



17 Curzon Street, West Melbourne Vic 3003

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TaylorMade Counselling Social Media Policy

Search engines

It is *not* a regular part of our practice to research client information on any search engines (such as Google) or any other social media sites.

Extremely rare exceptions *may* be made only during times of crisis. If TaylorMade Counselling or your clinician has reason to be concerned for your safety, and you have not been in touch with your clinician via our usual means (coming to appointments, calling, or emailing) there *might* be an instance in which using a search engine may become important as part of ensuring your welfare. These are very unusual situations and if your clinician was ever to do this, we would fully document the process and discuss it with you when we next meet.

On the other hand, if there is any information about you online or aspects of your online life that you'd *like* to share, please bring that up during session times, and we can talk together about what it means for you.

“Liking”

We have a Facebook page for the practice to allow people to read mental health related updates. **We have no expectation that you will visit or like this page.**

If you wish to, you are welcome to check it out or even “like” the page or share posts from it. However, please note that doing so may indirectly impact your privacy and confidentiality, depending on whether other people in your network infer that we may be working together in counselling.

“Following”

We post mental health news and updates on Facebook, Twitter and Instagram.

We have no expectation that you, as a client, will follow our Facebook, Twitter or Instagram pages.

Our primary concern is your privacy. If you share this concern, there are more private ways to follow us on Twitter (such as using a locked Twitter list), which would eliminate your having a public link to our content. You are welcome to use your own discretion in choosing whether to follow us.



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We believe casual viewing of clients' online content outside of the counselling hour is unlikely to be therapeutic; it may create conflicts of interest and even confusion about whether it's being done as a part of your counselling or only to satisfy our personal curiosity. In addition, viewing your online activities without your consent and without our explicit arrangement towards a specific purpose could potentially have a negative influence on our working relationship.

If there are things from your online life that you wish to share with your clinician, please bring them into your sessions where we can view and explore them together, during the counselling session.

Interacting between sessions

If you need to contact your clinician between sessions, the best way to do so is by **phone/SMS or email**.

Please do not use messaging on social networking sites such as Instagram, Twitter, Facebook, or LinkedIn, as these sites are not secure and we may not read these messages in a timely fashion. Engaging with your clinician this way could compromise your confidentiality.

Business review sites

You may find the TaylorMade Counselling practice on directory sites. Some of these sites allow users to rate their providers and/or add reviews. **If you should find our listing on any such sites, please know that the listing is not a request for a testimonial, rating, or endorsement from you, as client of TaylorMade Counselling.**

Of course, you have a right to express yourself on any site you wish, and to tell anyone of your choosing that you attend TaylorMade Counselling. **If you *do* choose to write on a business review site, you may be sharing personally revealing information in a public forum, so we would urge you to create a pseudonym that is not linked to your regular email address or friend networks for your own privacy and protection.**

Due to confidentiality, we cannot respond to any review on any of these sites.

You should also be aware that if you're using these sites to communicate with me about your feelings about our work, there is a good possibility that your clinician may never see this. If we are working together, we hope that you will bring your feelings and responses into the counselling process itself. This can be an important part of counselling, even (perhaps especially) if you might have some difficult thoughts to share.



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Conclusion

Thank you for taking the time to review the TaylorMade Social Media Policy. If you have questions or concerns about any of these policies and procedures regarding our potential interactions on the Internet, do bring them to our attention so that we can talk about them together.