

Code of Conduct

Safe & Sound Counselling: For Creative and Diverse Minds

- **Consistency and Fairness**

To maintain fairness and uphold the integrity of my practice, these policies are applied equally and uniformly to all clients, ensuring equitable care and consideration for everyone. Exceptions are considered only under extremely rare circumstances and are solely at my discretion.

Advance Agreement and Clear Expectations

Before initiating services, it is crucial that you fully understand and accept my policies. By engaging with my services or signing paperwork, you provide implicit or explicit consent to these policies, which are final and non-negotiable once services have begun, or paperwork has been signed.

If you have questions or concerns about fees, session management, or any specific policy, please discuss them with me in advance, before signing any documents or commencing services.

PACFA's Ethical Framework

PACFA stresses the importance of respect, trust, and professional boundaries in the therapeutic relationship. As a PACFA Registered Clinical Counsellor, I am guided by PACFA's Code of Ethics, which states that counsellors must:

- Maintain clear, professional boundaries
- Address unethical behaviour and manipulation promptly and appropriately.
- Ensure the safety and well-being of both the client and the practitioner.
- Provide care that aligns with ethical standards, ensuring accountability in all professional conduct.

The trust placed in me as your therapist is something I take very seriously, and I am committed to upholding the ethical guidelines that govern this profession.

These measures are essential for maintaining the integrity of my practice, ensuring fairness, and protecting both your well-being and mine. I am fully committed to offering professional and ethical care, and any attempt to undermine this process will be addressed seriously and promptly. I am also committed to taking full responsibility for my actions and will continue to strive for the highest ethical standards in all interactions.

Professional Accountability

I am committed to maintaining the highest standards of professionalism and ethical conduct in my practice. If you have any concerns or feedback, regarding any aspect of my service, I encourage you to communicate them to me in a respectful, open, and honest manner. Open and constructive communication is essential for addressing and resolving any potential issues and maintaining a healthy working relationship.

I hold myself to high ethical standards, and while I assure you that any issues caused in full or part by me would not be intentional or malicious, I understand that mistakes, misunderstandings and miscommunications can occur. I take all feedback seriously and am committed to understanding where

0493 441 665

ayna@safeandsoundcounselling.com.au

<https://safeandsoundcounselling.com.au>



things went wrong to prevent them from happening again. If such an issue arises, I am committed to taking responsibility for my part in it and working towards a fair and transparent resolution.

Unacceptable Behaviours

Unacceptable behaviours in the therapeutic relationship include, but are not limited to:

- Abusive or exploitative behaviour (verbal, emotional, or psychological abuse)
- Manipulation, coercion, or intimidation
- Distorting facts, guilt-tripping, passive-aggressive behaviour, or blame-shifting
- Disregarding my policies and agreements or breaching professional boundaries

Consequences of Unacceptable Behaviours

These actions are serious, harmful, and disruptive, not only to the therapeutic relationship but also to my personal well-being. Such behaviours may result in the suspension or immediate termination of services, and any time spent addressing these issues, including investigation, detailed documentation, and communication, will be billed as non-face-to-face service provision at the standard or after-hours rate.