WEBSITE TERMS & CONDITIONS

Self Reflections Pty Ltd

Last Updated: 7 December 2025

Welcome to Self Reflections (“we”, “our”, “us”). These Terms & Conditions (“Terms”) govern your access to and use of our websites, including:

- www.selfreflections.com.au
- selfreflections.com.au/booking, /courses, /events, /resources
- Any associated web pages, landing pages, digital platforms or forms we host

By accessing or using this website, registering for services, purchasing products, submitting an enquiry, or interacting with our digital platforms, you agree to be bound by these Terms.

If you do not agree, you must stop using the website immediately.

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1. Website Content & General Information

The information on this website is provided for general education and informational purposes only and does not replace professional psychological, medical, legal, financial or nutritional advice.

- Content is not tailored to your personal circumstances.
- Any reliance on website material is undertaken at your own risk.
- You should consult an appropriately qualified practitioner before making decisions relating to your mental or physical health.

We reserve the right to modify, remove or update content without notice.

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2. Use of This Website

You agree not to use this website or our digital platforms for:

- Illegal or fraudulent purposes
- Posting defamatory, threatening, abusive or harmful content
- Spreading viruses, spam, or technology that may damage others’ property
- Copying content for commercial use without permission
- Attempting to gain unauthorised access to our systems

We may suspend or block access if these Terms are breached.

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3. Intellectual Property & Copyright

The following are the intellectual property of Self Reflections:

- Website content, graphics, copywriting, logos, videos, and imagery
- Workbooks, templates, downloadable resources
- Online programs, courses, workshops and materials
- Written content such as blog posts, scripts, guides or structured frameworks

Except where expressly permitted:

- You may not copy, reproduce, share, resell, republish, translate, upload, or distribute our intellectual property in any form, without written permission.
- You may not claim our work as your own.

We grant limited, non-exclusive, non-transferable access to certain materials only for personal use.

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4. External Links & Third-Party Resources

Our website may contain links to third-party websites or integrations (such as Zoom, Meta, Stripe, Google Analytics).

- These third parties are responsible for their own privacy and security practices.
- We are not liable for their content, actions, or decisions.

Use of a third-party tool or link is at your own discretion.

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5. Health Services Disclaimer

Self Reflections provides services by:

- Registered psychologists
- Provisional psychologists under supervision
- Accredited Practising Dietitians
- Allied health clinicians

We do not guarantee:

- Specific therapeutic outcomes
- Improvement within a certain timeframe
- Suitability of services for every individual

Emergency or urgent care is not delivered through this website.
If you require immediate assistance call 000 or your local emergency service.

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6. Online Bookings & Service Availability

Appointment availability is not guaranteed until confirmed.

We reserve the right to:

- Decline a booking
- Request further information before confirming
- Prioritise risk and clinical need
- Refer to another service if outside scope

All engagement with our services is also subject to our separate Client Intake & Consent process.

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7. Pricing, Fees & Changes

Fees for services, courses, programs and products:

- Are listed in AUD
- Are subject to change without notice
- May incur payment processing fees (e.g., card surcharges)

If you purchase online, you agree to the Price & Purchase Terms applicable at the time of transaction.

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8. Limitation of Liability

To the fullest extent permitted by Australian law, Self Reflections and its directors, employees, contractors and affiliates shall not be liable for:

- Loss, injury or damages arising from your use of this website
- Reliance on any information provided
- Business interruption, data loss, or system failure
- Decisions you make as a result of reading our content

Your sole remedy for dissatisfaction with the website is to discontinue use.

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9. Indemnity

By using this website, you agree to indemnify Self Reflections against any claims, liabilities, losses, costs or damages resulting from:

- Your misuse of the website
- Breach of these Terms
- Violation of intellectual property rights
- Sharing or misuse of course or program materials

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10. Governing Law & Jurisdiction

These Terms are governed by the laws of New South Wales, Australia.

Any disputes will be subject to the jurisdiction of NSW courts.

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11. Changes to These Terms

We may change these Terms at any time.
Updates take effect immediately when published on this page.
Continued use constitutes acceptance.

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12. Contact Us

Self Reflections
Wollongong, NSW, Australia
Email: info@selfreflections.com.au
Phone: (02) 4288 2540
Website: www.selfreflections.com.au

WEBSITE PRIVACY POLICY

Self Reflections Pty Ltd

Last Updated: 7 December 2025

Self Reflections (“we”, “our”, “us”) is committed to protecting your privacy and ensuring compliance with the Privacy Act 1988, the Australian Privacy Principles (APPs), and relevant health privacy legislation.

This policy explains how we collect, use, store, disclose and protect your personal information when you:

- Visit our website
- Book a service or appointment
- Complete online forms
- Purchase courses, programs or digital products
- Subscribe to mailing lists or newsletters
- Attend an event or workshop
- Interact with us on social media
- Request information or submit feedback

By using our website, you confirm you have read and understood this privacy policy.

