

YOU CAREERS POLICY DOCUMENT

YOU
CAREERS

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Business: YOUcareers

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1) Background

YOUcareers provides strengths-based career counselling and coaching services to individuals seeking clarity, direction, and professional development. These policies formalise the standards governing professional practice, ethical conduct, client safety, data protection, and service delivery.

2) Purpose

These policies outline the standards and practices YOUcareers adheres to in providing career counselling and coaching services. By booking with YOUcareers, clients agree to these policies.

3) Scope

These policies apply to all clients, prospective clients, contractors, and third parties engaging with YOUcareers across in-person and online services, including assessments, consultations, programs, and digital communications.

4) Policy Statement

YOUcareers commits to:

- protecting client privacy and confidential information
- delivering services within clearly defined professional boundaries
- acting with integrity, fairness, and transparency
- prioritising client safety and wellbeing

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- maintaining accurate and secure professional records
- providing clear processes for complaints and dispute resolution.

5) Roles & Responsibilities

YOUcareers (Practitioner):

- Provide services competently and ethically.
- Maintain confidentiality and secure records.
- Communicate clearly about fees, boundaries, and scope.
- Refer clients appropriately when needs exceed scope of practice.

Clients:

- Provide accurate information.
- Engage respectfully and in good faith.
- Attend sessions or provide required notice to cancel/reschedule.
- Take responsibility for career decisions made.

6) Privacy, Data & Confidentiality Policy

Purpose

To explain how YOUcareers collects, uses, stores, and protects personal information, and the limits of confidentiality in professional practice.

What we collect

We may collect: name, contact details, date of birth (if relevant), employment and study history, assessment results, session notes, and any information you voluntarily provide during sessions.

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How information is used

Information is used to:

- provide career counselling/coaching services
- plan and review interventions
- maintain professional records
- meet legal and professional obligations.

Storage and security

Records are stored securely in password-protected digital systems and, where relevant, encrypted platforms. Access is limited to the practitioner only unless otherwise agreed in writing.

Retention and disposal

Client records are retained for a minimum of seven (7) years from the final session, unless a different period is legally required. After this time, records are securely destroyed.

Recording of sessions

Audio recordings of sessions will only occur with the client's explicit consent. Recordings are used solely for practitioner reflection and are not shared with third parties. Approved recordings will be securely stored and permanently deleted within 7 days of the session unless a longer period is expressly agreed in writing.

Limits of confidentiality

Confidentiality may be breached where:

- there is a risk of serious harm to you or others
- disclosure is required by law (e.g., subpoena, mandatory reporting)
- you provide written consent to share information

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- de-identified information is used for supervision, research, or professional learning.

7) Cancellation & Rescheduling Policy

Notice period

Clients must provide at least 48 hours' notice to cancel or reschedule an appointment.

Late cancellation / no-show

- Cancellations with less than 48 hours' notice incur a 100% session fee.
- Failure to attend without notice incurs a 100% session fee.

Exceptions

Genuine emergencies or serious illness will be considered on a case-by-case basis.

Prepaid packages

Missed sessions within a package will be forfeited unless an exception is approved.

How to reschedule

Requests must be made in writing via email or the booking system.

8) Informed Consent & Scope of Practice

By engaging YOUcareers, you acknowledge that:

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- Services are career counselling and coaching, not psychotherapy or medical treatment.
- You are responsible for decisions made about your career, study, or employment.
- Progress depends on your active participation.

What we do

We provide strengths-based career counselling, assessment interpretation, career design, and professional development support.

What we do not do

We do not diagnose mental health conditions, prescribe medication, or provide crisis intervention.

Referrals

If your needs fall outside our scope, we will recommend appropriate external support (e.g., GP, psychologist, or specialist services).

9) Fees, Payments & Refunds Policy

Fees

Current fees are published on the YOUcareers website and may be updated periodically.

Payment timing

Payment is required in full prior to the session, unless otherwise agreed in writing.

Refunds

- No refunds are provided for completed sessions.

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- Refunds for unused sessions in a package may be considered in exceptional circumstances at the practitioner's discretion.

Non-payment

If payment is not received, sessions will be cancelled until payment is made.

10) Boundaries & Communication Policy

Communication channels

Primary communication is via email or the booking platform. Social media messaging is not used for professional matters.

Response times

Emails will be responded to within 2–3 business days.

After-hours contact

YOUcareers does not provide after-hours or emergency support.

Dual relationships

Where a potential conflict of interest arises (e.g., pre-existing personal relationship), YOUcareers reserves the right to decline or discontinue services.

11) Professional Indemnity Insurance

YOUcareers holds professional indemnity insurance appropriate to the nature and scope of the services provided. This insurance covers claims arising from professional advice, error, or omission in the delivery of career

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counselling and coaching services, subject to the terms and conditions of the policy.

12) Risk, Duty of Care & Referral Policy

If you disclose risk of harm to yourself or others, YOUcareers will:

- prioritise safety
- discuss appropriate external supports
- contact emergency services or relevant authorities if there is an immediate risk.

YOUcareers may recommend external services including: GP, psychologist, Lifeline, or local crisis services.

13) Records & Retention Policy

Session notes, assessments, and related records are maintained as professional records and retained in line with the Privacy, Data & Confidentiality Policy.

Clients may request access to their records in writing. Reasonable administrative fees may apply.

14) Online Service Delivery Policy

For sessions delivered via video:

- Clients must ensure a private, confidential space.
- Clients are responsible for their internet connection.

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- If technology fails, the session will be rescheduled or completed by phone where possible. Identity may be verified at the first session.

15) Complaints & Dispute Resolution Policy

How to lodge a complaint

Complaints must be submitted in writing via email to YOUcareers, clearly outlining the nature of the concern and any relevant dates or documentation.

Timeframe

YOUcareers will acknowledge complaints within 5 business days and aim to resolve them within 20 business days through discussion, clarification, and where appropriate, corrective action.

Escalation pathway

If the complaint cannot be resolved directly with YOUcareers, clients may escalate the matter to one of the following professional bodies:

- *Career Development Association of Australia (CDAA)*: professional conduct and complaints process for career practitioners.

Career Development Association of Australia (CDAA)

Website: www.cdaa.org.au

Email: admin@cdaa.org.au

- *Career Industry Council of Australia (CICA)*: complaints process relating to professional standards and ethical practice.

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Career Industry Council of Australia (CICA)

Website: www.cica.org.au

Email: info@cica.org.au

YOUcareers will cooperate fully with any formal investigation conducted by these bodies.

16) Definitions

- **Client:** Any individual receiving services from YOUcareers.
- **Practitioner:** The person delivering services on behalf of YOUcareers.
- **Session:** A scheduled counselling or coaching appointment.
- **Personal Information:** Any information that identifies an individual.

17) Review

These policies will be reviewed annually or sooner if legislation, professional standards, or business operations change.

Effective from: August 2025

Review date: Annually

Disclaimer: By booking with YOUcareers, clients agree to these policies.