



ABN: 93 454 029 866

Confidentiality Policy and Grievance Procedure

Kerry Ellis is committed to providing you with the highest level of professional counselling and therapy services. This includes protecting your privacy and adhering to The Australian Counsellors Association (ACA) Code of Ethics (<http://www.theaca.net.au/documents/ACA%20Code%20of%20Ethics%20v8.pdf>).

Legally and ethically, your counsellor is required to collect and record personal information about you that is relevant to your current situation. It is your choice to provide this information. However, not providing information may impact upon the service that you are receiving. All personal information collected by your counsellor is confidential and secure. Information can only be disclosed if:

- it is to protect you or others from harm,
- a court order is mandated, or
- you have provided written permission

Due to the limitations of technological security, electronic correspondence (e.g. mobile phones, texting, email, etc.) may pose risks to breaching confidentiality that are outside of your counsellor's control. Please be aware of this when engaging in these forms of communication.

Practitioners are required to receive ongoing supervision from a registered supervisor to ensure best practice is being provided for you, the client. Information you provide to your counsellor may be shared with the counsellor's supervisor for the purpose of effective care and clinical management. No identifying information will be shared.

Please help ensure that Kerry Ellis has accurate information about you by informing your counsellor of changes in your circumstances (e.g. name, address, telephone number, email).

It is encouraged that any concerns experienced within the therapeutic relationship are addressed directly with your counsellor first, as this can be an important part of the therapeutic process.

Should you feel violated, harmed, or discriminated against, you may file a grievance. Kerry Ellis follows the grievance - or complaint - procedure of The Australian Counsellors Association

I have been explained Kerry Ellis' Confidentiality Policy and Grievance Procedure. I have read and understood the above information and I accept the terms of Kerry Ellis.

Client Signature(s): _____

Counsellor Signature: _____