



Code of Conduct

All individuals that access my services must treat Counsellor with courtesy and respect at all times. Aggression and violence will not be tolerated. Offenders may be prosecuted. Aggressive behaviour can include verbal aggression (i.e. raising your voice, yelling and disrespectful and hostile behaviour including foul language). If verbal aggression is witnessed, the Counsellor has the right to terminate a session and discontinue services at any time without notice required.

Client Rights

- Receive a high standard of care
- Be treated with dignity and respect
- Respect for their privacy and confidentiality
- Receive services in a safe environment
- Have a support person participate in discussions about your care
- Have your sexual orientation, gender and gender identity taken into consideration when receiving Counselling services
- Have your social, cultural background and family circumstances taken into consideration when receiving Counselling services
- Be informed and consulted with about your treatment plan
- Be informed about costs payable for the service. Ask any questions about the service you are receiving

Client Responsibilities

All people receiving services with Eliza Kate have the responsibility to:

- Cooperate with your Counsellor
- Support us in providing a safe and respectful environment
- Respect staff
- Comply with supplied Code of Conduct by Eliza Kate Counselling
- Communicate with us to know if you have any questions or concerns regarding your treatment
- Pay for services in a timely manner by the due date provided by Eliza Kate Counselling