Lisa Derham
ABN: 14014196860
Phone: 0402 759 286
P.O Box 5028, Camberwell, 3124
Email: lisa.derham@bigpond.com
Website: www.derham-supervision.com.au

Information about individual supervision provided to organisations

Supervision Service

As part of providing this service, I need to collect and record the supervisee's personal contact details and that of the employing organisation, if the employing organisation is paying for the supervision. I keep some notes on the themes we discuss, and the clients we discuss. These client details do not include any surnames or identifying details, but act as a reminder to me, in case the supervisee chooses to discuss the client on a following occasion. I also keep a record of any other important points discussed during the sessions, such as decisions made in the session or specific information or advice I have given.

Record Keeping

Records are maintained in keeping with professional best practice standards and accountability. All information is stored in a secure, locked filing cabinet.

Confidentiality

Whether a supervisee is paying privately for supervision, or the employer is the purchaser, I do not routinely discuss details of the sessions with employers, or have regular conversations with them about the service provision. If employers wish to have some type of update or progress record of sessions they have purchased, this would be discussed with them and with the supervisee, and some transparent and suitable arrangement will be organised that maintains the confidential nature of the supervision contract.

Release of Information

Release of information will normally require explicit, written consent signed by the supervisee. Verbal agreement may be accepted only when both supervisee and supervisor agree that the circumstances do not require the formality of a written agreement.

Information may be disclosed without consent when there exists a:

- clear danger to the supervisee or to others, or
- legal obligation to do so. Legal obligation includes such circumstances as a court subpoena, a valid search warrant or such other legalised requirements as may be in force at any given time.

Fees & Accounts

Invoices are issued to the nominated person via email, after a session has been completed or at the end of the month if I am providing multiple sessions to the same organisation. Receipts will be issued if requested. Terms are 30 days.

Cancellation

Twenty-four hours notice of cancellation is required, otherwise, a fee will be charged.

Telephone Contact

I can be contacted on my phone or via email (details above). If I do not answer, please leave a message and I will return calls as soon as possible in business hours.

SUPERVISION | MENTORING | COUNSELLING