

Coaching Agreement

As a client of Ross Rowe Coaching, I have read and understood this coaching agreement.



As the client I will meet the coach (Ross) at the agreed times and venue (including online). The coach will provide a relationally safe (respectful, judgement-free, confidential) space that is supportive of me (the client) exploring issues and moving towards the changes I seek in my life, relationships or work.

Key to a successful coaching experience is my readiness and willingness to:

- explore, work, challenge, and change thoughts, feelings and actions that are self-defeating
- try new ways of learning, doing, being and thinking about life
- inform the coach if something is not working or results are not as expected
- understand that coaching will engage with me as a whole person
- understand that coaching equips and supports me to transform and reap the benefits.

Focus of Coaching

The focus (topic) of a coaching session will be determined by me, the client. The coach will assist me to meet attain my goals by clarifying problems, barriers and desired outcomes. The coach will assist me in my personal journey of change and growth.

Coaching is in no way to be construed as psychological counselling or any other form of therapy. At all times I, the client, am responsible for my own psychological, mental and physical health.

Confidentiality

The coach will regard anything I share as confidential, whether it is business (work) or personal information. The coach will not, at any time, either directly or indirectly use or disclose my identity or any information that I share in a session with the following exceptions:

- There is a serious risk of harm to myself or others
- Legal or mandatory reporting applies
- There is a serious risk of harm to the coach's professional or personal reputation.

For the coach's professional accreditation, my name and contact details (email or phone) will be recorded in a log that may be submitted to the relevant credentialing organisation. For the coach's professional development, I agree that the coach may review the coaching process and sessions with a coach or mentor. I agree to the coach using relevant instructional examples from these coaching sessions provided my personal and professional identity cannot be reasonably determined.

If my coaching sponsor (a person that has paid or otherwise provided for my coaching), requests details from the coach of my coaching, this will only occur with my written permission.

As the client I am free to talk about my coaching as I wish, including sharing insights, learnings and changes I have experienced as a result of coaching. I may share this publicly including on social media or as part of a published review of Ross Rowe Coaching or website testimonial.

Records

Any written or electronic notes which are kept by the coach are confidential and will be securely stored. Records may be managed by employees or parties authorised by Ross Rowe Coaching for the purpose of business administration and professional accreditations.

Cancellations

If I (the client) wish to change the time of a session, I will discuss this in advance, at a minimum of two (2) business days prior to the appointment time. If I have not received confirmation of a request to cancel a session or change the time within 24 hours of the session, I will arrive at the confirmed time. I understand that late arrival will not result in an extension to the agreed session finishing time, or partial refund of the session fee. If I miss the session without agreement of the coach, the session will not be rescheduled and the session fee applies.

Where circumstances require, the coach may reschedule a session time with at least 24 hours notice or as great a period of time as is practical to minimise inconvenience to the client.

Conflict of interest

Where the coach becomes aware of a conflict of interest or any other matter that limits their ability to provide a professional service the coach may terminate this coaching agreement in writing (including electronic) without further explanation.

In relation to conflict coaching services, where two or more parties experiencing conflict wish to each work with Ross (i.e. the same coach), this will only occur with permission and full awareness of both parties and specific agreement on expectations regarding potential conflicts of interest and confidentiality.

Professional accreditations and insurance

The coach (Ross Rowe) is:

- A Certified Action Learning Team Coach with the World Institute for Action Learning (WIAL). [Credly Badge - WIAL](#)
- An Associate Certified Coach with the International Coaching Federation (ICF) [Credly Badge – ICF](#)
- A graduate of CINERGY Conflict Management Coaching
- A professional member of the Resolution Institute
- A registered business in Australia (Australian Business Number 94409317072)
- Insured for Public Liability and Professional Indemnity (Berkley Insurance Australia Policy 201604-0816 R5BIA; Ref P602441037/1; valid to 30 Sep 2022).

Legal jurisdiction

My coaching is received as a professional service under Australian law and as a business operating in the Australian Capital Territory, Australia. Any legal or insurance claims are subject to the relevant Australian law.

Questions

I will contact ross@rossrowecoaching.com if I have any questions about this coaching agreement.

Thank you for reading this coaching agreement 😊

