

2022

**POLICY AND PROCEDURE FOR CLIENT
CONTRACT AND INFORMED CONSENT
2022**



CLIENT CONTRACT AND INFORMED CONSENT FORM

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Context and Available Services

CMRH aims to provide cheap and high-quality psychotherapy and counselling services to ensure migrants, refugees, and asylum seekers have access to quality mental healthcare and wellbeing. As a guiding principle, we believe that mental healthcare is a fundamental human right, so we strive to assist individuals from migrants, refugees and people seeking asylum through their concerns in a safe environment while ensuring that safe and ethical practices are followed.

At CMRH, we have health professionals and mental illness experts. Our counselling and psychotherapy services allow our clients to explore personal and relational issues, set goals, and work towards those goals.

Note: *Please, carefully read this document before consenting and ensure to raise any questions or concerns during your consultation with your therapist, psychologists, or any other health professional staff.*

Session requirement

We provide roughly 50-60 minutes of counselling services. It is anticipated that the client must attend 6-12 counselling sessions depending on the need to establish a greater understanding of his/her circumstances and plan for better treatments or reports/seek a referral for further consultation.

The client's session will start at the time previously agreed upon or are only extended up to the originally agreed-upon time. In case the session begins after the allocated start time, regardless of the reason for the client's delay. It will be assumed that you have cancelled the appointment if you do not show up or give a call within 15 minutes of the time set aside for it. So, the psychotherapist or counsellor will not be available for the remainder of the scheduled time.

Please call and cancel your appointment if you are unable to keep your scheduled appointment through [Powerdiary](#) at least 48 hours in advance. Otherwise, you will be responsible for paying or losing the entire session. In some instances, if there has been no communication between the client and the therapist for six (6) weeks, the counselling relationship will end automatically.

End of Counselling

Patients are free to terminate their participation in counselling whenever they see fit. Despite this, we strongly suggest you discuss your decision to discontinue treatment with your counsellor as soon as possible. When both the client and the counsellor feel ready to move on from the counselling process, then is the ideal time for the counselling session to end.



Referrals

If, for any reason, your counsellor is unable to meet your needs, then you will be referred to another qualified professional. This will be discussed with you and will only occur with your consent.

Emergencies

The CMRH is not equipped to provide emergency or after-hours mental health care services. If you have a medical emergency outside of a scheduled appointment, you should contact the hospital's emergency department closest to you or **dial 000**. You could also get a telephone crisis counselling service anytime, such as **Lifeline at 13 11 14** or the **Suicide Call Back Service at 1300 659 467**.

You and your counsellor will discuss responding to unexpected events and situations at your meetings.

Code of Ethics and CMRH legal requirements of the ethical practice

The Code of Ethics and Practice binds all counsellors or psychologists at CMRH set out by Members of Mental Health, professional representative bodies, and public and private mental.

Health service providers include clinical service providers of the ethical practice requirement. CMRH is focused on enhancing the mental health of all Australian migrants, refugees and people seeking asylum.

Confidentiality

All supervisors, practice managers, and staff members must adhere to the confidentiality requirements established by the organisation's relevant members. Regular meetings are held between the counsellors or psychologists who give clients counselling services and the supervisors who oversee them to ensure that clients receive high-quality care.

The *Privacy Act 1988 (Cth)* was modified by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. CMRH respects each client's right to privacy, and we maintain the highest level of confidentiality possible. Unless one of the following conditions is met, the CMRH will not share any personally identifiable client information, mental health records, abuse, or any other client concern recommended by law or court.

To protect the client's right to privacy and maintain the confidentiality of their information, some portions of any documents or information shared with a supervisor must be blacked out. These guidelines can be found within documents such as these.



Couples, Families, and Groups Individual sessions will be held when couples, families, or groups meet for counselling. When attending group counselling sessions, the counsellor will not disclose confidential material given in an individual session to partners, other family members, or group members without the individual's prior verbal consent.

Privacy and Personal Information

If a client is under 18, the law may allow the client's parents or legal guardians to access the client's information or data. Only client over 18 years of age can view their records. In such circumstances, the client and the counsellor will confer with the client's parents to agree to access some general information regarding the counselling sessions. Suppose there is a reason to suspect that the minor poses a substantial risk to themselves to other people. In that case, the minor's parents or guardians will be contacted to discuss the situation.

