and staff.

Availability & Response Times

- The coach or facilitator will be available to clients via email and/or phone, during normal business hours. Monday to Friday, 8.00am to 5.00pm.

- They will make every effort to respond to inquiries within 1-2 business days.

- Urgent matters will be prioritised.

- Response times may vary based on the staff members schedule and availability.

Scope of Support

- Support will primarily relate to topics discussed in coaching or development session, with reasonable feedback or resources to support your progress between sessions.

- General inquires, new topics or more comprehensive guidance may require an additional session or consultation to be scheduled.

- Additional services (assessments, reporting, consulting etc), fall outside of the scope of client support and will be billed separately.

Communication Limits

- The coach or facilitator will provide brief responses to questions or concerns.

- For more in-depth discussions, clients are encouraged to schedule an additional session.

- Communication time is monitored, and excessive time may incur additional charges at the standard rate. Clients will be notified when they are approaching excessive limits

Boundaries

- Our staff reserve the right to set boundaries on communication to maintain a healthy work-life balance and ensure quality of support for all clients.

We highly value your feedback and are committed to addressing any concerns or suggestions you may have to improve your experience with us. Please email: **info@elevateleadership.com.au**