



## **About Albany Lane Consulting Pty Ltd**

### **Our Policies**

### **Background**

Albany Lane Consulting (ABN: 67 160 401 909) is an Australian proprietary company, limited by shares. Albany Lane Consulting has been active since September 2012 and registered with ASIC since 1 July 2013.

Judith Bowtell (she/her) is the sole director of Albany Lane Consulting. Previously, she was Director, Policy and Strategy at Arts NSW (now Create NSW within NSW Government) and held similar roles in Screen NSW and Film Australia (now Screen Australia). She has been a freelance event, theatre producer and arts manager, working with the Sydney Olympics Event Team, Sydney Writers' Festival, Sydney Women's Festival and community arts and cultural development companies, Milk Crate Theatre, Sidetrack Performance Group and Urban Theatre Projects.

She is a qualified professional coach, trained in line with the International Coaching Federation competencies and code of conduct and ethics. She holds an Advanced Diploma in Transpersonal Coaching, obtained through 18 months of training and supervision.

She also holds a Bachelor of Arts with honours from University of Melbourne, a Graduate Diploma in Arts Management from University of Technology, Sydney, and has studied at the post-graduate level in positive psychology, corporate wellness and meditation facilitation.



Our policies reflect best practice in personal and professional development, as well as our values and expectations of our clients.

### **Acknowledgement of country**

Albany Lane Consulting acknowledges the Cammeraygal people as the traditional owners of the land on which we operate and practice. We pay our respects to the elders, past, present, and future, and all First Nations people.

### **Accessibility and Inclusion**

All our programs are designed to be inclusive and accessible, to support a diversity of people through our coaching and programs. Our programs are designed to disrupt entrenched forms of discrimination: sexism, racism, able-ism, and other forms of systemic oppression.

We welcome feedback on ways to develop our ability and capacity, and for partners, to extend our reach.

We encourage our clients to advise us of their access needs, and we will do our best to make that happen. For example, we can provide word versions of PDFs or other online documents, we will caption all videos, and wherever possible ensure our coaching and program materials are accessible and inclusive.

Should clients require additional access support, such as Auslan (or other language) interpreter, note-taker or scribe, or any other support worker, the client will be responsible for this cost.



If you have questions about access, please contact us at [contact@albanylane.com.au](mailto:contact@albanylane.com.au).

## **Cancellations**

Should a client need to cancel a one-to-one coaching session, we ask for a minimum of 24 hours' notice via email ([contact@albanylane.com.au](mailto:contact@albanylane.com.au)) or via Calendly (online booking service) – [www.calendly.com](http://www.calendly.com).

If it is an emergency, they should contact Judith Bowtell directly on 0407 221 098 or [judith.bowtell@albanylane.com.au](mailto:judith.bowtell@albanylane.com.au).

We will work with you to reschedule your session as soon as possible

## **Challenge**

At the outset of any group or one-to-one coaching program, our coaches will ask each client for permission to challenge them in session.

By challenge, we include interrupting the client, especially in the interest of time; bringing a client's attention back to topic; asking a question again if the coach feels that the client has not considered their answer or has deflected. We also include giving feedback and reflections on the client's behaviour within session if we feel that will be valuable for the client.

Our intention is to gently encourage and provoke our clients to expand their "comfort zone". It is NOT to push the client to a point of anxiety or fear.



At any time within session, the client may request to pause or stop the session. They are encouraged to notice their boundaries and advocate for their needs.

## **Client Wellbeing**

The coaching relationship is in no way to be construed as psychological counselling or any type of psychotherapy.

If a client feels the need for professional counselling or therapy, it is their responsibility to seek a suitable licensed professional.

The client guarantees to inform Albany Lane Consulting of any mental health issues that may impact the coaching process and relationship and/or if they are receiving or commencing therapy during the coaching process.

In some cases, coaching will continue only with the consent of the client's doctor and/or licensed therapist.

## **Coaching relationship**

Our coaches agree to provide an honest, ethical, and supportive service always. Judith Bowtell and Albany Lane Consulting Pty Ltd adhere to the ICF Code of Ethics (<http://www.icfaustralasia.com/CodeOfEthics.php>).

The ICF defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential, which is particularly important in today's uncertain and complex environment.

Clients working with Albany Lane Consulting, understand that they are responsible for creating their own decisions and results.



As requested, our coaches may make suggestions to the participant, however it is ultimately the client's responsibility for making their own decisions and determining the best course of action.

## **Confidentiality**

The coaching relationship is completely confidential. Albany Lane Consulting recognises that our clients may disclose future plans, business affairs and personal and financial information. Our coaches will not at any time, share this information with a third party.