Once the counselling session with the child has been concluded, the minor's parents or guardians will also receive a summary of what was concerned. However, before providing any information to the parents or guardians, the counsellor will first discuss the matter with the child and try to resolve any objections voiced by the minor regarding the topic.

The Collection of Personal Information and the Reasons Behind It

Collecting, recording, and maintaining client information pertinent to the counselling process and the client's condition is essential to counselling services. This information is a crucial component of the services that are provided, and it enables the provision of counselling services that are relevant and informed.

Please make sure that you offer information that is both honest and complete so that we can better meet your needs in terms of therapy and psychology. You are under no need to provide your personal information; nevertheless, if you choose not to, it may influence how we provide our services. CMRH will only gather personal information from individuals in a manner honest manner that dances with the law.

The information collected is handled privately and confidentially, and it is only viewed by those individuals who have a requirement to do so to provide you with counselling help.

CMRH will ensure that it complies with the provisions of the Australian Privacy Principles (APPs), set out in the *Privacy Act 1988 (Cth), modified by the Privacy Amendment (Enhancing Privacy Protection) Act 2012*, when it collects personal information.

Storage & Security of Information

CMRH will securely store all records containing personal information and take all reasonable steps to protect the personal information it holds from misuse, loss, unauthorised access, modification, or disclosure.



CMRH will keep your counselling records and personal information for seven (7) years from your last contact with the clinic. After which reasonable steps will be taken to destroy or de-identify personal information and counselling records, as set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Accessing Client Information & Correcting Records

A client has a right to access and review what material is recorded in their file, subject to exceptions in relevant legislation (*Privacy Amendment (Private Sector) Act 2000* and *Privacy Amendment (Enhancing Private Protection) Act 2012*).

Requests to access or obtain personal information must be made in writing. Clients will be advised how they may access or obtain a copy of their information or data and any applicable fees within ten days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

Clients who consider their personal information incorrect, incomplete, outdated, or misleading can request that the data be amended. Where a record is inaccurate, a correction will be made as soon as practical. When a client requests that a document be amended because it is incorrect, but the record is found to be accurate, the details of the request for amendment will be noted on the form.

Written requests for access, obtaining a copy of, or correcting personal information held by CMRH should be sent to info@cmrh.org.au.

Complaints

The mission of CMRH is to give all our clients care for their mental health that is of the highest possible standards. If you are unhappy with the services you are receiving or have a complaint. We strongly suggest you discuss the matter with your counsellor to determine whether the issue can be addressed and resolved at that level. You are welcome to get in touch with the centre at info@cmrh.org.au.

Client's Rights

You have some rights as a customer. These include the right to be:

- treated with decency and respect and free of verbal, physical, emotional, and sexual abuse.
- equally respected and provide treatment regardless of gender, colour, religion, socioeconomic background, sexual orientation, age, or views.
- treated with professional and polite care from your counsellor or psychologist.
- heard in a nonjudgmental manner.
- have your counsellor make judgments regarding counselling and treatment that are fair and reasonable.
- to confidentiality within counselling, with the following exceptions: where the client permits confidence to be broken; where a court of law mandates the counsellor; or where the information is so



grave that confidentiality cannot be maintained, such as in cases of crime or terrorism, or where the report reveals actual or potential serious physical harm to self or others.

Responsibility of Clients

Clients have responsibilities as well, so:

- the first is to be truthful, open, and willing to communicate your worries with your counsellor.
- asking questions when one does not understand or when clarification is required.
- keep your appointments or provide at least 48hours' notice if you must cancel.
- you must respect your counsellor.
- to arrive on time for your appointment.
- not ingest alcohol or illegal drugs before the session.

APPROVAL OF TREATMENT WITH COMPLETE INFORMATION

I have vetted this material, and I fully agree to the terms and rules outlined in this document. It was a pleasure to have the opportunity to ask questions and have them addressed.

Acceptance of the information and consent to give counselling services at the CMRH organisation
AGREEMENT TO PROVIDE COUNSELING SERVICES THROUGH THE COUNSELING SERVICE AND
ACCEPTANCE OF INFO (CMRH).

First Name: _____ Surname Name: _____

Address:

Client Signature: _____ Date: _____

Counsellor Signature: _____ Date: _____



**Centre for Migrant
and Refugee Health**
We embrace your health

Child's name:

I, at this moment, certify that I am the minor's _____ lawful guardian.

I have read this agreement carefully and agree with all its terms and guidelines. I give my permission for _____ to receive counselling from the CMRH Counseling or Psychologist Service.