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1. What Personal Information We Collect

We may collect personal information including:

- Name, email address, phone number and contact details
- Date of birth, gender, pronouns (optional)
- Service preferences and booking information
- Billing details, payment method and transaction history
- Communication history (emails, form submissions)
- Website activity such as pages viewed and links clicked
- Social media usernames if interacting publicly
- Location and device information when accessing the website

If accessing psychology or dietetic services, additional health information is collected during clinical intake but this is governed by our separate Clinical Privacy & Confidentiality Policy, not this general website policy.

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2. How We Collect Information

We collect information through:

- Online booking and contact forms

- Newsletter and resource sign-ups
- Event, course and workshop registration
- Purchasing digital products
- Email or phone communication
- Cookies, pixels and website analytics tools
- Social media interactions
- Feedback or testimonial submissions

We may also receive information from:

- Advertising platforms (Meta, Google, YouTube, TikTok)
- Payment gateways (Stripe, Square, PayPal, Wix Payments)
- Course or event platforms
- Third-party referrals (with your consent)

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3. How We Use Your Information

We collect and use your information for:

- Responding to enquiries
- Providing services, products, events or resources
- Sending confirmations, receipts and reminders
- Communicating updates, promotions or opportunities
- Improving website and service experience
- Analytics, performance measurement and security
- Complying with legal, regulatory and audit obligations

You may unsubscribe from promotional communications at any time.

We never sell, rent or trade your personal information.

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4. Cookies, Pixels & Analytics Tracking

Our website uses cookies and tracking technology to:

- Improve user experience
- Monitor website performance
- Analyse traffic and behaviour patterns
- Measure effectiveness of advertising campaigns

Platforms in use may include:

- Google Analytics
- Meta Pixel (Instagram/Facebook/Threads)

- TikTok Tracking
- YouTube Studio
- Wix Analytics

You may disable cookies via your browser settings, however some features may not function.

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5. Storage & Security of Your Information

We take all reasonable steps to ensure your information is protected from:

- Unauthorised access
- Misuse or loss
- Interference or modification

Information may be stored in:

- Website servers
- Email systems
- Booking platforms
- Payment gateways
- CRM/marketing platforms

Where third-party providers are used, they are selected for compliance with privacy and data security standards, including encryption where appropriate.

No method of digital transmission is guaranteed 100% secure.

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6. Disclosure to Third Parties

We may share your information with third parties only when necessary for:

- Payment processing
- Course or event access
- Analytics, business improvement and security
- Legal, regulatory or insurance requirements

We may disclose information if required by law, court order, subpoena, or to prevent a serious threat to life, health or safety.

We do not disclose your information to overseas recipients unless a platform used stores data offshore (e.g., Zoom, Meta, Wix).
Where practical, we seek providers with strong privacy frameworks.

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7. Access, Corrections & Your Rights

You may request:

- Access to information we hold about you
- Correction of inaccurate information
- Removal from email marketing lists
- Restriction of communication preferences

Requests can be made by emailing info@selfreflections.com.au

Clinical files for therapy or dietetic services must follow the Client Record Access Procedure.

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8. Retention & Data Destruction

- Website enquiry details are securely deleted when no longer required.
- Transaction and invoicing records are retained for 7 years in line with financial regulations.

Clinical records follow mandatory healthcare retention laws.

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9. Children & Online Data

Our website is not intended for children under 16 without parental consent.

We do not knowingly collect information from minors without appropriate authority.

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10. Changes to This Policy

We may update this policy at any time.
The latest version will always be displayed on this page.

Continued use of our website indicates acceptance of changes.

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11. Contact Us

If you have any concerns or wish to make a privacy-related request, please contact us:

Self Reflections

Email: info@selfreflections.com.au

Phone: (02) 4288 2540

Website: www.selfreflections.com.au

PURCHASE, REFUND & DIGITAL PRODUCT TERMS

Self Reflections Pty Ltd

Last Updated: 7 December 2025

These Purchase, Refund & Digital Product Terms ("Terms") govern the sale and delivery of:

- Online courses and programs
- Webinars and live online events
- In-person workshops, retreats and events
- Digital downloads, templates, resources and guides
- Gift vouchers or prepaid packages
- Subscription or membership-based content

By purchasing, accessing or downloading a product or service from Self Reflections ("we", "us", "our"), you acknowledge and agree to these Terms.

These Terms operate in addition to our Website Terms & Conditions, Privacy Policy, and any event or program-specific agreements.

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1. Purchasing & Payment

All prices are listed in Australian Dollars (AUD) unless stated otherwise.
Prices may change at any time without notice.

Payment methods accepted may include:

- Credit or debit card (processing fees may apply)
- Apple Pay / Google Pay
- Direct deposit (where offered)
- Secure online checkout via Wix, Stripe, PayPal or other gateways

A purchase is confirmed only when:

- Payment has been successfully processed
- You receive confirmation via email

If payment fails, access will not be granted.

