



Client Service Agreement

Next Steps Careers

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1. About Next Steps Careers

Next Steps Careers provides professional career counselling and guidance services for students, school leavers, graduates, career changers and individuals seeking career direction. Services include career exploration, study and pathway planning, resume and application support, and job-seeking strategies. Sessions are delivered one-on-one either online or face-to-face.

2. Professional Standards

Next Steps Careers operates in alignment with the [CICA Professional Standards](#), which guide ethical and professional practice, evidence-based career development, confidentiality, cultural respect, and ongoing professional development. These standards guide the quality and delivery of services.

3. Scope of Services

Services may include career exploration, identifying interests and strengths, pathways to further education or employment, subject selection, resume and cover letter support, interview preparation, labour market insights, and career planning strategies. Services are advisory and educational in nature.

4. Client Responsibilities

Clients agree to actively participate, provide accurate information, complete agreed activities, communicate honestly, attend sessions on time, and notify the practitioner of any relevant changes.

5. No Guarantee of Outcomes

Next Steps Careers provides professional advice and guidance. No guarantee of employment, admission, or specific career outcomes is provided. Final decisions remain the responsibility of the client.

6. Confidentiality and Privacy

Personal information and session content will be treated confidentially and stored securely in accordance with Australian privacy laws. Information may be disclosed if required by law or where there is risk of harm.

7. Informed Consent (Minors)

For clients under 18, parent or guardian consent is required. Some information may be shared to support the young person while maintaining a client-centred approach.

8. Fees and Payment

Fees will be outlined prior to booking. Payment must be made in full prior to the scheduled appointment time. Bookings may not be confirmed until payment has been received. Packages must be used within the agreed timeframe. No refunds are provided once services have commenced, except as required under Australian Consumer Law.

9. Cancellation and Rescheduling

Clients must provide at least 24 hours' notice prior to the scheduled appointment time to cancel or reschedule. Late cancellations (within 24 hours of the appointment time) and non-attendance will incur the full session fee. Exceptions may be considered in cases of genuine emergencies.

10. Professional Boundaries

The practitioner maintains professional and ethical boundaries and will refer clients to other professionals where appropriate. Career counselling is not a substitute for psychological, medical, or legal advice.

11. Use of Assessments

Career tools and assessments may be used to support decision-making. These are advisory and should be considered alongside broader factors.

12. Communication

Communication may occur via email, phone, or online platforms. Response times vary and are not guaranteed outside business hours.

13. Record Keeping

Records may be maintained to support quality service delivery and compliance. Clients may request access in accordance with privacy legislation.

14. Complaints and Feedback

Clients are encouraged to raise concerns directly. Every effort will be made to resolve issues professionally.