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## Confidentiality Charter for ACA Counsellors

Counselling is an unregulated industry, therefore the public can only be guaranteed appropriate practice by counsellors who abide by a Code of Conduct. All ACA registered counsellors must practice by the ACA Code of Conduct. Part of the Code of Conduct is client confidentiality. This Charter explains confidentiality and the clients rights. Your counsellor should be displaying his or her current membership certificate as a member of the Australian Counselling Association (ACA), which is the peak professional association of counsellors in Australia. Clients should be asked to sign a consent form prior to counselling.

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

- You will be treated with respect
- You will receive a clear explanation of the service you will receive
- Your consent for any service will be sought by the counsellor prior to the service commencing and as it progresses
- You will receive an explanation about the nature and limits of confidentiality surrounding the service
- You will receive competent and professional service
- You will receive a clear statement about fees
- You will be clear about the outcome that you and the counsellor are working toward
- You will receive an estimate of the number of sessions required to achieve the outcome
- You will receive a service free from sexual harassment
- You will be shown respect for your cultural background and language tradition

### **NOTE:**

If you have any concerns about the conduct of your counsellor, call the Australian Counselling Association on 1300 784 333.