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2. Digital Products — Immediate Access & No Refunds

Digital products include:

- PDF downloads
- Workbooks, templates, scripts or guides
- Recorded webinars or replays
- On-demand courses
- Audio/video resources

Because digital products cannot be “returned,” all digital product sales are final once access is granted or a link is sent.

Refunds are not provided for:

- Change of mind
- Incorrect purchase
- Failure to download before link expiry
- Lack of skill or equipment to use the product
- Not reading product descriptions before purchase

If a link fails or access issue occurs, we will assist in restoring access.

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3. Online Courses, Memberships & Program Access

Course and program access periods are stated on the sales page.

- Access is for personal use only
- Login credentials must not be shared
- Content must not be copied, resold, or redistributed
- Course inclusions and pricing may change for future intakes

Where a course includes live components, Self Reflections reserves the right to:

- Change dates due to illness, safety, or operational limitations
- Replace a facilitator due to availability
- Provide recordings if appropriate (not guaranteed)

Refunds are not issued for partial participation or failure to attend live sessions.

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4. Event, Workshop & Retreat Purchases

For event and workshop attendance terms, please refer to the Event, Ticketing & Attendance Terms.

Deposits (where applicable) are non-refundable unless the event is cancelled by Self Reflections.

Tickets may be transferable only if stated in the event policy.

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5. Discount Codes, Promotions & Limited Offers

- Promotional codes must be applied at the time of purchase
- They cannot be applied retrospectively
- Promotions are subject to change or withdrawal

We may refuse use of a code that is expired, misused or shared beyond intended recipients.

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6. Refunds Due to Failure of Delivery

A refund may be granted if:

- A digital product link is never issued
- Access to a course is never delivered
- A duplicate payment is made

Requests must be made within 14 days of purchase at: info@selfreflections.com.au

If a refund is approved:

- Funds are returned to the original payment method
- Processing time may vary based on payment provider

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7. Copyright & Intellectual Property

All content, digital products, videos, course materials and written resources are the exclusive property of Self Reflections.

You may not, without written consent:

- Copy, reproduce or modify content
- Resell or distribute materials
- Upload content to shared platforms
- Teach or present content as your own

Legal action may be taken for breach of copyright.

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8. User Responsibility & Technology Requirements

To access digital content, you are responsible for ensuring:

- Internet connection
- Updated device or software
- Secure login practices

Self Reflections is not responsible for:

- Technical issues caused by user equipment
- Inability to access due to outdated software
- Loss of content stored locally on your device

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9. Limitation of Liability

To the maximum extent permitted by law:

- No guarantees are made regarding outcomes or results
- Self Reflections is not responsible for financial, business or personal decisions made based on program content
- Content is educational only and not personalised medical, psychological, therapeutic or legal advice

Where mandatory consumer guarantees apply, our liability is limited to replacement or refund at our discretion.

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10. Contact & Support

For questions regarding a purchase, refunds or access issues, please contact:

info@selfreflections.com.au
(02) 4288 2540

EVENT, TICKETING & WORKSHOP TERMS

Self Reflections Pty Ltd

Last Updated: 7 December 2025

These Event, Ticketing & Workshop Terms ("Terms") apply to all events, workshops, retreats, seminars, group coaching sessions, and in-person or virtual gatherings facilitated, hosted or promoted by Self Reflections ("we", "us", "our").

By purchasing a ticket, attending an event, or registering on behalf of another person, you agree to these Terms. These Terms operate in addition to our Website Terms & Conditions, Purchase, Refund & Digital Product Terms, and Privacy Policy.

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1. Event Registration, Tickets & Payment

A ticket or registration is confirmed only when:

- Full payment or deposit is received
- You receive an email confirmation

Tickets may be single purchase, multi-attendee, early bird, member discounted, or complimentary depending on the event.

If you register on behalf of another person, you warrant that:

- You have their consent
- They will be bound by these Terms
- You will relay all event information to them

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2. Pricing, Deposits & Payment Plans

- Prices are listed in AUD and subject to change at any time
- Deposits (where applicable) are non-refundable
- Payment plans must be completed by agreed dates
- Failure to complete instalments may result in cancellation of your ticket without refund

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3. Cancellations, Refunds & Transfers (Client-Initiated)

Single-Day Events & Workshops

If you cancel:

- More than 30 days - refund minus $30 admin fee
- 15-30 days - 50% refund

- 14 days or less - no refund

Multi-Day Events, Retreats & High-Cost Programs

If you cancel:

- More than 60 days - refund minus $250 admin fee
- 30-60 days - 50% refund
- Less than 30 days - no refund

Transfers

- You may request transfer to another event if available
- Transfer fee may apply
- Tickets are transferable to another attendee only with written approval
- Name changes must be completed 7 days prior to event

No-Show

Failure to attend (including illness or travel difficulty) is treated as cancellation with no refund.

Travel, accommodation and other external costs are not reimbursed.

