

K I N D G R E Y

Consumer Rights and Responsibilities

Clients have the right to:

1. receive professional, courteous, and caring services that respect and appreciate individual differences.
2. receive adequate and accurate information about the services provided in order to make informed choices about participating in counselling.
3. receive evidence-based, flexible, and responsive counselling that meets their individual needs and circumstances from qualified and supervised practitioners.
4. participate in and contribute to decision-making in their care and management as appropriate.
5. have their personal privacy respected and confidentiality protected to the greatest extent permitted by law.
6. access any personal and other information held for the provision of services and correct any incorrect information as permitted by law.
7. make a complaint about a service or their counselling experience, with the expectation that the complaint will be investigated confidentially and without fear of affecting decisions related to their professional services; and
8. receive the full attention of their counsellor at all times during the counselling session.

Responsibility:

- be respectful to Counsellors and other Kind Grey staff;
- not record or disseminate material obtained during contact with a Counsellor; and
- not use a service for a purpose for which it was not intended.

To the best of their ability and according to their circumstances, clients:

- must provide accurate information necessary for the provision of a service.
- must be in a fit state (not under the influence of drugs or alcohol) when engaging with services.
- should follow the reasonable instructions of a counsellor in managing their safety and the safety of others; and
- should only engage with services when it is safe to do so (e.g. not while driving).