

Hope for Shattered Hearts Pastoral Counseling

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Rights and Responsibilities

Duty of care and commitment to Hope for Shattered Hearts Pastoral Counseling/P. Whalen clients:

Your rights as a Hope for Shattered Hearts Pastoral Counseling/P. Whalen client

As a client of Hope for Shattered Hearts Pastoral Counseling/P. Whalen, you can expect to:

- Be treated with respect, dignity and courtesy
- Have your right to privacy and confidentiality protected, within the limits imposed by the law and duty of care
- Have fair and equal access to Hope for Shattered Hearts Pastoral Counseling/P. Whalen services
- Have access to information about your pastoral counseling sessions and be involved in decision-making regarding your sessions
- Be able to refuse any, or all, assessment and care that is offered
- Access your records by request, in accordance with the *Privacy Act 1988* and the *Freedom of Information Act 1982*
- Receive services that comply with appropriate standards of professionalism, competency and accountability

Your responsibilities as a Hope for Shattered Hearts Pastoral Counseling/P. Whalen client

As a Hope for Shattered Hearts Pastoral Counseling/P. Whalen client, you are responsible for:

- Respecting the right of your pastoral counselor to privacy and confidentiality
- Treating your pastoral counselor in a respectful manner
- Ensuring that you are not under the influence of alcohol or other drugs and/or not behaving in a way which makes delivery of services difficult or dangerous
- Attending appointments on time and advising your pastoral counselor as soon as possible if you are unable to attend, with at least 24 hours notice of cancellation
- Honoring agreements made with Hope for Shattered Hearts Pastoral Counselor about service and care provided

Please Initial and Date: _____