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4. Cancellations & Changes (Self Reflections–Initiated)

We may reschedule, change venue, transition an event to online delivery, or cancel due to:

- Presenter illness or emergency
- Natural disaster, pandemic or government direction
- Safety or operational concerns
- Minimum numbers not met

Where Self Reflections cancels:

- Full refund is offered OR
- Transfer to a rescheduled date

Where an event is moved online, the event will still proceed and refunds are not automatically guaranteed unless the nature of the event materially changes.

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5. Participation Expectations & Conduct

By attending, you agree to:

- Engage respectfully with other participants

- Maintain confidentiality of shared stories, unless safety risks apply
- Not record sessions without permission
- Follow directions of facilitators on safety, risk and group dynamics

We reserve the right to remove a participant without refund for:

- Aggressive or abusive behaviour
- Being under the influence of alcohol/drugs
- Discriminatory or harmful conduct
- Breach of confidentiality or boundaries

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6. Photography, Recording & Media Use

Events may be photographed or recorded for promotional, training or educational purposes.

You will be notified in advance and can opt out by:

- Speaking with staff before the event
- Sitting in non-filmed areas where possible
- Requesting not to appear in group promotional media

Personal recording of content is not permitted unless expressly approved in writing.

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7. Accessibility, Inclusion & Cultural Safety

Self Reflections is committed to creating culturally safe, inclusive spaces.

Please notify us of any:

- Accessibility requirements
- Cultural, safety or religious considerations
- Support needs related to health, disabilities or neurodiversity

We will accommodate where reasonably possible.

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8. Travel, Accommodation & External Costs

Self Reflections is not responsible for:

- Travel arrangements
- Hotel/accommodation
- Parking fees

- Losses due to transport disruption

We strongly recommend travel insurance for retreats or interstate events.

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9. Assumption of Risk & Limitation of Liability

Participants acknowledge that workshops and events may involve:

- Emotional content
- Personal reflection
- Light physical movement or mindfulness practices (if outlined)

You attend at your own risk.

Self Reflections is not liable for:

- Emotional responses
- Lost belongings
- Injuries caused by disregard of instructions
- Force majeure events outside reasonable control

For paid programs: liability is limited to the cost of registration.

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10. Contact

For event enquiries, cancellations, transfers or requests:

info@selfreflections.com.au
(02) 4288 2540

ONLINE COURSE PARTICIPATION & ACCESS TERMS

Self Reflections Pty Ltd

Last Updated: 7 December 2025

These Online Course Participation & Access Terms ("Terms") apply to all online courses, modules, webinars, digital learning programs, downloadable resources, and any educational material provided by Self Reflections ("we", "us", "our").

By accessing or purchasing any digital course or resource, you agree to be bound by these Terms, as well as our Website Terms & Conditions, Privacy Policy, and Purchase, Refund & Digital Product Terms.

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1. Access Eligibility & Intended Use

Self Reflections online learning materials are designed for personal development and education, and are not a substitute for individual psychological or medical care.

By registering, you confirm that:

- You are over 18 years of age (or have guardian consent where permitted)
- You understand the course is educational, not personalised therapy
- You will use the content responsibly and in accordance with these Terms

Some programs may require suitability screening. We reserve the right to decline access where participation may present risk.

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2. Non-Therapeutic Nature of Content

Online courses do not create a therapist–client relationship.

Course content:

- Provides general mental health education
- May include reflective or emotional exercises
- Is not individualised medical, mental health, dietary or legal advice

If you require personalised support, please contact:

- Your GP
- Mental health professional

- Dietitian or appropriate practitioner

In an emergency, call 000 or your local crisis line immediately.

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3. Course Access, Login Security & Duration

- Course access is granted to the purchaser only
- Access duration will be stated at time of purchase (e.g., 6 months, 12 months, lifetime access subject to platform availability)
- You are responsible for maintaining the confidentiality of login details
- Sharing logins or redistributing materials is strictly prohibited

We may revoke access without refund if logins are shared or content is misused.

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4. Intellectual Property & Usage Restrictions

All content — including videos, PDFs, worksheets, slides, images and written materials — remains the intellectual property of Self Reflections.

You may not:

- Copy, share or resell course materials
- Upload content to another website or platform
- Use content for commercial purposes or training others
- Remove copyright notices

You are granted a personal, non-transferable, revocable licence for private use only.

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5. Refunds, Cancellations & Change of Mind

Purchases of digital products are considered final once access is granted.

Refunds will not be issued for:

- Change of mind
- Failure to access before expiry
- Not completing the course
- Perceived suitability or personal preference

Refunds may be considered only where required under Australian Consumer Law.

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6. Technical Issues & Platform Availability

We use third-party platforms (e.g., Wix eLearning, Thinkific, Teachable, Kajabi, Zoom). Platform outages or third-party disruption are outside our control.

