

Policies & Procedures

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POLICY NO. 1: Course Rationale & Graduate Employment Opportunities

Foundational Training in Gestalt therapy

Name of course	Rationale, including graduate opportunities
<p>Foundational training in Contemporary Gestalt Therapy</p>	<p>This course is available to students seeking an introduction into Gestalt therapy. The aim is to provide a supportive, dynamic, creative and contemporary learning experience for students to apply the learned principles into their training cohort and their lives.</p> <p>This course has a focus on the personal development of the student, providing them with key opportunities to prepare for progressing into further professional training toward the practice of Gestalt therapy. Individual learning styles are catered to by synthesising personal, professional, interpersonal and group learning,</p> <p>It provides a dynamic and contemporary learning experience that develops student’s capability to apply basic counselling, relational leadership and interpersonal skills into their personal and professional relationships.</p> <p>The course will:</p> <ul style="list-style-type: none"> • build graduate communication and interpersonal skills • develop and integrate an understanding of Relational principles • facilitate trainees’ development of a thorough theoretical and experiential knowledge of Gestalt psychotherapy • develop graduate ability to practice in a relational & ethical way • develop skills in relation to basic counselling, assessment, intervention, and referral <p>Graduates will:</p> <ul style="list-style-type: none"> • Develop their unique potential as humans • have a basic understanding of Gestalt therapy • be able to apply Gestalt theory and methods to a range of occupational areas • be able to assess and apply basic counselling skills • have experience being an active group participant

Advanced Clinical Training in Contemporary Gestalt therapy

Name of course	Rationale, including graduate employment opportunities
<p>Advanced Clinical training in Contemporary Gestalt Therapy</p>	<p>This course is available to Postgraduate students who have a relevant first degree from a recognised tertiary institution.</p> <p>The aim is to provide a supportive, dynamic, creative and contemporary learning experience for trainees to develop their potential as Gestalt therapists. Individual learning styles are catered to by synthesising personal, professional, interpersonal and group learning,</p> <p>It provides a dynamic and contemporary learning experience that develops student’s capability to apply Gestalt therapy methodology into their work as a counsellor or other relevant employment.</p> <p>This course is grounded in a relational approach which integrates Gestalt therapy with body focussed therapy, social construction and social neuroscience perspectives. It equips graduates to enhance their potency and creativity in both personal and professional contexts.</p> <p>The course will:</p> <ul style="list-style-type: none"> • Provide the development of high standards of competence and ethics in Gestalt psychotherapeutic practice • build graduate communication and interpersonal skills • explore contemporary theory informing practice for people working as counsellors and human change agents • develop and integrate an understanding of Relational principles • develop clinical competence in the application of skills • facilitate trainees’ development of a thorough theoretical and experiential knowledge of Gestalt psychotherapy • explore the social responsibility of psychotherapists • develop graduate ability to practice in a relational & ethical way • develop skills in relation to assessment, intervention, and referral <p>Graduates will:</p> <ul style="list-style-type: none"> • Develop their unique potential as Gestalt therapists • have a solid basis of theory informing practice

	<ul style="list-style-type: none">• be able to apply Gestalt theory and methods to a range of occupational areas• be able to assess and apply a body focussed approach when necessary• be able to utilise key body focussed and socially responsible Gestalt principles to enhance their efficiency and creativity in their life and work situations. <p>Graduates are eligible to apply for inclusion on the PACFA (Psychotherapy and Counselling Federation of Australia), National Register of Psychotherapists and Counsellors.</p>
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POLICY NO. 2: Student Selection Criteria and Enrolment Procedure

Course Entry Criteria:

Students who wish to gain entry into the Foundational training are required to demonstrate life maturity, a capacity for self-reflection, and respectful interpersonal skills. Students seeking entry into the Advanced Clinical training in Contemporary Gestalt Therapy are required to have Undergraduate qualifications (Bachelor level) in fields such as Social Work, Psychology, Counselling, or other allied fields. Other TAFE qualifications together with relevant employment experience may be considered, along with relevant life experience.

Consideration will also be given to people for seeking admission into the course with Diploma or other vocational Certificate in the counselling or related area of study, together with extensive relevant work and life experience. All applicants are expected to fulfil the following occupational and personal requirements.

Personal Attributes:

Students need to demonstrate the capabilities listed below as a pre-requisite for training as a psychotherapist/counsellor:

1. Self-awareness: including the capacity to relate in a facilitative way with others and to reflect on and examine the impact of these actions.
2. Relational capacity: This includes a one-to-one therapeutic situation along with an ability to work with a group, team or community.
3. A capacity to understand and practice ethical behaviour and be prepared to follow the PACFA code of ethics.
4. Possesses a high level of mature life experience which is shown by the capacity to reflect on and learn from experience, including being open to positive and challenging feedback.
5. Demonstrate substantial proficiency in English to a degree that will support work with real clients throughout the training, along with technological competence and computer literacy.
6. A strong commitment to personal and professional development

Admission is open to all qualified candidates regardless of race, religion, ethnic or national origin, or sexual orientation. We particularly encourage and support ethnic, racial and life-style diversity in our faculty and students.

Enrolment Procedure

Prospective students can request an application pack from admin@therelationalinstitute.com.au
Completed applications should be sent to:

The Relational Institute Australia
Director of Training
3/166 Pacific Highway
North Sydney 2060
Or to admin@therelationalinstitute.com.au

Once applications have been received by TRIA, the Director of Training will negotiate an interview time, which will take place in person at the institute or via phone or Skype if applicable.

The interview will be a mutual opportunity to assess for suitability to the TRIA program and attend to any questions the prospective student may have. Applicants will be considered in line with the above personal attributes, along with relevant qualifications and experience.

Students accepted into the program or module will be asked to sign a TRIA student agreement and a relevant financial agreement.

Students not accepted into the program will be notified in writing within 7 days.

POLICY NO. 3: Privacy Statement

This privacy statement informs you of how TRIA uses any personal information collected as required by the Privacy ACT 1988 (Commonwealth of Australia).

All identifying information collected is stored in a secure manner and access to your personal information is restricted to those employees that need it in order to conduct their responsibilities within their role. All employees are trained in the requirements of confidentiality and privacy in relation to all personal information and circumstances.

Your personal information collected by us will never be given or disclosed to any other party without your prior written permission and approval.

