

# Adelaide Hills Inclusive Counselling

## Client Service Agreement and Consent Form

To ensure the welfare, satisfaction, and protection of privacy for all clients, the Counsellor shall operate in accordance with the following service agreement and consent terms. Please read carefully and sign this document. If you have any questions about this service agreement, please discuss these with the Counsellor.

### Counselling Support Service

This Counselling Service is operated by Adelaide Hills Inclusive Counselling.

The aim of the Counselling Service is to provide counselling support to clients who are referred to or self-refer to the service. Support may include discussing and addressing the concerns of clients, exploring support options and networks, providing relevant knowledge and information, negotiating obstacles on the path to self-actualisation, promoting personal wellbeing, promoting relationships with friends and family, and addressing concerns with public institutions and professional healthcare services.

The Counselling Service is by appointment only. It is NOT AN EMERGENCY OR CRISIS SERVICE. Services funded to provide a 24-hour service in the event of a crisis include: ACIS for mental health support (ph. 131 465), Suicide Callback Service (Ph. 1300 659 467), Lifeline (131114), Domestic Violence hotline (Ph. 1800 800 098), and Emergency Services (000).

As part of providing services, the counsellor will need to collect and record personal information about you, the client, that is relevant to your current situation. This information will be recorded on file and kept confidential.

### Confidentiality

All personal information gathered by the counsellor while they are providing services will remain confidential and secure except where:

1. Disclosure of information to a Supervisor (who is also bound by confidentiality) in the process of establishing the best way to help you, or
2. Your details are subpoenaed by a court or if disclosure is otherwise required by law, or

3. Failure to disclose the information about you would place you or another person at serious and imminent risk of harm; or
4. Your prior approval is obtained to:
  - a. communicate either verbally or in writing with another professional, e.g. GP, lawyer, insurance provider, or
  - b. discuss the material with another person, e.g. a family member or employer.

Signing this form acknowledges that you are aware of the limitations of confidentiality. All reasonable efforts will be taken to ensure your privacy in accordance with the Privacy Act 1988 and the thirteen Australian Privacy Principles in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Commonwealth).

#### **Access to Client Information**

At any stage you as a client are entitled to access the information about you kept on file unless relevant legislation provides otherwise. The counsellor will discuss the appropriate forms of access with you if requested.

#### **Grievances or Complaints**

Please talk to the counsellor (in the first instance) if you have any concerns about the service. If this is unsatisfactory for any reason, please contact the PACFA Ethics Officer, 03 9486 3077 or email [ethics@pacfa.org.au](mailto:ethics@pacfa.org.au).

#### **The counsellor supports the clients' rights to:**

- Refuse service from the counsellor
- Have access to your own records
- Ask that any misleading or incorrect information be corrected
- Make complaints and have them investigated
- Have continued access to services after making a complaint

**Fees**

Fees will be calculated on a sliding scale, typically from \$60 to \$100, depending on client's income and circumstances.

**The Appointment**

You are welcome to make an appointment by email or by phone (during working hours Monday to Friday). Responses to any communications will only be attended to during working hours (Monday to Friday). Please do not attend the Counselling Practice outside of scheduled appointments. You may park in the driveway or on the grass verge. When you arrive please go to the front of the house (road-side), follow signage and enter by the appropriate door, or ring the bell for attention.

**Cancellation Policy**

Appointments with the counsellor will usually be for one hour, on Monday to Friday, depending upon availability. If appointments are booked and not used, somebody else who would like an appointment may be disadvantaged. Therefore, please provide at least 24 hours notification of cancellation so the counsellor can make appropriate arrangements with other people. Cancellations with less than 24 hours notification may incur a fee of up to 50% the nominal fee for the booking, depending on circumstances.

**Please sign and date this page to indicate that you have read and understood the terms of service and consent, and to indicate that you agree with these conditions of the Counselling Service being offered to you.**

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>
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<b>Guardian or Parent if applicable:</b>	<b>Signature:</b>	<b>Date:</b>
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