We will:

- Provide reasonable support for access issues
- Communicate anticipated outages where possible

We are not responsible for:

- Internet connectivity
- Device compatibility
- Software updates required to access content

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7. Privacy, Data Collection & Confidential Contributions

Participation may involve:

- Comments within learning forums
- Uploading exercises or reflections
- Participation in optional live calls

You are responsible for your privacy when sharing personal information in group settings.

We reserve the right to moderate or remove:

- Unsafe content
- Discriminatory or harmful behaviour
- Posts that breach privacy or confidentiality of others

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8. Live Online Sessions, Replays & Recording Permissions

Where programs include live sessions:

- Sessions may be recorded for educational access
- Recordings may be accessible to other participants
- You may choose to keep your camera off or use the chat only
- We will notify you if recording is taking place

Recordings remain the property of Self Reflections and are not to be shared, downloaded or redistributed.

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9. Safety, Wellbeing & Scope Limitations

Online education can evoke emotional responses.

Participants agree to:

- Pause or modify engagement if content becomes distressing
- Seek support outside the program where needed
- Notify facilitators (where applicable) if safety concerns arise

Self Reflections may remove participants for safety reasons or boundary violations.

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10. Contact & Support

For course-related enquiries or technical assistance:

info@selfreflections.com.au
(02) 4288 2540

For urgent mental health concerns:

- 000 (life-threatening emergencies)
- Lifeline — 13 11 14
- NSW Mental Health Line — 1800 011 511

WEBSITE, CONTENT & PROFESSIONAL DISCLAIMER

Self Reflections Pty Ltd

Last Updated: 7 December 2025

This Website, Content & Professional Disclaimer ("Disclaimer") applies to all content delivered by Self Reflections ("we", "us", "our") via the website, digital platforms, social media, email, webinars, events, podcasts, resources and online courses.

By accessing our website or any related digital content, you acknowledge and agree to the terms outlined below.

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1. General Educational Information Only

All content provided by Self Reflections — written, audio, video or otherwise — is for general education, wellbeing support and informational purposes only.

Content does not constitute:

- Psychological or mental health treatment
- Medical, nutritional or dietary advice
- Diagnosis or assessment
- Legal or financial advice
- Emergency or crisis support

Content is not a substitute for personalised treatment with a qualified health professional.

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2. No Therapeutic or Client–Clinician Relationship

Your use of this website or online content does not create a psychologist–client, dietitian–client, supervisor–supervisee or coaching relationship.

A therapeutic relationship is only established when you:

- Have completed the intake and onboarding process
- Have met with a clinician
- Have consented to treatment and been accepted into care

Engaging with email newsletters, online courses, podcasts, downloadable resources or social media does not establish a clinical duty of care.

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3. Accuracy, Currency & Reliance on Information

While we take reasonable steps to ensure content is accurate at the time of publication:

- Information may become outdated over time
- Research evolves and recommendations change
- Content may not apply to your personal circumstances

You acknowledge that any reliance on content is at your own risk.

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4. No Guarantee of Outcomes

Outcomes vary based on the individual and their circumstances.

Self Reflections makes no guarantees regarding:

- Clinical outcomes or symptom improvement
- Personal development results
- Financial or business outcomes (for coaching products)
- Relationship improvements or behavioural changes

Participation in programs, events or courses is voluntary and at your discretion.

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5. External Links & Third-Party Resources

Our website may include links to external websites, tools, apps or third-party resources.

We do not:

- Endorse or control third-party content
- Accept liability for their accuracy, availability or safety
- Guarantee the suitability of third-party services

Use of third-party resources is at your own discretion and risk.

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6. Professional Scope & Limitations

Self Reflections provides:

- Psychological care delivered by AHPRA-registered psychologists
- Dietetics delivered by university-qualified dietitians
- Coaching and education services informed by evidence-based frameworks
- Online courses and digital learning for personal development

Coaching, group programs and online courses are not psychology or dietetic treatment, even if facilitated by registered clinicians.

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7. Emergency, Crisis and Risk Situations

Website content, messaging platforms, forms and email inboxes are not monitored continuously and are not suitable for:

- Crisis support
- Emergency response
- Reporting risk of harm

If you or someone else is in immediate danger, contact:

- 000 (Australia)
- Local emergency services
- Lifeline — 13 11 14
- NSW Mental Health Line — 1800 011 511

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8. Limitation of Liability

To the maximum extent permitted by law:

- We are not liable for loss, damages or injury arising from the use or inability to use content or website functions
- We exclude liability for indirect, accidental, or consequential damages
- You assume responsibility for your use of the website and content

Your statutory rights under Australian Consumer Law remain unaffected.

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9. Contact Information

If you have questions regarding this Disclaimer:

info@selfreflections.com.au
(02) 4288 2540

COOKIE, ANALYTICS & TRACKING DISCLOSURE

Self Reflections Pty Ltd

Last Updated: 7 December 2025

This Cookie, Analytics & Tracking Disclosure ("Disclosure") explains how Self Reflections ("we", "us", "our") uses cookies, tracking technologies and analytics on our website and connected digital platforms.