POLICY NO. 4: Grievances

Grievances

All students of TRIA are entitled to access the grievance procedures as set out in this policy. The Institute deals with all complaints, grievances and appeals promptly and systematically. Staff and students are informed of the Complaints, Grievances and Appeals Procedure through:

- Student orientation sessions
- Staff induction sessions
- Training Manual
- The student page on the Institute website

Examples of Grievances:

- You may have ongoing trouble or conflict with a staff member.
- You may feel you are being harassed or discriminated against.
- You may feel that the Institute staff is treating you unfairly.

Student action	Institute response	Institute action
1. Informally request one or more one to one meetings with the person involved	--	Provide a space for such a meeting if requested
2. Formally request (in writing) the Institute provide a staff member to attend a mediated session	Written response within 7 working days of reception of written request	A meeting will be organised by the staff member as soon as possible for both parties
3. Ask the other person to attend more mediation sessions as necessary.	Encourage such joint mediation work to occur	-

A Grievance is a formal process, which has specifically defined steps. If through the normal process of conversation over time you do not believe your concerns are being taken seriously enough, then you can initiate a formal grievance process.

Stage 1 – Direct

Grievance action	Time for written response	Action response
1. Formally request (must be in writing) a one to one meeting with the staff member involved. The request should indicate that this is a grievance.	Written acknowledgement within <u>7</u> working days of reception of written request. Request can be emailed to admin, and must say 'Grievance submission' in the title.	A meeting will be organised by the staff member as soon as possible for both parties. A written decision will be provided within 10 working days afterwards.
2. Formally request (must be in writing) a mediated meeting with the staff member involved. This must be done no sooner than 7 days and no longer than 14 after receiving the decision.	Written acknowledgement within <u>7</u> working days of reception of written request	A mediated meeting will be organised as soon as possible for all parties. A written decision will be provided within 10 working days after the meeting.

If there is still no resolution: Stage 2 – Formal appeal

Grievance action	Time for written response	Action response
3. Formally request (must be in writing) a meeting with the Director to discuss the matter. This request should also outline the issues of concern. This must be done no sooner than 7 days and no longer than 30 days after receiving the decision. If a Director is the subject of the grievance the request should be addressed to the Director not implicated in the grievance, marked 'confidential' and sent to the institute address.	Written acknowledgement within 10 working days of reception of written request	A meeting will be organised by the Director as soon as possible for both parties. A written decision will be provided within 10 working days of the meeting.
If the complainant is not willing to accept the decision then they can request that an external dispute resolution person deal with the matter. The details for this service are: Jon Graham jon_graham@bigpond.com Mediate Today www.mediate.com.au	Acknowledgement within 15 working days of reception of letter	A written decision within 25 working days of receipt

If there is still no resolution: Stage 3 – External – PACFA

Grievance action	Time for written response	Action response
<p>Complainants who have followed the above process and the issue remains unresolved are entitled to engage the PACFA complaints process.</p> <p>Complaints can be submitted to PACFA by post to 290 Park St, Fitzroy North VIC 3068. Complaints can also be submitted by email to kim.smythe@pacfa.org.au.</p>	<p>Acknowledgement within 20 working days of reception of letter</p>	<p>The Committee will convene as soon as is possible to consider the matter.</p> <p>There may be an investigation process.</p> <p>The outcome will be a written decision, and this will be provided within 80 working days of receipt.</p>

POLICY NO. 5: Adherence to the PACFA Code of Ethics

Values of Counseling and Psychotherapy

Values inform principles. They represent an important way of expressing a general ethical commitment that becomes more precisely defined and action-orientated when expressed as a principle.

The fundamental values of Counselling and Psychotherapy include a commitment to:

- Respecting human rights and dignity
- Ensuring the integrity of practitioner-client relationships
- Enhancing the quality of professional knowledge and its application
- Alleviating symptoms of personal distress and suffering
- Facilitating a sense of self that is meaningful to the person(s) concerned within their personal and cultural context
- Increasing personal effectiveness
- Enhancing the quality of relationships between people
- Appreciating the variety of human experience and culture
- Striving for the fair and adequate provision of Counselling and Psychotherapy services (PACFA code of ethics)

The Relational Institute Australia is guided by the PACFA Code of Ethics and The Ethical Framework for Best practice in Counselling and Psychotherapy to the PACFA code of ethics: <http://www.pacfa.org.au/wp-content/uploads/2017/11/PACFA-Code-of-Ethics-2017.pdf>

Students are expected to adhere to these guidelines whilst engaging with training at TRIA, please familiarize yourself with the specifics of this document.

PACFA Membership

PACFA (Psychotherapy And Counselling Federation of Australia) is a national peak body for professional associations within the counselling and psychotherapy profession in Australia. PACFA provides a forum for professional associations to unite in providing professional identity, research, support and public accountability for the profession. PACFA promotes the development of the practice of Counselling and Psychotherapy and represents the profession to the community and government, while respecting the diversity of approaches within the profession. (PACFA website)

Graduates from the TRIA Advanced Clinical training in Gestalt Therapy will be able to apply for PACFA membership and subsequently list on the PACFA register under the category that applies to each individual: provisional or clinical. For further information regarding PACFA membership please go to www.pacfa.org.au

POLICY NO. 6: Assessment and Completion of Training

TRIA fosters a relational shared leadership approach to learning, and views assessment tasks as a collaborative and supportive method of developing skills in psychotherapy. It is intended that assessment tasks will assist students in linking theory into practice, hereby developing ethical & clinical capacity.

TRIA also acknowledges the importance of formal assessment in maintaining accountability to accrediting bodies.

Assessment Requirements and Grading

The assessment requirements for each module are made clear to students in the module training manuals. Each module includes a written task and Clinical skills assessment tasks with linked reflect on practice.

All tasks are graded with each student receiving an overall grading for each module. Evaluation of the student's clinical skills based on written evaluations from faculty, supervisors, and practicum supervisors are discussed on a per module basis. Students are then informed in a meeting with the course coordinator how they are progressing for the appropriate level of skill. Areas of deficiency are enumerated and an action plan for improving deficient skills is developed collaboratively between student & staff.

It is a requirement that students successfully complete modules at a pass level in order to incrementally progress across modules towards completion of their enrolled program.

Assessment Submission

Student assessment tasks will be marked and returned to them in a timely fashion. Completed assignments are submitted in hard copy and electronically to the Module Co-ordinator. All assignments require a marking criteria cover page with submission.

Results and marked copies of all assessments are returned to the student via email or in-person.

Late Submission and Extension Requests

All tasks afford a submission date; students are expected to be able to meet these. In the instance that a student requires extension on submission, an extension request can be sought through email to the module coordinator.

Reasonable grounds for extension include:

Severe illness, unexpected change to life circumstances causing stress, death of a loved one or other significant loss. Please note work demands are not a valid reason for extension.

