E-mail: info@maecounselling.com
www.maecounselling.com

TELEHEALTH POLICY - Males

1. Purpose and Professional Boundaries

Mae Counselling maintains strict professional boundaries to protect the integrity, reputation and professional standing of the practice, while ensuring a safe, respectful and appropriate therapeutic environment for all clients.

Individual counselling sessions with male clients will be conducted exclusively via telehealth. Mae Counselling does not offer face-to-face individual counselling appointments to male clients.

This arrangement is a deliberate professional boundary established to maintain the integrity of the practice, uphold client and practitioner safety, and preserve the trust and confidence essential to the provision of marriage and relationship counselling.

2. Payment Requirements

- Full payment (100%) must be received prior to the commencement of every telehealth session.
- Sessions will not commence until payment has been received and confirmed.
- Payment is required in advance, regardless of the session's duration or outcome.
- Any applicable cancellation or rescheduling terms will be communicated separately.

3. Appropriate Conduct and Communication

All clients are expected to maintain respectful, appropriate and professional communication throughout their engagement with Mae Counselling.

The following conduct is strictly prohibited:

- Inappropriate, suggestive, flirtatious or sexually explicit comments.
- Personal questions or remarks that are unrelated to the therapeutic purpose and cross professional boundaries.
- Attempts to establish a personal, romantic or otherwise inappropriate relationship with the counsellor.
- Any communication or behaviour that compromises the professional nature of the therapeutic relationship.
- Repeated disregard for clearly communicated professional boundaries.

4. Immediate Cessation of Services

Mae Counselling operates a zero-tolerance approach to inappropriate conduct or communication.

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Any inappropriate question, comment, proposition or behaviour that breaches professional boundaries may result in the immediate cessation of the telehealth session, without further discussion or obligation to continue the appointment.

Where a session is terminated due to inappropriate conduct:

- The session will be discontinued immediately.
- No further counselling will be provided during that appointment.
- Future appointments may be declined at the sole discretion of Mae Counselling, subject to applicable professional and legal obligations.
- Any fees, refunds or outstanding matters will be handled in accordance with the practice's published cancellation and termination policy.

5. Acknowledgement and Agreement

By booking and proceeding with an individual telehealth session, the client acknowledges and agrees to comply with the above conditions.

Mae Counselling reserves the right to maintain and enforce these professional boundaries to protect the integrity of the therapeutic relationship and the standards of the practice.

Professional boundaries are non-negotiable.