



SYDNEY WOMEN'S COUNSELLING CENTRE (SWCC)

Rights and Responsibilities

It is important to be aware of your rights and responsibilities and those of our counsellors before undertaking counselling at SWCC. Please take some time to read this document and **ask the counsellor if there is anything about it that you don't understand**. You will be asked to sign this document indicating that you have read and understood it.

Clients/SWCC Rights and Responsibilities:

- Clients have a right to quality and respectful health care
- Clients have a right to privacy and confidentiality. Any personal information provided by you to the Centre (e.g. name, address, date of birth and contact details) including any information given to us in the course of counselling will be protected. All identifying information is coded and kept in a secure place. Personal information will not be released to a third party without your signed consent except in the case of
 - 1) Legal subpoena of your file except in cases of disclosed sexual assault where the NSW Privileges under the evidence Amendment (Confidential Communication) Act 1997 applies.
 - 2) The disclosure of knowledge or suspicions of a child being abused or at risk of abuse
 - 3) The disclosure of serious illegal activities (e.g. murder or arson)
 - 4) You or another person are at risk of serious harm

All staff, as well as external supervisors and auditors are under strict confidentiality agreements. Team confidentiality applies when client information is shared as part of internal supervision, team consultations and when clients access multiple programs in the centre including groups.

This is to enhance best outcomes for clients.

Qualified persons audit client records, both internally and externally on a random basis. This is to ensure that these records comply with standards and legal requirements.

- All staff at SWCC are bound by a professional code of conduct as per SWCC policy and other professional codes of ethics
- Clients have the right to access any personal information that the Centre may hold in the form of files. (You can ask your counsellor for the procedure to obtain this information.)

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- Clients have the right to make a complaint, without fear of reprisal

Clients further have the right to

- Consent to or refuse any counselling offered
- To refuse to take part in any research or to decide not to be taped or videoed if requested
- To refuse the services of a student counsellor.
(The Centre must inform you if a counsellor is an intern in training)
- Staff and clients at the SWCC have a right to a safe environment.
We ask your cooperation in maintaining a safe physical and emotional space for women by

- 1) Observance of the Centre's "Women Only" space policy.
(Men coming to the Centre other than service providers/tradesmen attending in line with their work, will be asked to leave the premises).
- 2) Not committing violence towards yourself, others or any property at Centre.
- 3) Not smoking whilst at Centre
- 4) Not using drugs or alcohol in the Centre, or attending intoxicated

- It is the client's responsibility to commit to appointment times. (Advise the Centre as soon as possible if you are unable to attend your appointment)

SWCC will make all reasonable attempts to contact you as early as practicable if the counsellor will be absent.

- Children cannot be accommodated at SWCC. It is the responsibility of the client to arrange appropriate childcare for the duration of her session/group.

As part of our funding arrangements, this service has agreed to collect demographic and other relevant information about all our clients for use on National and statewide data bases. Statistic information is released publicly as summary data (individuals cannot be identified from summary data) and is used to monitor trends and to inform research planning and evaluation.

Under the requirements of privacy legislation we are required to obtain your consent for your information to be included. Please tick

Consent granted No Consent

Medicare Services will be bulked billed in accordance with the Better Access to Mental Health Scheme. I consent to provide Medicare benefit to the provider of this service (up to 10 Sessions)

I have read and understood my rights and responsibilities undertaking counselling at SYDNEY WOMEN'S COUNSELLING CENTRE:

Signed:..... Date:.....

I am satisfied I have informed Of SWCC responsibilities providing counselling to her.

Signed:..... Date:.....