By using our website, you consent to the use of these technologies as described below.

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1. Use of Cookies

Our website uses cookies and similar technologies to:

- Enable website functionality
- Remember your preferences
- Improve page load and performance
- Analyse website traffic and user behaviour
- Personalise content and improve user experience

Cookies may be:

- Session cookies (deleted when you close your browser)
- Persistent cookies (remain until deleted or expired)
- First-party cookies (set by us)
- Third-party cookies (set by external providers)

You may disable cookies in your browser settings; however, some website features may become unavailable or not function correctly.

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2. Website Analytics & Traffic Data

We use analytics tools to monitor website performance, behaviour and engagement, including but not limited to:

- Wix Website Analytics
- Google Analytics
- Meta Platforms (Facebook / Instagram / Threads)
- TikTok Analytics
- YouTube Studio Analytics

These services collect anonymised or pseudonymised data such as:

- Device type

- Browser type
- Pages visited
- Time spent on pages
- Click-throughs and navigation paths
- Location (approximate, non-identifiable)
- Demographics (if permitted by your platform settings)

This information helps us:

- Improve website functionality
- Understand user engagement
- Evaluate marketing performance
- Enhance content and services

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3. Advertising, Remarketing & Custom Audiences

We may use tracking technologies for remarketing and performance advertising, including:

- Meta Retargeting (Facebook / Instagram)
- Google Ads
- TikTok promotional tools

This may result in ads displayed to you based on website activity.

We do not receive names, emails or personal identities from advertising platforms unless you choose to submit information through a form, download, purchase or registration.

You can adjust ad preferences via:

- Meta Settings (Facebook & Instagram)
- Google Ads Preferences Manager
- TikTok Ad Preferences

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4. Email, Forms & Pixel Tracking

When you complete a booking, download, subscribe or submit a contact form:

- The system may record the page you came from
- We may track whether emails are opened or links are clicked
- This helps ensure delivery and evaluate communication effectiveness

Tracks include but are not limited to:

- Wix automations
- Meta pixel

- Google tag
- YouTube channel interactions

We do not sell or trade email data.

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5. Third-Party Cookies

Third-party services integrated into our website may set their own cookies, including:

- Embedded video platforms (YouTube)
- Social media feeds
- Calendar or booking systems
- Payment providers (e.g., Stripe, Wix Payments)

We do not control third-party cookie settings — users should refer to each provider's privacy policy.

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6. How You Can Control Cookies

Most browsers allow you to:

- Block cookies
- Delete cookies
- Set Do Not Track signals
- Control tracking preferences

Disabling cookies may reduce site performance or prevent full functionality.

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7. Data Storage, Retention & Security

Analytics data is stored by third-party providers according to their retention schedules. We do not store raw tracking data outside of their platform environments.

Self Reflections takes reasonable steps to safeguard personal data collected through secure forms, payment portals and subscription systems.

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8. Changes to This Disclosure

We may update this Disclosure periodically to reflect changes in technology, tracking practices, or legal requirements. Updates take effect upon publication to this page.

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9. Contact Us

If you have questions regarding data tracking or privacy:

📧 info@selfreflections.com.au
📞 (02) 4288 2540

SOCIAL MEDIA USE, REVIEWS & PUBLIC CONTRIBUTIONS

Self Reflections Pty Ltd

Last Updated: 7 December 2025

This Social Media Use, Reviews & Public Contributions Policy ("Policy") explains how Self Reflections ("we", "us", "our") manages its social media interaction, online presence, and public contributions made by users, clients, or visitors ("you").

By engaging with our social media channels, interacting with our website, or contributing public comments, you agree to the terms below.

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1. Purpose of This Policy

This Policy ensures:

- Ethical and legally compliant communication
- Protection of client privacy and confidentiality
- Appropriate conduct and respectful engagement
- Transparency in handling feedback, reviews and public comments
- Protection of clinicians and clients from boundary risks or misinformation

This applies to all channels operated by Self Reflections, including (but not limited to):

- Instagram
- Facebook
- Threads
- YouTube
- TikTok
- LinkedIn
- Google Business Reviews
- Podcasts, blogs, comments and forums we host

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2. No Clinical Advice via Social Media

Social media communication is not a substitute for clinical assessment, therapy or emergency support.

We do not provide:

- Personalised clinical advice

- Crisis support
- Treatment recommendations
- Assessment interpretation
- Appointment management via direct message

Any messages relating to clinical matters will be redirected to official communication channels.
In an emergency, please contact 000 or your local crisis support service.

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3. Client Confidentiality & Public Interaction

For privacy and safety:

- We cannot acknowledge publicly if someone is or has been a client.
- We do not engage in clinical conversation publicly or via private message.
- Clients must not post details of personal treatment or others involved in therapy on our platforms.

If you comment, follow, like or engage with our content publicly, this may indirectly disclose your connection with our service, and Self Reflections cannot be held responsible for this.

