



## **Universal Psychic Guild Standards, Ethics Code**

**Our** highest priority is offering our clients, partners and business associates value for their money. We do not and will not provide services that are insubstantial or fraudulent. Every service we offer is one that we can recognise from our collective personal experience to be of realistic benefit to its intended audience.

Members and associates of *Universal Psychic Guild* do not mislead our clients; we recognise honesty and truthfulness to be the foundation of all legitimate psychic and metaphysical work. This means that the insights we share in our teaching and readings are the truth as we see it. We do not try to lead a client into believing we are psychic based on observations or information we pick up through mundane means. In addition, we never attempt to “tell the client what they want to hear” if we do not honestly believe what we are saying. Fairness and legitimate exchanges of energy are what we are all about accommodating fruitful and spiritual growth.

We do not and will not cause another person’s rights to be violated.

We further commit ourselves to an honour code and will respectfully report any instances of exploitation of others that we become aware of through *The Universal Psychic Guild*. We hold ourselves to this code of ethics both individually and collectively.

We respect diversity and do not discriminate. It is our policy to ensure that clients, partners or associates are never denied opportunities on the basis of race, sex, religion, sexual orientation or metaphysical philosophy.

We do not pressure clients to do anything they do not want to do or are uncomfortable doing. This includes using our authority as psychics and spiritual counsellors to pressure clients into buying services they do not want.

We do not provide legal, medical or psychological services that we are unqualified to provide. Furthermore, we clearly inform clients of our applicable qualifications, training and licenses, or lack thereof. These standards remain in place to protect all.

# Infodial Australia Code of Ethics

The Code of Ethics has been created to protect our clients that use our services.

The code is to establish and maintain standards for the *Universal Psychic Guild* and to inform and protect members of the public seeking and using our services.

We undertake to abide by these rules and regulations of this Code of Ethics.

## **Customer Protection**

We undertake to give highest possible services & respect when dealing with customers on all levels and to refrain from imposing personal judgements and prejudices whilst the reading is taking place.

### **Identification**

We undertake to accept calls only from the bill payer. Underage callers (persons under 18) must not be given access to any services.

### **Counselling commitment, and referral procedure**

It is important to assess the state of mind of a caller who may be depressed or upset and if necessary refer them to a Crisis Service Doctor, Psychologist, Crisis Line, Shelter, etc.

## **Responsible & Truthful Readings**

Readers should be honest with their readings and if negative information has to be given to a caller, the reader should add some positive outcome and hope for the future.

### **Financial Problems**

Normally a caller who is in financial difficulty will mention this fact straight away.

In these cases please inform the caller of the cost of the call, and that they are responsible for the account.

Please take the utmost care with all your callers in this regard.

### **Do not**

Do not predict Death or Damning events that can causes unrest with the caller.

Do not encourage callers to stay on the line.

### **Accents Religions**

Be careful with multicultural callers, in that you handle their questions appropriate to their culture.

## **Problem Calls**

Report any nuisance calls noting the time you received the call, on the line on which they have called and the length of the call. These calls are sometimes from people who experience denial and do not want to hear about their problems.

Do not become angry with a caller- and if you have to end the call because they were rude, always tell them "I am ending this call now, and give your name before hanging up... goodbye" and then disconnect.

## **Reading Types**

Do not give bad spells or incantations, etc for persons to use against another.

Do not read for a person who is not making the call this is an intrusion of another person's privacy.

## **Management Tips**

This would be, as you would know the most important part of your service.

Drink plenty of water during your readings as this hydrates you and keeps your aura clean.

Oil Burner's: Choose any oil you wish – Lavender, Rosewood, Purple Haze, etc.

Breathing Exercises: These clear your energies and give balance and clarity. Inhale fresh air inbetween calls. This clears your head and allows you to detach from a difficult call.

## **Preparation**

Feeling comfortable, relaxed and creating your special place allows you to concentrate on your Energies.

## **Feedback /Reporting TISC**

TISC is the body formed to overview the running of the 1900 industry. They are the administrators of complaints from the general public. All complaints are to be directed to their office. Contact: Complaints.