**Alison Hood**

**Trauma-informed Supervisor, Counsellor**

* Psychotherapy & Counselling Federation of Australia (PACFA)
Reg. Clinical Supervisor (22304)
* Australian Counselling Association (ACA) Supervisor Level 4, COS81839
* Australasian Association of Supervision (AAOS) Reg. 0803211
* IAAN Certified Neuropsychotherapy Practitioner

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**www.alisonhood.com.au**

ABN 84647121617

Supervision Services Agreement (individual / group)

I have read and understood this Supervision Services Agreement and the accompanying Privacy Policy (see Appendix). I am fully qualified and accredited in my discipline. I agree to undertake regular individual and/or group supervision with Alison Hood.

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| --- | --- |
| Signature:  | **Date signed:** |

|  |  |
| --- | --- |
| Full name |  |
| Preferred name |  |
| Pronouns |  |
| Email address |  |
| Mobile phone number |  |
| Residential address |  |
| Emergency contact’s full name & relationship with you |  |
| Emergency contact’s mobile phone number |  |
| Qualification(s) with dates |  |
| Accreditation(s) e.g. PACFA, ACA, AAOS |  |
| Insurances *(Professional Indemnity, Public & Products Liability)* | *I confirm I hold a valid Certificate of Currency relevant to my private practice* and / or *I am insured through my employer.* |
| Modality(ies) / Approach(es) |  |
| Aims & requirements for supervision |  |
| Preferred appointment frequency (e.g. fortnightly / monthly) |  |
| Please let me know of any allergies, health issues or other information of which you would like me to be aware. |  |

**Relational supervision services**

I am committed to providing ethical, culturally responsive and trauma informed supervision services in collaboration with qualified and accredited practitioners who maintain a regular reflective practice including engaging in formal supervision (PACFA, ACA).

We will reflect together on practice issues with a focus on the relationship between therapist and client, and the impact of this relationship on the therapeutic process. While drawing on culturally responsive and trauma informed frameworks, we will attend to issues around the therapist’s ‘Self’, the dynamics of the therapeutic relationship, transference/countertransference, patterns of attachment and adaptive emotional learnings and relevant aspects of interpersonal neurobiology.

**Codes of conduct**

As a qualified and accredited counselling supervisor, I am adhere to a range of professional and ethical codes of conduct maintained by my accreditation bodies (PACFA, ACA, AAOS) and by the state government’s code of conduct for unregistered health professionals:

* Psychotherapy and Counselling Federation of Australia (PACFA): <https://www.pacfa.org.au/>
* Australian Counselling Association (ACA): <https://theaca.net.au/>
* Australasian Association of Supervision (AAOS): <https://supervision.org.au/>
* NSW Health Code of Conduct for unregistered health practitioners and health organisations: <https://www.health.nsw.gov.au/phact/Pages/code-of-conduct.aspx>

**Supervision hours for accreditation**

I sign ACA (Supervisor Level 4 CoS81839) and PACFA (Supervisor 22304) supervision logs annually or at upgrade time. You are responsible for keeping a record of your hours and for completing the accrediting bodies renewal / upgrade form.

**Talking supervision (phone or videoconferencing)**

* 50 minutes per appointment, booked and paid in advance via the website.
* Frequency of sessions to be agreed: I recommend a commitment to a minimum of monthly individual appointments, which may be supplemented by group supervision and/or supervision in the sand appointments.
* You are welcome to contact me to arrange an additional supervision session if needed between regularly scheduled appointments and I will try to accommodate your needs.
* Phone and videoconferencing appointments are provided on the basis that we both:
	+ arrange a quiet, uninterrupted and private space for the duration of every session;
	+ do not audiorecord or videorecord any sessions; and
	+ aim to have reliable connectivity (internet/phone) for the duration of the session.

**Supervision in the sand (inner west Sydney)**

* 1.25hrs per appointment. Appointments can be discussed and arranged with me during an initial phone/videoconferencing appointment, which is bookable via the website.
* We will discuss and agree the frequency of sessions, which may change over the duration of the service.
* I will provide some optional information about Sandplay that you are invited to browse if this is of interest.
* Please book talking supervision sessions (videoconferencing / phone) via the website as required to supplement scheduled sand appointments.

**Group supervision**

Please also review the group supervision guidelines posted on the website.

**Fees**

* Fees for each respective service are published on the website and are payable at the time of online booking (PayPal) or on receipt of my confirmation email (EFT).
* Discounts are available for multiple bookings (EFT advance payment).
* There is a 100% fee for cancellation of individual appointments within 48 hours or failure to attend a scheduled appointment. Please refer to the group agreement for group supervision terms and conditions. Fees are subject to change.
* If you wish me to invoice your employer, please use the relevant online booking option and provide contact details for the accounts department.

**Aims of supervision**

* To sustain a high quality, reflexive and ethical service for the benefit of your clients and community.
* To uphold intentional health and vitality practices that mitigate the risks of vicarious trauma and burnout.
* To empower ongoing personal and professional learning, growth and development.