Clients should carefully consider their own privacy when interacting with our social media content.

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4. Leaving Testimonials or Reviews (AHPRA Compliance)

As a regulated health service, Self Reflections must comply with AHPRA advertising guidelines, which prohibit the use of testimonials promoting regulated health services.

Therefore:

- We cannot request, publish or republish reviews that reference clinical outcomes or practitioner performance.
- If a review is posted that breaches AHPRA requirements, we may be required to remove, hide or request its deletion.

Feedback about general business operations (e.g., facility, booking experience) that complies with legal guidelines may be retained.

Alternative private feedback channels are available and encouraged.

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5. Public Comments, Tags, Messages & User Conduct

By participating in any public forum managed by Self Reflections, you agree to:

- Use respectful and non-discriminatory language.

- Not share harmful, abusive, defamatory, profane, or misleading content.
- Not advertise third-party services.
- Not share sensitive personal or health information (your own or others).

We reserve the right, at our discretion, to:

- Hide, edit, restrict or delete comments
- Block or report accounts
- Disable discussion threads
- Remove content to protect safety, legal compliance or community wellbeing

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6. Sharing Our Content

Unless otherwise stated:

- Our content is protected under copyright and may not be copied, reproduced, or redistributed without written permission.
- You may share public links or features as intended by social media platforms (e.g., sharing a reel, reposting a link).
- You must not imply endorsement, partnership or clinical advice when sharing content.

Any content modification, reuse or publication without consent is prohibited.

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7. Tagging, Mentions & Use of Our Brand

Users must not:

- Use the Self Reflections name, logo, or brand without licensing or written approval.
- Tag our service or clinicians in offensive, political, defamatory, or misleading posts.
- Display our brand in a manner that implies partnership or endorsement.

We may request the removal of any use of our name, logo or content that does not align with brand standards or legal obligations.

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8. External Links & Third-Party Platforms

Our social media content may include:

- Guest contributors
- External resources
- Third-party perspectives

Links or mentions do not constitute endorsement.

We are not responsible for the security, accuracy, privacy policies, or content of third-party sites.

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9. Submissions, Comments & Public Contributions

If you voluntarily provide public comments, reviews or content through our pages:

- You grant Self Reflections a non-exclusive licence to display, reproduce or respond to that content.
- You confirm you have the right to share that content.
- You confirm the content does not violate another person's privacy.

We may use aggregated, anonymous engagement data for service improvement, marketing and reporting purposes.

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10. Changes to This Policy

This Policy may be updated to reflect changes in technology, law, or service operations. Continued use of our platforms constitutes acceptance of the revised terms.

Updates will take effect upon publication to this page.

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11. Contact Us

If you have questions or wish to raise a concern regarding our online presence:

info@selfreflections.com.au
(02) 4288 2540

ACCESSIBILITY & INCLUSIVE USE STATEMENT

Self Reflections Pty Ltd

Last Updated: 7 December 2025

Self Reflections (“we”, “our”, “us”) is committed to ensuring that our website, online programs, digital resources and communication platforms are accessible, inclusive and usable by as many people as possible, regardless of ability, language, cultural background, neurodiversity, disability or technology.

We aim to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and Australian digital accessibility standards to ensure equitable access to information, services and participation.

This Accessibility & Inclusive Use Statement explains the steps we take, the limitations that may exist, and how you can request support or report issues.

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1. Our Commitment to Accessible and Inclusive Design

We strive to ensure our digital content is:

- Perceivable — information presented in a format that users can see, hear or access through assistive technology.
- Operable — navigation, buttons, links and menus are usable without precision or specific devices.
- Understandable — content written clearly, organised logically and avoiding unnecessary jargon.
- Robust — compatible with major browsers, operating systems and assistive technologies.

Our objective includes:

- Readable font sizing and spacing
- Alternative text descriptions on images
- Colour contrast within recommended WCAG standards
- Logical page structure and simple navigation
- Video captions, where possible
- Plain language where enhancement does not reduce clinical accuracy
- Avoiding flashing elements that could trigger sensory distress

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2. Culturally Safe & Inclusive Communication

We acknowledge that inclusivity extends beyond physical accessibility.

We aim to ensure content is:

- Respectful of cultural, linguistic, spiritual and community differences
- Inclusive of diverse family structures and identities

- Affirming of LGBTQIA+ communities and neurodiverse individuals
- Responsive to feedback regarding inclusive language or representation

Where possible, we offer:

- Ability for clients to share relevant cultural, language or accessibility needs during intake
- Adapted communication styles upon request
- Interpreter access where clinically appropriate (costs may apply)

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3. Assistive Technology Compatibility

Our website and online content are periodically tested for compatibility with:

- Screen readers
- Keyboard navigation
- Voice recognition tools
- Alternative input devices

While we endeavour to support a broad range of assistive tools, compatibility may vary depending on the user's device, browser, software or plugin version.

