

AWHI CARE AND CONNECT

Terms and Conditions

Acceptance of Terms

By accessing or using the services provided by Awhi Care and Connect, you are agreeing to be bound by these terms and conditions.

Definition of Terms

“Client” refers to you, the service user, which includes but is not limited to your family and other caregivers.

“Us” refers to Awhi Care and Connect

Services Offered

Awhi Care and Connect provides attachment-based services which offers guidance towards enhancing relationships and making lasting change to help you reach your goals. By entering into this agreement, clients confirm that their participation in these courses does not replace or provide medical advice or mental health advice. Awhi Care and Connect reserves the right to suspend or discontinue any services at any time.

Awhi Care and Connect is not an emergency service and services at Awhi Care and Connect are by appointment only. In an emergency, please call 111 or Emergency Mental Health on 0800 112 334.

Your Responsibilities

Clients are responsible for any information that they provide. Providing accurate, complete, and relevant information will allow for the programmes to be tailored to the specific challenges that clients face.

Clients are responsible for attending the scheduled appointment online. Late attendance may result in a shortened session. If clients are unable to attend, the expectation is that advanced notice is provided to reschedule or cancel appointment. Rescheduling appointments is subject to availability.

Best results come from the client's ability to engage with the courses, commit to the process, and implement strategies.

Clients are responsible for accessing and consulting with medical and mental health services as well as informing them of their engagement as required.

Accessing Awhi Care and Connect is completed through secure telecommunication. It is the client's responsibility to ensure they have access to a device that has stable internet connection, a webcam, and a microphone to participate in the sessions.

At any time, clients may suspend or cease services. Please ensure that you notify Awhi Care and Connect.

Fees

No bookings are confirmed until payment is received.

Fees are outlined under each service and clients are responsible for all fees associated with the services provided. Fees must be paid in advance, and clients will receive invoices to their email. Accounting and payments are handled securely via Hnry.

Single Session: Full refunds are available for cancellations with more than 48 hours' notice. 50% refund if 24-48 hours' notice. No refund if less than 24 hours' notice due to being unable to fill slots at late notice.

Package Sessions: Full refunds are available if course has not started, and more than 48 hours' notice is provided. If the course has been started, a refund of the course fee is dependent on how many sessions have been attended (course fee ÷ by sessions).

Any exceptions to this policy is at Awhi Care and Connect's discretion and with consultation with the client. Payment plans are available on request. If the session is cancelled due to sickness by Awhi Care and Connect, you will be informed as soon as possible and will not be charged.

Confidentiality

Awhi Care and Connect maintains privacy and confidentiality of all client information.

Awhi Care and Connect receives, collects, and stores any information you enter on our website or provide us in any other way. Upon sign-up, only information required is the client's name and email address. All other information is gathered during our initial consultation and on the consent form relevant to the services provided.

Notes, whether written or electronic, are securely stored to prevent unauthorised access and only Awhi Care and Connect have access to these. Clients maintain the right to request information held of them by Awhi Care and Connect including the right to correct information by contacting courtney@awhicare.org

All notes; personal information, progress notes, and correspondence, will be stored for 7 years following the completion of services provided. Once the 7-year period has ended, all information will be securely destroyed.

Written consent must be obtained from the client prior to any information sharing, including to other health providers, referrers, or organisations. Exceptions to this include when there is a risk of imminent danger or suspected or known abuse or neglect of a child or older adult. Awhi Care and Connect is legally obligated to report these in a timely manner to relevant organisations.

Clients will be informed about confidentiality during their initial appointment and maintain their right to clarify and share concerns regarding information provided.

Legal Compliance

As a Registered Social Worker, Courtney Hastings is bound by and acts in accordance with the Oranga Tamariki Act 1989, Vulnerable Children's Act 2014, and the Social Workers Registration Act 2003.

Awhi Care and Connect is committed to complying with all relevant privacy and data protection laws.

This policy is subject to regular review and revision to ensure ongoing legal compliance, safety, and effectiveness. Adherence to this policy is crucial for maintaining the therapeutic relationship based on trust and well-being of clients and their families.

Please direct any questions or concerns regarding "Terms and Conditions" to courtney@awhicare.org

