



## Charter for clients

Your counsellor is a registered Level 4 member of the Australian Counselling Association, the largest professional organisation for counsellors in Australia. This safeguard means that your counsellor is properly trained and ensures that you receive high quality, ethical service.

As a client of an ACA counsellor, you have a right to expect that:

1. You will be treated with respect at all times
2. Your cultural background and language tradition will be respected
3. You will be given a clear explanation of the services you will receive
4. You will be asked to give your consent for any service provided by your counsellor prior to the service commencing and as it progresses
5. You will receive an explanation about the confidentiality of the service and the exceptional situations where your confidentiality may not be protected
6. You will receive a clear statement about fees for your counsellor's services
7. There will be a discussion about the estimated number of sessions required to achieve your goals
8. You will receive skilled and professional services from your counsellor
9. There will be clear therapeutic goals that you and your counsellor are working toward
10. You can ask any questions about the service you are receiving.

**NOTE:**

If you have any concerns about the above matters, discuss them with your counsellor. If you have concerns about the conduct of your counsellor, you may call the National Australian Counselling Association on 1300 784 333 or 07 3356 4255.

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