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4. Limitations & Areas for Continued Improvement

We recognise that:

- Some legacy documents (older PDFs, scanned uploads, provider reports) may not yet meet accessibility standards.
- External content (e.g., embedded videos, third-party resources) may not comply with WCAG requirements.
- Live events or webinars may not yet have real-time captioning or transcriptions available.

We are committed to continuous improvement and upgrading accessibility measures over time.

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5. Requesting Adjustments or Alternative Formats

We offer reasonable adjustments including, but not limited to:

- Audio versions of written material (where feasible)
- Large-print formats
- Extended time for online course access due to disability
- Alternative feedback formats
- Support for accessing intake forms or digital products

Requests may be directed to:

info@selfreflections.com.au
(02) 4288 2540

We respond to accessibility requests within reasonable business timeframes.

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6. Reporting Accessibility Issues or Complaints

If you experience difficulties accessing our content, please notify us.
When logging an issue, please include:

- The page or feature you were accessing
- The device and browser used
- A description of the issue encountered

We take accessibility concerns seriously and will investigate feedback promptly.

If you believe we have not adequately addressed an accessibility concern, you may escalate through external pathways including:

- Australian Human Rights Commission — Disability Discrimination
- State-based health complaint bodies

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7. Legal & Regulatory Compliance

This statement supports compliance with:

- Australian Disability Discrimination Act 1992
- Australian Human Rights Commission digital accessibility expectations
- WCAG 2.1 accessibility guidelines
- AHPRA Code of Conduct — culturally safe and accessible communication

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8. Policy Updates

This policy may be updated to reflect technological changes, user needs, or legal requirements.
Continued use of our website indicates acceptance of updated terms.

AFFILIATE, SPONSORSHIP & ADVERTISING DISCLOSURE

Self Reflections Pty Ltd

Last Updated: 7 December 2025

Self Reflections ("we", "our", "us") is committed to transparency regarding any commercial relationships, affiliate referrals, sponsorships or advertising presented on our website, social media platforms, online courses, newsletter communications or digital products.

This disclosure outlines how we financially benefit from links, endorsements, partnerships or promotions, and how we maintain integrity in clinical and educational content.

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1. Affiliate Links & Referral Commissions

From time to time, Self Reflections may include affiliate links to products, services, books, apps, events or external providers. This means:

- If you click a link and make a purchase, we may receive a commission at no additional cost to you.
- Any affiliate partnerships do not influence clinical recommendations, therapeutic treatment, or professional opinions.
- We only affiliate with products or services we believe align with the therapeutic values of Self Reflections.

All affiliate links are disclosed within the content in which they appear or at the bottom of the relevant page.

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2. Sponsored Content & Paid Collaborations

Self Reflections may occasionally collaborate with brands, creators, or service providers where:

- We receive payment, discounted services, free products or other benefits.
- Sponsored content will be clearly identified using terms such as:
- "Sponsored Post"
- "Paid Collaboration"
- "Ad" or "Advertisement"

We do not accept sponsorships that:

- Conflict with the AHPRA Code of Conduct
- Promote weight loss products, dietary fads, unregulated therapies or unrealistic outcomes
- Compromise client safety, privacy or wellbeing

All sponsorship decisions are reviewed with clinical ethics in mind.

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3. Recommendations & Clinical Integrity

We do not recommend a product, provider, resource or program solely because we may receive compensation.

We commit that:

- Recommendations are based on professional judgment and evidence-informed standards.
- Affiliations will never replace the individualised advice you receive from your clinician.
- Clients should always discuss suitability of products or services with their treating professional.

Affiliate or sponsored content is not medical, psychological, dietetic or legal advice.

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4. Advertising and Third-Party Promotions

Our website or newsletter may occasionally reference:

- Community events
- Professional workshops
- Books, digital resources or services
- Other practitioners or support organisations

Unless clearly identified, these should not be considered advertisements or endorsements.

We do not host third-party targeted advertising platforms on our website.

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5. When We Decline Affiliate or Promotional Opportunities

Self Reflections will decline affiliate or promotional partnerships that:

- Promote unsafe, unethical or non-evidence-based practices
- Claim guaranteed outcomes
- Pressure clients financially or psychologically
- Exploit vulnerable communities
- Misrepresent qualifications or therapeutic benefit

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6. Your Responsibility as a Consumer

We encourage all users to:

- Conduct independent research
- Seek professional advice before making health-related purchases
- Understand that affiliate links are optional

Use of affiliate links is voluntary and does not create a provider–client relationship.

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7. No Conflict of Interest Guarantee

Where an affiliate arrangement may create perceived conflict:

- It will be declared transparently
- It will not influence clinical documentation or therapeutic direction
- Affiliation is independent from the delivery of regulated health services

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8. Updates to This Disclosure

This policy may be updated periodically to reflect new affiliations, legal requirements or platform changes.
If updated, changes will apply from the date published.

Continued use of our website and digital services indicates acceptance of updated terms.