



What can I expect when seeing a counsellor?

As part of providing a counselling service to you and your family, your Counsellor will need to collect and record personal information relevant to your current situation. This information will be a necessary part of the assessment and intervention services we provide. Your Counsellor will explain the outcome of the assessment and talk with you about their intended intervention. You are not required to give all your personal information, but if you don't, it may mean the service provided will be limited.

Will you keep our family's information private?

Information about your child and family is gathered as part of the assessment and treatment and is seen only by your counsellor. The information is retained in order to document what happens during sessions and enable the counsellor to provide a relevant and informed service. Additionally, we would like to make you aware that our Counsellors regularly receive supervision to ensure the quality of their work is maintained. If your family is discussed during this process, your Counsellor will keep information that identifies you, confidential. Finally, in the best interests of the child and community, we may release information when:

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place your child, you or another person at risk; or
3. Your written approval has been obtained to provide a written report to, or share information with another professional or agency. (Eg. a GP or your child's school).

Or if disclosure is otherwise required by law.

Can I see my child's file?

You may access the material recorded in your child's file, unless the relevant legislation provides otherwise. Your Counsellor may discuss with you appropriate forms of access.

Fees

The cost of a one-hour consultation with Pokarlla Kiara is \$120, which is payable at the end of the session, by cash, eftpos or credit card (Visa, Mastercard or Bankcard).

What do I do if we cannot attend our appointment?

If, for some reason you need to cancel the appointment, please give your Counsellor at least 48 hours' notice; if you'd like to reschedule your appointment please give 24 hours' notice, otherwise you may be charged for the session. Sessions are precious and our demand is high.

I, (please print name in Block Capitals)....., have read and understood the above information, and consent on behalf of my child (print child's name).....

Signature:.....Date:.....

Please note: If, after reading this page you are at all unsure of what is written, please discuss it with your Counsellor.