**Content of appointments**

To be discussed and agreed and to include time for reflection on issues arising during the session. Organisational policies will be discussed and adopted as relevant.

**Confidentiality and limits**

The processes of the supervisory relationship and contents of sessions are strictly confidential. Content of sessions will not be discussed with, or reported to, third parties unless expressly agreed by supervisee and supervisor. Confidentiality is breached only if unsafe, unethical or illegal practice(s) are identified or disclosed (see also notification of risk).

**Notification of risk**

Supervisee to manage and notify risk in accordance with own/employer’s policies & procedures. Supervisee is not responsible for notifying supervisor of risks identified between supervision appointments. You are urged to discuss in supervision. If risk is identified or disclosed during our appointment, we will discuss and agree next steps as relevant. The supervisor is a Mandatory Reporter.

**Liability**

Supervisee will maintain relevant professional liability insurance and professional accreditation, registration and licensing. Supervisee will not be covered by professional liability insurance held by supervisor. Supervisor is not the employer of the supervisee and is not responsible for any acts or omissions of the supervisee.

**Supervisor’s supervision and ongoing training**

I have an ethical responsibility to reflect regularly on my counselling practice and engage in continuing professional development to maintain currency of practice. As part of my commitment to ethical practice, I attend clinical supervision where I discuss my services while deidentifying all information about individual clients and service participants.

**In an emergency**

I do not provide crisis, emergency or after-hours services. In a personal emergency, please contact emergency services (000). Other contacts may include your GP, the emergency department of your local hospital, Lifeline (13 11 14), Mental Health Triage Service (13 14 65) or 1800 RESPECT (1800 737 732).

* **Last updated 1 September 2025**

Appendix: Privacy Policy

I value your right to privacy as a service participant. I am committed to complying with the Australian Privacy Principles (APP) Guidelines (Privacy Act 1988).

**Ethical codes of practice**

Your personal information is retained to enable me to provide you with an ethical service in accordance with the ethical codes of practice provided by my accreditation bodies: Psychotherapy and Counselling Federation of Australia (PACFA), Australian Counselling Association (ACA), Australasian Association of Supervision (AAOS).

* Psychotherapy and Counselling Federation of Australia (PACFA): <https://www.pacfa.org.au/>
* Australian Counselling Association (ACA): <https://theaca.net.au/>
* Australasian Association of Supervision (AAOS): <https://supervision.org.au/>

**Personal information**

I will not share personal information without your written consent unless required as part of a mandatory reporting process (see below). I aim not to retain unnecessary personal information. When the service ends, I dispose of all personal information unless required to store it securely in accordance with legal requirements.

 Personal information held by me may include:

* written communication received from you via email, SMS or letter
* online booking and payment systems
* intake and informed consent forms
* information you share with me verbally, in writing or via social media
* written records of counselling and supervision sessions
* information provided by your guardian (for clients under 18 years)
* information you choose to share from your GP or other health practitioners and services

**Storage of personal information**

I will not share, discuss or disclose your personal information about you to third parties without your written consent, except when the disclosure is required by Australian law (e.g. mandatory reporting), in which case I will discuss with you and invite your participation in the reporting process and/or inform you in writing.

I protect the personal information I hold from misuse or loss by storing it securely. The method of storage varies between types of information and may include hard copies secured in a locked cabinet and digital versions secured in password protected folders. Whenever possible, I deidentify personal information. If I become aware of a security breach, I will take remedial action as appropriate and notify the individual affected in accordance with the Privacy Act. I maintain confidential written records of counselling and supervision sessions, which are kept securely for seven years.

**Integrity of your personal information**

I aim to ensure that the personal information I store is accurate and up to date. You may request an update or correction to personal information held by me and I will deal with all such requests as required by the Privacy Act.

**Accessing your personal information**

You may request access to the personal information I hold about you. I will invite you to discuss with me your reasons for the request and invite you to specify what information you require and how the information will be used. I will charge a fee where I provide access for any costs incurred. I respond to requests for access to personal information as required by the Privacy Act and may refuse to provide access if the Privacy Act allows me to do so.

**Making a complaint**

If you identify that your personal information has not been handled by me in accordance with the Privacy Act, please contact me in the first instance. I will aim to resolve your complaint directly with you. If you are not satisfied with the outcome of our interactions, please make a complaint to the Office of the Australian Information Commissioner (OAIC): http://www.oaic.gov.au/

**3rd party disclosure**

If you wish me to discuss your engagement with the service or liaise with another service provider I will ask for your written consent to do so. As part of the consent, I will ask you to specify which information I should disclose and the purpose for the disclosure. Otherwise I will uphold your confidentiality and privacy with the exception of required mandatory reporting processes, which I will discuss with you (see Informed Consent).

**Contact**

If you have any questions relating to how I hold your personal information, please contact me.

**Updates to the Privacy Policy**

This Privacy Policy will be updated in line with legislation and best practice. The current version is published on my website.

* **Last updated 1 September 2025**