Extensions beyond 1 month are required to be supported by relevant documentation, such as medical certificates. All work for each module must be completed by the end of each training year.

If a student cannot complete the assessment tasks, they may be required to re-enrol in the module and pay additional fees.

Students who submit their work late without an agreed extension will incur the following penalties:

- Late submission within 2 weeks past due date: Downgrading of assessment mark.
- Late Submission longer than 2 weeks past the due date: Late fee of \$50 per week.

Students who do not complete course requirements without agreed extensions by the middle of December will not be able to progress into the next training module, or graduate until such work is completed at a satisfactory level.

Assistance in the Completion of Assessment Items

Students can expect that faculty will comprehensively and thoroughly orient them to the requirements of assessment tasks. Time will be allocated during training hours to discuss assessment requirements and to make these clear to students. It is acknowledged that students will have more strength in some areas of the training and less in others; in which case students can request additional assistance from the module coordinator. This may be done by email, phone or appointment at a time convenient to both student and staff.

Attendance

Students are required to attend 80% of the scheduled training, EXCLUDING the introductory weekend and the 2 residentials- these are compulsory.

If a student's absence exceeds this, they must attend a TRIA student make up weekend, which will be offered annually at additional cost to the student.

A student may also seek special consideration for missed attendance by writing to the Director of Training, outlining the reasons for missed attendance. These reasons can include: death or birth of a loved one, illness, personal crisis. PLEASE NOTE- work stress is not adequate grounds for special consideration.

Termination of Training

TRIA is committed to working closely with students to help them identify and work through any challenges that may present in the development of becoming a therapist. On occasion, evaluations may indicate that a student is not appropriate for the program as aligned with the established institutional due process policy and SCAPE (Society of Counselling and Psychotherapy Educators) Ethical Standards (http://www.scape.org.au/adobe/SCAPE_Code_of_Ethics.pdf), In these instances, TRIA reserves the right to terminate the training of any student, and staff will assist in facilitating the students transition out of the program.

If a student who has been terminated for unsatisfactory progress later becomes able to demonstrate that she/he is able to fulfil the clinical requirements of the program, that student will be permitted to return to the training program. The Directors of Training will determine any conditions of reenrolment.

POLICY NO. 7: Student Fees

The fee for each training year is published on the website and included in the information and application packs. Training fees are inclusive of:

- Teaching for all weekend modules
- 2 Residentials (teaching, accommodation & food)

Other Costs not Covered by Course Fees

Students are required to attend at least 10 personal Gestalt therapy sessions per year. The fee for these sessions is not included in course fees and is to be paid directly to the therapist.

Students are required to engage in 10 Reflect on practice sessions commencing ACGT2-ACGT4. The fee for these are not included in the course fees, however can be accessed through the TRIA Clinic Internship.

Payment Schedule

Students seeking enrolment are required to pay an initial non-refundable \$250 deposit, which comes out of the first instalment of training fees.

Full course payments made prior to the early bird dates attract a 5% discount.

Fees are payable in full at the commencement of the training year. Arrangements can also be made to pay in installments over the training year, however installments may attract a small admin fee. The schedule of payments is outlined in the Financial agreements signed at enrolment.

All payments are to be made by the due date via EFT or credit card to our nominated bank account.

Under circumstances of financial hardship, if a student is unable to meet the payment deadlines, they must notify TRIA in writing via admin@therelationalinstitute.com.au at least seven (7) days before the due date. TRIA will negotiate with the student in order to develop a mutually acceptable payment structure.

Fees that have not been received by the due dates listed on the financial agreement, attract a late payment fee of \$50 per month, unless an application for an extended payment plan has been received and accepted.

An application for an extended payment plan can be requested at admin@therelationalinstitute.com.au

All fees must be paid in full in order to graduate.

Student Withdrawal & Fee Refund

REFUNDS:

When a student cancels their enrolment prior to training commencement, the following refunds apply:

- Four (4) weeks prior to due date of payment: Full refund of course fees paid, less \$250 deposit.
- One (1) week prior to due date of payment: 50% refund of full course fees paid.
- Less than one (1) week prior to due date of payment: Non-refundable.

Notification of withdrawal from training by the student must be given in writing to admin@therelationalinstitute.com.au and include:

- Students full name
- Residential and/or postal address
- The course and/or module(s) the student wishes to withdraw from
- Reason for withdrawal

Application for Fee Refund Under Special Consideration

If a student's withdrawal from training falls under a special consideration notification, an application for the refund of fees paid can be made no later than one (1) month after the commencement date of the training. A refund will only be granted on training modules paid for in advance, not ones already completed.

Applications for fee refund can be made in writing to admin@therelationalinstitute.com.au and should include:

- Details of the circumstances relating to special consideration
- Documentation supporting their claim
- Students full name
- Students residential and/or postal address
- Bank account details

Situations and events that may be considered grounds for special consideration include: (NB: Work commitments do not warrant special consideration)

- Serious personal illness
- Death of a loved-one
- Significant personal crisis

TRIA will consider applications for refund based on the circumstances and number of completed training ours, and notify the applicant of the outcome within fourteen (14) days of receiving the application.

Graduation Requirements

In order for a student to be granted completion of training, all training fees, late fees and fines applicable to the course must be made in full.

Termination of Training by TRIA

In the event that a student is requested to leave the training program by TRIA faculty or Directors, any fees paid by the student for modules that have not yet commenced will be refunded in full.

Cancellation of Course by TRIA

In the event that circumstances prevent a training module commencing and/or a training module is cancelled by TRIA, all fees paid by students will be fully refunded.

Termination of Training by TRIA

In the event that a student is requested to leave the training program by TRIA faculty or Directors, any fees paid by the student for modules that have not yet commenced will be refunded in full.

Cancellation of Course by TRIA

In the event that circumstances prevent a training module commencing and/or a training module is cancelled by TRIA, all fees paid by students will be fully refunded.

POLICY NO. 8: Library & its Uses

TRIA has a collection of books related to Gestalt therapy and other modalities along with a number of hard copy and e-journals. In addition, a number of audiovisual items are available. TRIA students and faculty have access and use of our library resources as outlined by this policy.

Catalogue Access

To view the resources available for use students can view the library catalogue spreadsheet. It is available in two locations:

1. TRIA website student portal
2. On the desktop of the Library & Student laptop located in the TRIA library.

Borrowing Procedures

1. Library books can be borrowed through the TRIA interns during training weekends.
2. All library books have a library catalogue card in the inside cover of the book. Interns are asked to check that the book number on the library card and the inside cover of the book are identical.
3. Interns are to enter the student's name and the date of borrowing on the card.
4. Interns then place the card in the Catalogue Box under the first letter of the last name of the first Author's surname.

