

## Client Service Charter

April 2019

### ***Our Commitments...***

- Insights of Life counselors as well as any associated and/or referenced external parties have the required qualifications, skills and supervision to provide safe, high-quality services.
- All services are delivered with focus on quality and safety. These core values are monitored by Insight of Life management through consistent measuring and identification of areas of improvement.
- Insight of Life aligns with the Australian Counseling Association and Psychotherapy and Counseling Federation of Australia Code of Ethics.
- We are bound by the Privacy Act 1988 and the Health Records Act 2001 and these requirements dictate how we collect, retain, disclose, protect and destruct your personal information.

### ***Your Rights...***

- As a Client you have every right to participate and provide feedback on the plans involved to your situation.
- You have also every right to refuse such involvement or any request that you find unreasonable.
- You may request referral at any time. Please read the “Referrals to Associate Practitioners” below for specific information.
- You may provide feedback on any aspect of our services throughout the process.

### ***Your Responsibilities...***

- Be honest....
- Treat everyone involved in the practice with courtesy and respect.
- Respect the Privacy of everyone involved in the process.
- Adhere to our “Cancellation and Missed Session” Policy outlined below.
- Invoices are expected to be paid prior to the session day.

### ***Confidentiality***

Confidentiality is an essential part of Counseling and Psychotherapy and is protected by the Australian Law. It underpins the client's sense of safety and trust and contributes to making the therapeutic relationship different from any other. All records are managed securely ensuring confidentiality in the treatment of any information held about our clients. All information recorded and held is solely for the purpose of maintaining effective therapeutic treatment.

All information is private unless the Client and therapist agree (in written) to discuss or disclose related information to a third party. A consent form will be required so each instance and will be copied to both the therapist and Client. The Therapist is required by Law to disclose such information on the grounds of child, life, property or public safety threatening situations arise. The therapist will be liable to civil or criminal court



proceedings if the information is not disclosed. If at all possible, this would be discussed beforehand.

### ***Data Collection***

We collect and hold the contact data from your initial assessment sheet, on paper, so that we can contact you.

We record information about what you tell us in our sessions depending on the protocol we are using. Often, I record only brief notes and these act as an 'aide memoire' so that we can review the course of your therapy as time progresses.

We record the number of sessions you have and the payments you make for business purposes. None of these records involve your full name or other details that can identify you personally.

We will discuss with you how you like to be contacted, and it is important that while you remain a Client you notify us if any of these details change.

### ***Data Storage***

Most session notes are held on paper and kept locked securely when not in use. Data held electronically is on a personal computer and stored locally in a password protected account. Phone contact detail is held on a password protected work phone. Data held on public Cloud services are bound to the aforementioned legislation and protected by enhanced security.

We record appointments on paper in a diary, and data about the number of sessions and the payments you make electronically. Your records are held for as long as required by Law for the purpose for which they were collected. Clients have the 'Right to be Forgotten' by submitting written request. It is then our duty to destroy related information within two months and provide you with written confirmation.

### ***Anti-discrimination policy***

Insight of Life is committed to enforcing all anti-discrimination Acts to its Practice. We value difference and diversity and do not discriminate on the grounds of age, gender and gender identity, sexual preference or orientation, marital/partnership status, religion, race, colour, national origin, disability, heritage or political belief.

### ***Cancellation and Missed Sessions***

If for any reason you are unable to attend your appointment please let us know as soon as possible. The required notice for cancellation is 24 hours. Where there is less notice of cancellation given or if you do not attend your appointment, you will be charged the full fee. With adequate advanced notice, where possible, you will be offered an alternative appointment. From our side, we will provide as much advance notice as possible in terms of Holidays or cancellation of appointments for any substantial reason outside our control.

### ***Referrals to Associate Practitioners***

All associate therapists are independent and self-employed as practitioners who are regulated by their respective member organisations. Associate therapists will have their own individual terms and conditions. For any referral that is made it is important to check on these contractual arrangements and to appraise yourself fully of all agreements and expectations between yourself and the associate therapist. All associate practitioners operate independently of Insight of Life. We are not responsible for any issues that arise subsequent to an agreed referral. Any concerns should be raised directly with the associate therapist or with their member organisation.

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**It is strongly advised that if you are increasingly concerned about any aspect of your physical or psychological wellbeing that you consult with your GP for an up to date evaluation of your health needs.**

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