

DUTY OF CARE POLICY

Strategic Hypnotherapy Center | Natural Therapies with Soo

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This Duty of Care Policy applies to both Strategic Hypnotherapy Center (strategichypnotherapycenter.com) and Natural Therapies with Soo (naturaltherapieswithsoo.com). We are committed to providing a safe, professional, and supportive environment for all clients—whether sessions are conducted in person at our Cairns location or online via Zoom. This policy outlines our responsibilities to you as our client, and the shared responsibilities we ask you to uphold to ensure the best therapeutic outcomes.

1. Practitioner Responsibilities

We are committed to:

Providing a Safe Environment

- Maintaining a professional, clean, and comfortable physical space for in-person sessions.
- Ensuring the online platform (Zoom) is secure, encrypted, and used in a way that maintains confidentiality.

Professional Conduct

- Acting with integrity, respect, and compassion at all times.
- Working within our professional training, qualifications, and scope of practice.

Client Safety & Wellbeing

- Monitoring and supporting your emotional safety during sessions.
- Referring you to appropriate services if your needs fall outside our scope of practice.
- Taking reasonable steps to prevent harm, including following mandatory reporting obligations where applicable.

2. Client Responsibilities

To help us work together effectively, clients are asked to:

- Arrive on time for in-person sessions or log in promptly for online sessions.
- Ensure they are in a private, quiet, and safe space for Zoom sessions, free from distractions.
- Disclose relevant information honestly to support effective therapy.
- Advise us promptly if you are feeling unsafe, unwell, or unable to continue a session.
- Respect the boundaries of the professional relationship.

3. Emergency & Crisis Situations

While our practices provide therapeutic support, we are not a crisis service. If you are experiencing a mental health crisis or feel at risk of harm, please contact emergency services or a crisis helpline immediately:

- Australia: Lifeline – 13 11 14 | Beyond Blue – 1300 22 4636
- If outside Australia: Contact your local emergency number or crisis hotline.

4. Limitations of Online Sessions

While online (Zoom) sessions are designed to be as effective as in-person sessions, it is important to acknowledge:

- Technical issues may occasionally disrupt communication.
- The practitioner cannot control the privacy or safety of your physical location—please take responsibility for ensuring your space is secure.
- In case of internet failure, the session may be continued via phone where possible.

5. Acknowledgement

By engaging in services with Strategic Hypnotherapy Center or Natural Therapies with Soo—whether in person or online—you acknowledge that you understand and accept this Duty of Care Policy, and that you agree to participate in a safe and respectful manner.