If students would like to borrow a book only just returned to the Library Returns Box (for example; at a weekend training or residential), it is crucial that they follow the standard borrowing procedures and NOT take books out of the returns box.

Borrowing Limits

Students can borrow a maximum of the following at any one time:

- 2 Gestalt Therapy books/DVDs, videos and CDs
- 2 Books from the General Collections
- 2 Journals or photocopied material

Items can be borrowed for a maximum of four (4) weeks. If another student has not reserved an item, the borrowing period can be extended once only for an additional four (4) weeks.

Resources in the Reference section of the library cannot be borrowed or removed from the TRIA premises. These can only be used and read on-site to ensure that all library users have adequate access to them.

Returning Procedures

1. All borrowed books are to be placed directly into the Library Returns Box located in the library.
2. The librarian is responsible for placing the library cards back in the books.

Reserving & Holding Library Items

To **RESERVE** books, students are asked to email admin@therelationalinstitute.com.au with the Book Title, Author and Book Number. Admin will notify the current borrower that they will need to return the book when it falls due and will be unable to extend their borrowing time.

To place a book currently on the shelf in the library on **HOLD**, email admin@therelationalinstitute.com.au with the Book Title, Author and Book Number. The book will be removed from the shelf, placed in the Library Returns Box with students name attached ready for pick up.

Fines & Penalties

Fines apply where; items are not returned within the specified timeframe, the total number of items borrowed is exceeded or resources are damaged (other than normal usage) or lost.

Breach of Policy	Fine (\$)
Overdue Items	\$2 per item per week
Exceeding Resource Allocation	\$2 per item per week
Overdue Items greater than 8 weeks	\$16 per item per week
Damaged or lost book	Cost of replacement of the book

Students with overdue items will have their borrowing rights suspended until such time the item is returned and any related penalties have been paid.

Resources that are more than eight (8) weeks overdue and not returned, will be considered lost and fines relating to replacing the book will apply.

In order to complete graduation from a course, all library related fines and penalties must be paid in full. TRIA will not issue certification of completion of a course until these responsibilities have been met.

POLICY NO. 9: Multiculturalism, Anti-Discrimination & Equal Opportunity.

TRIA promotes and supports a culturally diverse community and holds the view that culture, race, and ethnicity of minority groups may deserve special acknowledgement of their differences. Through its Multiculturalism policy, TRIA seeks the inclusion of the views and contributions of diverse members of society while maintaining respect for their differences and withholding the demand for their assimilation into the dominant culture.

Anti-Discrimination

TRIA adheres to the NSW Anti-Discrimination ACT (1977) which prohibits unlawful racial, sexual and other types of discrimination in certain circumstances and promotes equality of opportunity for all people

The Act covers the following types of discrimination:

- Sex (including breastfeeding, pregnancy and sexual harassment)
- Disability (including past, present or future disability and also includes actual or perceived HIV status)
- Race (including ethno-religion)
- Sexuality (actual or perceived)
- Marital or domestic status
- Age (present or future)
- Transgender (including Transsexuality)

Equal Opportunity

TRIA provides equal opportunity to all employees, contractors, students and affiliates regardless of cultural, ethnic or religious background. Our practises and procedures aim at the promotion of inclusivity, tolerance, acceptance and understanding of all individuals in all situations.

If an individual believes they have been the recipient of intolerance and/or racism or disadvantaged due to their cultural, racial or religious background, please raise the issue in writing to admin@therelationalinstitute.com.au as per Grievances Policy.

POLICY NO. 10: Use of TRIA Premises

The premises of TRIA are available for use by staff, students, contractors and associates. For the benefit of all users, we foster a relational approach inviting shared responsibility and collaboration in the maintenance and use of the TRIA facilities.

Building Access

Access to the building is via a secured key system. All new users of the premises will be given a 4-digit code upon signing of their agreements in order to gain entry to the building. This code must not be given to any other person without prior written permission from the Office Manager and/or one of the TRIA Directors.

Please ensure all doors are locked closed when leaving, and all electrical appliances are switched off.

Use of Rooms

The premises are available for use 7 days a week. Students can access the premises to use the library resources on Tuesdays, Thursdays and Fridays. Therapy rooms, can be booked via online calendars. Use of therapy rooms attract a rental fee per hour. New users will be trained in this procedure upon signing of their agreement.

Please note that TRIA educational programs and Professional Development Workshops will be given priority of use of the Training Room when required.

TRIA rooms are not available to provide student accommodation.

Repairs & Maintenance

Please report any repairs and/or maintenance required immediately to the TRIA Office Manager at admin@therelationalinstitute.com.au.

Housekeeping

Whilst TRIA engages the services of a cleaner, all people using TRIA rooms are asked to take care of the building and facilities. It is everyone's responsibility to:

- Keep bathrooms & kitchen clean and tidy.
- Place rubbish in the bin.
- Wash and dry any dishes used by yourself or clients.
- Turn off all heaters, lights, urns and any other devices used upon leaving.
- Returning any moved furniture and/or items to their usual location

POLICY NO. 11: Administrative Procedures

The administrative tasks of TRIA are undertaken by a number of staff and by specifically hired contractors. The roles under which these tasks fall are:

Director & Operations – Ashleigh Power
Office Manager/Administration– Gina Yardley
Accountant – Alison Wearn: AMW Wealth, Padstow
Clinic Coordinator- Sharlene Townes
Librarian: Gina Yardley

Responding to Enquiries

All enquiries received via email, voice mail or online will be addressed by TRIA Administration or forwarded to the relevant staff member within 48 hours of receipt.

Accounting

Invoices payable received by TRIA are paid by the Director every Friday or by the due date, where applicable. Invoices and receipts are held on-site in hardcopy in TRIA's secure filing system.

Annotated statements are prepared monthly by the Office Manager and checked by the Director. These are scanned and filed securely at the TRIA office.

The contracted accountant provides the following services:

- Accounts reconciled on a monthly basis
- Quarterly Profit & Loss Statements
- Year-end financials
- BAS statements

Payment of Fees for TRIA Training Modules

1. Fees and payment schedules are outlined in the financial agreement for each training year (signed by the student and Director before commencement of training).
2. All fees payable to TRIA are raised via invoice and emailed directly to the creditor.
3. Once received, the invoice is payable via EFT directly to TRIA's nominated bank account.
4. Receipt of Payment will be emailed back to the creditor within 14 days of payment being made.
5. A reminder email will be sent for any payments that are outstanding at the end of each month.
6. Where a student fails to pay fees due or meet an agreed payment plan, the student's enrolment may be terminated.