Albany Lane Consulting and our coaches will not at any time, either directly or indirectly, use any such information for our own benefit.

Our coaches will not divulge the content of the one-to-one coaching sessions between the coach and the client. The client, of course, is free to discuss the coaching relationship with anyone at any time. See **Working with Organisations**.

This confidentiality statement is intended to be as confidential as the applicable state or federal laws allows.

The coaching relationship is not privileged and, as such, Albany Lane Consulting's and our coaches' records regarding work with a client can be subpoenaed.

## **Evaluation and Evidence**

All of Albany Lane Consulting's programs are evidence-based.



We ensure the ongoing quality of our coaching and programs, by requesting feedback from our clients via a post program survey.

The information in this survey is shared with our coaches, as part of their development.

When your coaching be sponsored by an employee or other organisation, we still maintain full confidentiality. Nothing said between coach and client is repeated to the sponsor.

With our clients' permission, we may also share outcomes and testimonials in our marketing material.

For more information on our evaluation processes, please contact us directly.

### **Indemnification**

Clients shall indemnify and hold Albany Lane Consulting and our coaches harmless from any loss or liability arising from actions taken or situations created as a result of the coaching relationship.

### **Intellectual Property**

Existing intellectual property used in the program, such as coaching tools and exercises will remain the property of the Albany Lane Consulting.

Clients are not to reuse these tools and materials without the written permission of the Albany Lane Consulting.

All new intellectual property developed by our client throughout the program will remain the property of the client.



## Outcomes

The outcomes of coaching and development programs varies from client to client.

At the time of publication, our one-to-one clients were reporting on average an increase in working life satisfaction of 6 pts out of 10. That is, original levels of satisfaction out of 10 (with 10 being the highest) are generally between 2 and 4. At the end of the coaching or program, satisfaction has risen to between 8 and 10.

Our clients report having:

- Greater clarity about their vision and goals
- More confidence to make changes in their life
- Improved communication skills, including with “difficult” people
- Increased focus on tasks and projects, and less avoidance and procrastination
- Wider aspirations, and the courage to pursue new possibilities

The outcomes of the program are not guaranteed by Albany Lane Consulting or our coaches, as they are subject to the client’s own goals and ability to act throughout the coaching or program.

It is recommended that clients commit at least one hour per week between coaching sessions to for self-reflection, including reviewing goals, actions, and progress to achieve maximum benefit from the coaching relationship.



## **Payment and Packages**

Albany Lane Consulting requires payment BEFORE each coaching session. You can pay via direct debit to our bank account (refer to your invoice) or directly via our website ([albanylane.com.au](http://albanylane.com.au)). We use secure pay system STRIPE, and we accept most major credit cards.

Our coaching and programs are sold in packages, generally of 4, 6 or 8 sessions.

By packaging our programs, we can keep our administration costs to a minimum and pass that saving to you.

If you need to negotiate a split or staged payment, please discuss with Albany Lane Consulting directly – [contact@albanylane.com.au](mailto:contact@albanylane.com.au)

All our package prices are inclusive of GST – except when noted.

## **Privacy**

We are committed to protecting your privacy. We guarantee that our subscribers', supporters' and clients' personal information will not be disclosed, sold or traded to any outside parties.

## **Testimonials**

From time to time, Albany Lane Consulting will seek and publish testimonials from our clients. (See **Evaluation and Evidence** above).

We will only publish and attribute these testimonials with the express permission of our clients and supporters.



## **Women and non-binary people only spaces**

Albany Lane Consulting recognises that women and non-binary people continue to be disadvantaged and oppressed by the patriarchy, both externalised in our culture and internalised in ourselves.

We therefore reserve the right to provide programs that are only for women and non-binary people.

## **Working with Organisations**

Albany Lane Consulting works with individuals and organisations, to support the professional and personal development of our clients.

When an organisation engages Albany Lane Consulting, on behalf of an employee:

- The above policies will apply – with the client being the individuals participating in coaching or programs
- The organisation engaging Albany Lane Consulting will be referred to as the “sponsor” in any agreements – which will be made in alignment with our policies

If a sponsor requires a progress or completion report from Albany Lane Consulting, it will be limited to the observations of the coach of the client's development. The client will have the opportunity to view any report (beyond number of sessions completed) before it is submitted to the sponsor.

The cost for reports will be additional to the coaching fee.



I note the above are the Terms and Conditions for my engagement of Albany Lane Consulting for coaching services or other development programs.

I have read and agreed to the above:

Client

Date