



MB Therapy

Person-Centred Counselling

Online Therapy

Online & Telephone Counselling Policy

Version: 1.0

Date: 22 December 2025

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Introduction

This policy outlines the terms and conditions for counselling sessions conducted online or via telephone. It ensures clarity, safety, and professionalism for both clients and the practitioner.

Scope

This policy applies to all counselling sessions conducted through:

- Video conferencing platforms (e.g., Zoom, Microsoft Teams, etc.)
- Telephone or mobile phone
- Any other online communication method agreed upon

Booking and Consent

- Clients must provide informed consent for online or telephone counselling.
- Booking an online or telephone session indicates acceptance of this policy.

Confidentiality and Privacy

- Sessions are private and confidential, consistent with the **Client Confidentiality Policy**.
- Clients are responsible for attending sessions in a **private, safe, and secure environment**.
- Video and telephone sessions should not be recorded by either party without explicit consent.
- Electronic communications (emails, messaging) may not be fully secure; sensitive information should be shared with caution.

Technology Requirements

- Clients are responsible for ensuring they have the necessary technology and internet connection.
- The therapist is not responsible for technical failures beyond their control.
- Clients should have a working camera and microphone for video sessions, where possible.
- Clients may turn off their webcam if they wish to.

Location and Safety

- Clients must provide their current location at the start of the session.
- If a session is interrupted or a client is in immediate danger, emergency services may be contacted.
- Sessions should not take place while driving or in unsafe environments.
- Sessions also will not take place where the client is clearly intoxicated through the means of alcohol or drugs. This will be treated as a Cancellation as per the **Payment Terms, Cancellations and Refunds Policy**.

Limitations of Online and Telephone Counselling

- Certain issues may be better addressed in person; the therapist may recommend in-person sessions if necessary.
- Counselling is not a crisis service; clients should contact emergency services or local support if urgent assistance is needed.

Session Management

- Standard session times and fees apply.
- Cancellation and rescheduling policies apply as per the **Payment Terms, Cancellations and Refunds Policy**.
- If a session is missed due to technical issues, it will be rescheduled where possible, but this may be treated as a late cancellation if the client cannot reconnect.

Client Responsibilities

- Ensure confidentiality by attending sessions in private.
- Minimise interruptions (e.g., phones, pets, household members).
- Inform the practitioner promptly of any technical issues.
- Keep emergency contact details up to date.

Therapist Responsibilities

- Provide a secure and professional online or telephone environment.
- Protect client data in line with the **Client Privacy Policy**.
- Respond appropriately to any technical failures, safeguarding concerns, or emergencies.
- If the therapist experiences any technical failures and cannot reconnect then the client can either be refunded for the session or the session be moved to a future date without charge as per the **Payment Terms, Cancellations and Refunds Policy**.

Questions or Concerns

For any questions or concerns regarding online or telephone counselling, clients are encouraged to contact the practitioner directly via email or telephone before sessions.