Under situations of financial hardship individual payment plans can be negotiated with the Directors of TRIA.

Receipt of TRIA Clinic Therapy Fees

Cash payments made by clients for TRIA student therapy services are receipted, including the TRIA ABN, directly to the client by the student therapist. Monies collected are received by the Office Manager and deposited to the TRIA bank account.

Professional Development Workshops

In order to participate in a TRIA Professional Development Workshop:

1. Registration can be completed on-line or by completing and return a registration form to admin@therelationalinstitute.com.au
2. TRIA Administration will respond within 48hrs that registration has been received and send an invoice for payment via EFT.
3. Registrants are asked to make payment to the TRIA nominated bank account.
4. A Receipt of Payment is sent to within 14 business days.
5. All participants will receive an email with any relevant information required during the week prior to the commencement of the workshop.
6. A Certificate of Attendance will be awarded on the completion of the training.

Please send cancellations in writing to admin@therelationalinstitute.com.au.

1. Participants will receive a full refund of their payment of the workshop fee if notice is given to TRIA of withdrawals up to 14 days prior to the workshop.
2. Withdrawal from a Professional Development Workshop within 14 days prior to the commencement date incurs a \$50 administrative fee if someone on the waiting list is unable to fill your place.
3. Withdrawal within 7 days of the commencement date incurs the full workshop fee.
4. If you are unable to attend due to unforeseen circumstances, you can apply for a 50% refund in writing to admin@therelationalinstitute.com.au
5. TRIA reserves the right to accept, defer or reject applications to their programs.

Student Orientation

All new students receive an orientation to the program at the commencement of the first training weekend by the Course Coordinators. Additionally, the TRIA Office Manager orients students through navigation of supporting infrastructure.

This includes:

- Use of library and borrowing processes
- Procedure for booking TRIA rooms using online calendars
- Use of the student computer
- Access to TRIA premises outside of operating hours

POLICY NO. 12: Cheating and Plagiarism

Cheating and plagiarism occurs when ideas of authors are used without appropriate acknowledgement, or when unfair advantage in student assessment occurs. TRIA discourages student cheating and plagiarism by educating faculty and students on appropriate writing conventions.

TRIA faculty include information related to this issue in the initial orientation training groups. This includes:

- An explanation of what constitutes cheating or plagiarism.
- Appropriate methods of referencing authors or other sources.

In the instance that it is suspected that a student is guilty of plagiarism, it is the responsibility of faculty to raise the issue with the student, along with notifying a TRIA director.

If the student can provide evidence that they have unintentionally plagiarised, they will be required to re-submit their work in line with faculty guidelines.

If a student cannot provide evidence to support unintentional plagiarism, they will receive a formal letter of warning by a TRIA director.

If a student continues to demonstrate plagiarism in their work, they may be asked to terminate their training with TRIA.

POLICY NO. 13: Academic Appeals Policy

Academic appeals refer to concerns about student assessment, curriculum and other course related matters. TRIA students who have a grievance in this area can employ the following 3-stage process:

Stage 1 – Direct

Appeal action	Time for written response	Action response
1. Formally request (in writing) meeting with the staff member involved, nominating this as a grievance. This must be done within 10 working days of receipt of written notification of assessment results.	Written acknowledgement within 10 working days of reception of written request	A meeting will be organised by the staff member as soon as possible for both parties. The reasons for the mark will be explained.

If there is still no resolution: Stage 2 – Formal appeal

Appeal action	Time for written response	Action response
2. Write to one of the Directors outlining the reasons for the appeal. This must be done no sooner than 7 days and no longer than 30 days after the above meeting. The original assessed work along with a clean copy of the original work must be submitted.	Written acknowledgement within 10 working days of reception of written request	The Director will investigate the matter and provide a written decision within 30 days. The decision will either be: 1. no change to the mark 2. Re-grading of the work. 3. Reassessment through a new assessment exercise covering the same material
3. Request an interview with the Director, in order to discuss their decision. This must be done no sooner than 7 days and no longer than 14 after receiving the decision.	Written acknowledgement within 10 working days of reception of written	A meeting will be arranged as soon as possible for both parties. A written decision will

	request	be provided within 10 working days afterwards.
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If there is still no resolution: Stage 3 – External

4. Write to: The Chair TRIA Course Advisory Committee 3/166 Pacific Highway North Sydney 2060 The grounds for an appeal are: This is the final court of appeal.	Acknowledgement within 15 working days of reception of letter	A written decision within 40 working days of receipt
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The complainant and the respondent will not be victimized or discriminated against in any of the stages of addressing a grievance as set out in this policy.

Records of grievances and their outcomes will be kept strictly confidential and filed in a Grievance file and stored in the TRIA office for a period of five years.

POLICY NO. 14: Staff Employment and Responsibilities

TRIA fosters a *shared leadership* approach amongst its faculty and support staff. A priority is to attract people who are aligned with the Institutes vision and mission statement, along with leaders in the field of psychotherapy. TRIA works to retain and develop faculty, therapists, supervisors and administration staff through a culture of shared values, ideas and practice that promotes human flourishing in relationship.

Employment of Staff

TRIA is committed to a fair and consistent approach to the recruitment of staff and will conform with guidelines of the Australian Workplace Relations Act 1996 (Commonwealth) and the Industrial Relations Act (NSW). TRIA will take all reasonable steps to promote a healthy and safe workplace and provide a workplace that is free from discrimination and harassment.

Contracted teaching faculty are engaged on a 'per module' basis. Their responsibilities and roles include teaching, group facilitation, clinical reflect on practice and assessment. Hourly rate of pay is negotiated prior to engagement with the allocated teaching module, with invoices submitted to TRIA admin on a monthly basis.

AQF+1 Qualifications for Academic Staff

All TRIA staff must provide evidence that shows that they have obtained AQF+1, along with substantial clinical experience in relationship to the postgraduate Advanced Clinical Training course delivered at TRIA.

Contracted teaching faculty will:

1. Possess relevant degrees appropriate to Gestalt psychotherapy education.
2. Have relevant experience in the assigned area of teaching
3. Identify with the counselling or psychotherapy profession through memberships and involvement in appropriate professional organisations (i.e. PACFA Member Associations)
4. Give feedback to determine program curricula within the structure of the institution's policy.
5. Engage in appropriate professional meetings, conferences, workshops, seminars
2. Engage in relevant and scholarly activity
3. Avail of service (e.g., program presentations, workshops, consultations, speeches, direct service).
4. Have relevant professional experience and demonstrated competence in counselling or psychotherapy (minimum 3 years)

5. Have relevant reflect on practice training and experience.

The student/staff ratio for TRIA programs is 15-1.

