



*MB Therapy*  
Person-Centred Counselling

Online Therapy

## **Online & Telephone Counselling Policy**

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## Introduction

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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.