Staff Development

In the interest of retaining and developing staff, TRIA allocates funds in its annual budget to support staff attendance at professional development activities.

In addition, contracted staff are required to meet the annual requirements of professional development and reflect on practice as stipulated by their individual Member association and are encouraged to engage in ongoing scholarly activities such as conference presentation, journal submissions and the like.

Reflect on Practice

It is a requirement of TRIA that all staff who engage in student course work reflect on practice are a PACFA accredited supervisor or equivalent.

POLICY NO. 15: Student Support

TRIA faculty will assist students in understanding the requirements of assessment and successful course completion for all of its training programs and provide adequate resources for students to meet their academic and pastoral needs.

This is done by:

1. Time allocated during education modules to discuss assessment requirements and to make these requirements clear to students.
2. Students are given an overview of the course dates, content and requirements for each module.
3. Students are given clear directions for each assignment.
4. Module Coordinators will monitor and prepare students for assessment deadlines and follow up when students fail to meet deadlines.
5. TRIA students have access to tutors who are familiar with the requirements of TRIA assessment tasks. These tutors are advertised to students.

Pastoral Support for Students

In addition to the personal therapy requirements for the TRIA training modules, students who may encounter unexpected difficulties such as change in personal circumstances may access the TRIA student support service.

This role is filled by a TRIA faculty member who is available to students when personal circumstances show to have a negative impact on the student's ability to meet course requirements

Students can access the Student Support Coordinator through a referral from the relevant module Coordinator or TRIA Director. Referrals are directed to admin@therelationalinstitute.com.au. Appointments will be made on a "as needs basis" and will take place on site in the TRIA rooms. This is a free service for students.

POLICY NO. 16: Critical Incidents

Management and reporting of Critical Incidents that have potentially impacted the staff, affiliates and/or students engaging with TRIA programs and TRIA premises assists in the provision of a safe and healthy environment.

What is a Critical Incident?

Critical Incidents are any event that is considered to have been critical by any person involved in or observing the event. These may include, but are not limited to:

- Threats to personal health and/or safety or the immediate environment
- Unexpected or sudden serious health issues
- Injury or potential injury

Response Procedure

At the time of the incident:

It is important to attend to critical incidents with clear role clarity: i.e. as trainers/ not therapists.

- If the physical health or safety of someone is at risk, a Director must be notified immediately.
- In consultation with TRIA Directors and faculty, a decision will be made around how to best attend to the specific situation.
- Where required, emergency services need to be included. (Phone 000 for Police, Fire and Ambulance).
- A faculty member must engage any individual considered emotionally unstable to take part in a private conversation to ensure that actions to undertaken with the individual and any other individuals involved.
- No co-student is to be involved in the management of another student's critical incident.
- If a student needs individual support, a faculty member or Director needs to stay with the person until the person stabilises. Faculty attending should be rotated on a half hourly basis.
- If a student does not stabilise within a 90-min period, the student needs to be referred to the appropriate medical support service.
- Faculty are to employ the minimum amount of direct intervention necessary & follow crisis support processes.

After the incident:

- TRIA staff must report all critical incidents to the TRIA Directors within 24hrs of the event
- A Critical Incident Report must be completed as soon as possible following the event
- The Director and attending staff member will decide on a plan of action to take including:
 - Follow up with those involved
 - Referrals required

- Review of policies if necessary
- Activation of any other policies/procedures
- Addressing any safety issue

POLICY NO. 17: Risk Management Policy

Risk is defined as *the effect of uncertainty on objectives*.

Australian & New Zealand Risk Management Standard AS/NZS 4360:2004.

This policy applies to all stakeholders of TRIA and anyone acting as a representative of the TRIA brand. Directors and employees in all areas and activities of the TRIA brand are responsible for applying risk management principles and practices in strategic, academic and operational activities.

Risk management includes:

- Sound risk management practice by all TRIA staff
- Identification of risks leading to further analyses and response as required
- Identification of potential and real threats
- Appropriate and effective allocation of resources
- Rigorous management of incidents
- Adoption of continuing quality improvement processes

Risk is measured in terms of consequence and likelihood

TRIA will ensure that risk management is incorporated into the strategic and operational planning processes at all levels of the business through the strategic and business planning processes.

TRIA Risk Register

The Risk Register is an integral part of the planning and review processes of the business. Risks are identified through holding brainstorming sessions between staff and directors including SWOT analyses in line with the business plan. The Risk Register allows an assessment of risk in context with the overall business strategy, and helps to mitigate and implement treatment of risks.

The following categories are used to assist with identification of risk.

- Organisational
- Workplace Health & Safety
- Financial
- Stakeholders

- Reputation
- Compliance with registration bodies

Risk Management Plan

TRIA uses a 4 step process to develop its Risk Management Plan:

- **Risk Identification-** TRIA will identify and monitor risks
- **Risk Evaluation-** Once a risk has been identified, the business will classify the risk as high, moderate or low according to its likelihood of occurrence and the consequences on the organization
- **Corrective Action-** Corrective actions are developed for all risks rated as high
- **Risk Management Plan-** Information gathered during the previous three phases is collated into the Risk management register

Risk	Controls	Risk Rating with Existing Controls			Further Action
		Consequences	Likelihood	Rating	
Decrease in revenue as a result of significant reduction in student enrollments	<ul style="list-style-type: none"> ▪ 6-monthly P & L reports prepared by accountant ▪ Quality Framework provides a mechanism for regular review and modification of the course. This ensures the course remains attractive to potential students 	M	L	M	
Risk of litigation - public liability	<ul style="list-style-type: none"> ▪ Public liability insurance 	L	L	L	
Litigation: arising from matters of discrimination or negligence. These could be claims made by staff or students	<ul style="list-style-type: none"> ▪ OH&S policy ▪ PACFA ethics & conduct code ▪ General Misconduct Policy ▪ Grievance Procedure 	L	L	L	
Failure to attain registration or accreditation	<ul style="list-style-type: none"> ▪ Quality Framework and Policy Framework have been developed specifically to ensure that the Institute is meeting PACFA requirements for accreditation 	L	L	L	
Lack of teaching staff availability	<ul style="list-style-type: none"> ▪ Ongoing development and support of current contracted staff ▪ Succession planning to develop new staff 	H	L	H	Ongoing succession plans for all staff
Confidential information stored by the Institute is accessed by unauthorized persons	<ul style="list-style-type: none"> ▪ Records Management and Security Policy ▪ Privacy Policy 	L	L	L	
The premises is unable to be used due to fire, building damage etc	<ul style="list-style-type: none"> ▪ Alternative premises are sought on a temporary basis 	H	L	H	Develop backup location

POLICY NO. 18: Health & Safety

This policy outlines the commitment of TRIA to the provision and maintenance of a safe and healthy workplace and educational centre for employees, students, faculty, affiliates and the broader community.

A Safe & Healthy Environment is Provided by:

- A comprehensive risk management policy that includes health and safety components
- Provision of a well maintained, clean and tidy facility
- Ensuring adequate building security
- Ongoing review of policy and procedures
- Ensuring all equipment is operational and in safe working order
- Compliance with legal and ethical obligations
- Training and orientation of all staff, students, faculty and associates to safe and healthy practises

Health & Safety Committee

- The Health & Safety committee includes at least one member of management, one member of faculty and the Office Manager
- The committee reviews the effectiveness and performance of this policy annually and addresses any changes required
- It considers the impact of any changes to working procedures on overall health & safety and consults with employees, students and affiliates as required
- Oversees the delivery of staff training & orientation
- Manages the resolution of health and safety dispute and supports those directly involved

Breach of Policy

- All staff, faculty, affiliates and students of TRIA are oriented to the requirement to report any hazards or potential hazards immediately to management.
- All staff, faculty, affiliates and students of TRIA are expected to follow all reasonable instructions aimed at ensuring their health and safety.
- A review of the Health and Safety policy is conducted in response to any breach of the policy or incident that occurs that effects the health and/or safety of an individual.

TERMS OF REFERENCE: Course Advisory Committee

Oversight of Course Development and Delivery

Course Advisory committee (CAC)

The CAC is comprised of all TRIA core contracted faculty, two external members who profile as personnel in cooperating agencies, one previous student and one current student of TRIA. The committee meets on an annual basis.

Terms of Reference

CAC operates as a quality mechanism of TRIA by engaging collaboratively in review of course delivery and development. TRIA Course objectives and student learning outcomes are developed and revised when necessary through review on an annual basis. This evaluation process is based on input from all members of the CAC.

The items for annual review include:

1. A review of Student feedback as per annual feedback tool.
2. How, where, and the extent to which program objectives are addressed in course syllabi;
3. A review by course staff of programs, educational offerings, and characteristics of program applicants.

Items for review on a three-year basis include:

4. Development & documentation of findings of formal follow-up studies of program graduates to assess graduate perceptions and evaluations of major aspects of the program;
5. Documentation of findings of formal follow-up studies of clinical site supervisors and program graduates to assess their perceptions and evaluations of major aspects of the program; and
6. Recommendations to TRIA Directors in relation to 1.-5 and suggested course modifications.

Composition (2018)

Chair: John Butters

The Director of the relevant campus: Ashleigh Power

Contracted Teaching Faculty: Susanna Goodrich, Gina O'Neill, Curt Mason

Student Representatives: TBC

External Members: Mike Burns/ Ross Henderson

Meetings

The Committee shall meet on an annual basis

The Terms of Reference for the CAC will be reviewed every three years.

Roles & Responsibilities

Members will take responsibility for the following:

- Recommendations for course development and quality improvement to the TRIA directors, particularly with regard to developments within the profession of counselling;
- Monitoring the progress of students;
- Monitoring the outcomes of review processes;
- Monitoring course effectiveness in relation to student feedback;
- Responding to Academic Appeals if required

Advising the Director on any other matters of an academic nature on which the Director may wish to seek advice.

SELECTION CRITERIA

Chair: The Chair of the CAC should be a person who have significant qualifications and experience in the provision of education within the counselling/psychotherapy industry and is not a current faculty member of TRIA.

Essential requirements:

1. A Minimum of ten years in clinical practice as a counsellor or psychotherapist.
2. Current membership with PACFA or other professional body.
3. Experience in the provision of counselling and/or psychotherapy education.
4. Good relations with the Directors of TRIA.

External Members: External members must not be a current member of TRIA faculty and meet the following requirements:

1. A minimum of two years in practice as a Gestalt Therapist.
2. Current membership with PACFA or other professional association.
3. In good relations with the TRIA Directors.

Student Members: Student members must be a current student of TRIA.

Membership is for a period of one year.

POLICY NO. 19: TRIA Community Clinic

The Relational Institute Australia (TRIA) offers an affordable counselling service to members of the public through its community clinic. This clinic also provides students with an opportunity to gain access to working with clients for their practicum course requirements, enabling students to meet the client contact hours necessary for training course requirements, gain experience working in a collaborative environment and confidence to move into private practice.

Internships in the clinic commence alongside ACGT2- ACGT4 and are contracted on a 15-month basis. Students are required to pay an annual fee for the internship, which includes:

Membership includes the following:

- 10 hours of Reflect on practice sessions with a TRIA Faculty Member
- A Professional Development Day – Related to setting up a Practice
- Access to & triage of client referrals via the Clinic triage service
- Use of clinic premises for client sessions.

Students who engage in this opportunity need to provide evidence of membership, with a PACFA member association/AASW/APS or equivalent and a copy of current professional indemnity insurance.

Client Notes

It is a legal requirement that students maintain clinical case notes for each client. These notes are to be stored in the locked filing cabinet located in the library area. These notes are the property of TRIA and must not be removed from the premises without consent by the Director.

Client Completion or Referral

When a student completes with a client they are to notify the Clinic Coordinator via email. If a student wishes to refer a client to another practitioner, permission and consultation with the Clinic Coordinator must be sought prior to doing so.

Client Fees

All client fees are paid to TRIA and must be receipted using the TRIA receipt books. Money should be placed in the pink pencil cases which are kept in the locked filing cabinet in the library.

Client Assessment & Student Safety

Clients are assessed by the Clinic Coordinator and allocated to students/interns. It is a requirement that all students practicing with clients in the TRIA rooms have a mobile phone available during session time. In the instance that there is a threat to the safety of a client or student, the student must contact a Director or appropriate authority as per the list available in the practice rooms.

Policy No. 20: Student Feedback

TRIA is committed to providing contemporary and quality training programs and values student and graduate feedback as a key avenue for ongoing quality improvement.

As such it engages in the following practices:

1. Gathering of student feedback data on an annual basis by the Student Feedback Activity tool. These are distributed by course coordinators on the final weekend of training.
2. A Review of student feedback is conducted at the annual CAC meeting.
3. The CAC makes recommendations for proposed changes & developments to the TRIA Directors regarding course content in response to student feedback.
4. The Directors review and implement course content and delivery changes/improvements at their annual strategic planning meeting.

Student Feedback Activity (To be completed at the end of each training year)

Name (optional):

Module:

	Questions							
		Strongly Agree		Undecided			Strongly Disagree	
		7	6	5	4	3	2	1
1	Overall, I am satisfied with the quality of the program							
2	The learning I have engaged in has been stimulating & Inspiring							
3	I have felt a sense of belonging with my learning group							
4	The course assessments have been explained clearly to me							
5	I have noticed an increase in my interpersonal aptitudes as a result of doing this course							
6	I have noticed an increase in my professional skill level as a result of doing this course							
7	The teaching faculty have been clear in content delivery and well organized.							
8	I found faculty to be available & approachable							
9	The learning resources (e.g. handouts, web resources, library) have been valuable & relevant							
10	The reflect on practice aspect of my training has been very valuable							
11	I have experienced the learning environment being free from discrimination.							
12	The learning environment has been comfortable and appropriately supported my learning experiences							

Additional Comments: Please add any comments about content, process, delivery, teaching, what's been helpful or unhelpful, and/or suggestions.

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Policy No. 21: Clinic Membership

In keeping with its mission statement, The Relational Institute Australia (TRIA) provides a low fee therapy service to members of the public. These sessions are staffed by GTS/TRIA students, providing them with the opportunity to accrue PACFA required client contact hours and gain experience working in a collaborative professional environment.

Procedures for Students & Interns

Becoming a Student/Intern Member

To become a member of TRIA's community clinic, the following steps are required:

1. Students are required to sign the TRIA Membership Form to join the Clinic.
2. Students & Interns are required to join PACFA, which includes professional indemnity insurance for students completing in course practicum requirements. Evidence of membership and insurance must be provided to TRIA on an annual basis.
3. Payment of TRIA membership fees are required prior to client allocation commencement.

Allocation of Clients

- The Clinic Coordinator completes an Intake Assessment of all clients. Students will be emailed a copy of this at the time a client is allocated to them.
- Distribution of clients is a fair system, allocating clients according to their availability and therapist's availability, plus grade of issue/concern.
- The client fees for student sessions are set and can only be negotiated by the Clinic Coordinator, depending on the individual needs of the client. All client fees are paid to and receipted by TRIA.
- Indication of availability to see clients is the member's responsibility and can be updated on the TRIA Community Clinic Availability Spreadsheet. See the "How To Update Your Availability" document for instructions on how to do this.
- Members must inform the Clinic Coordinator immediately if they are unable to find a mutually suitable time with the potential client. When delegating a client back to the clinic, advise the client that their contact details have been forwarded and the Clinic Coordinator will contact will be made within 48 hours.
- Students **MUST** Respond to Clinic emails/requests promptly (within 24 hours) and professionally.
- Students **MUST** contact clients within 24 hrs of the allocation by the Clinic Coordinator.

Booking Rooms at TRIA

- TRIA uses Google calendars to manage bookings of therapy rooms. Everyone utilising the clinic rooms is responsible for making/changing/cancelling their clients' bookings in the calendars.
- Please refer to the "Booking TRIA Clinic Rooms" document for more information regarding this.
- It is the responsibility of student/Intern therapists to remove all bookings from the calendar at the time of any cancellations or changes, failure to do will result in the room rental fee being incurred by the student intern.

Student/Intern Member Responsibilities & Code of Conduct

- All members are required to adhere to PACFA Code of Ethics and guidelines.
- Student/Intern therapists must have clients complete a Client Consent Form at their initial session and keep this with the client notes.
- All client file notes must be kept in the locked cabinet at TRIA.
- Students are asked to collect and receipt payment from the client sessions on behalf of TRIA.
- All information & documentation remains the property of TRIA/GTS, including all emails, and that duplicating or copying of any clinic information is prohibited.
- Full members are responsible for their own intake, consent forms, receipts and client notes.

Client Completion

- Upon completion with a client, therapists are required to give the client a clinic feedback form which can be placed anonymously in the clinic feedback box once completed by the client.
- Therapists are required to complete a Client Completion Report and send it to the Clinic Coordinator at clinic@therelationalinstitute.com.au or place in the clinic feedback box at the final session with a client.
- Therapists who are unable to continue working with a client, are required to notify the Clinic Coordinator immediately so that they can be allocated to a new therapist. It is anticipated that student therapists will discuss these situations with their supervisor before transferring the client.

Procedures for Full Clinic Members

To become a member of TRIA's community clinic, the following steps are required.

1. Graduates are required to sign the TRIA Membership Form to join the Clinic.
2. All clinic members must provide a copy of their association membership and insurance to TRIA on an annual basis.
3. Payment of membership fees is required prior to client allocation commencement.

Allocation of Clients

- The Clinic Coordinator completes an Intake Assessment of all clients. You will be emailed a copy of this at the time a client is allocated to you.
- Distribution of clients is a fair system, allocating clients according to their availability and therapist's availability, plus grade of issue/concern.
- Full members of the clinic negotiate fees directly with the client and are asked to ensure that their rates are set with consideration that we are a low-fee clinic.
- Indication of availability to see clients is member's responsibility and can be updated on the TRIA Community Clinic Availability Spreadsheet. See the "How To Update Your Availability" document for instructions on how to do this.
- Members must inform the Clinic Coordinator immediately if they are unable to find a mutually suitable time/fee with the potential client. When delegating a client back to the clinic, advise the client that their contact details have been forwarded and the Clinic Coordinator will make contact within 48 hours.
- Members **MUST** contact clients within 24 hrs of the allocation by the Clinic Coordinator.

Booking Rooms at TRIA

- TRIA uses Google calendars to manage bookings of our rooms. Everyone utilising the clinic rooms is responsible for making/changing/cancelling their clients' bookings in the calendars.
- Please refer to the "Booking TRIA Clinic Rooms" documents for more information regarding this.
- Full members are invoiced at the end of each calendar month for their room usage. Payment is required within 14 days of the invoice date.

- It is the responsibility of full members to remove all bookings from the calendar at least 24hrs prior to any cancellations or changes. Any bookings that remain in the calendar will be charged at the usual room rental rate.

Full Member Responsibilities & Code of Conduct

- All members are required to adhere to PACFA Code of Ethics and guidelines.
- Full members are responsible for their own intake, consent forms, receipts and client notes.

Client Completion

- Members who are unable to continue working with a client are required to notify the Clinic Coordinator immediately so that they can be allocated to a new therapist.