Confidential Client Record

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| Welcome to Pregnancy Counselling Link and thank you for taking a few minutes to complete this form. We also request that you read the attached Privacy and Confidentiality Code of Behaviour and Grievance Process. |

Your details

Your title: (Please tick one) Ms ⭘ Miss ⭘ Mrs. ⭘ Mr. ⭘ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| Your full name:  |  |
| Address: |  |
| Your date of birth: |  |
| Email: |  | Phone Number: |  |
|  |  |

Authority to Gain or Release Information

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| I give authority for the exchange and/or release of information between: |
| *Pregnancy Counselling Link* | and |
|  |
| regarding |  |

Your Counselling Agreement

Our Counsellors are experienced in their specialised fields and have qualifications in Social Work or Behavioural Science and /or Counselling. If you wish to proceed with counselling please complete the declaration below:

Declaration:

* I have read the Privacy and Confidentiality Code of Behaviour and understand the terms and conditions under which my counselling will be kept confidential.
* I have read and understand the PCL Grievance Process information
* I would like to proceed with counselling with Pregnancy Counselling Link.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Declaration (reviewed with client on an annual basis):

* I re-confirm my understanding of the Privacy and Confidentiality Code of Behaviour and understand the terms and conditions under which my counselling will be kept confidential.
* I re-confirm my understanding of the PCL Grievance Process information

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Privacy and Confidentiality Code of Behaviour**



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| The following details review the privacy and confidentiality codes that will be followed by our counselling staff. These procedures are required by the **Privacy Amendment (Enhancing Privacy Protection) Act 2012.**  We encourage you to read them carefully. If you have any concerns, please discuss these with your counsellor before signing the Counselling Agreement. |

**Confidentiality Arrangements.**

The nature and content of your discussions with your counsellor at Pregnancy Counselling Link (PCL), as well as the fact that you are a client here, is confidential. Your counsellor can only speak to someone else about you or let somebody else know that you are here if they have your *written* permission. There are, however, some exceptions you need to be aware of.

* If you disclose information to your counsellor that leads them to suspect child abuse is occurring, this information may need to be passed on to the appropriate authorities.
* If your counsellor has reason to believe that you may be in danger of hurting yourself or someone else, then other people (such as family or emergency services) may need to be involved in order to keep you or other people safe.
* If legal proceedings are taken out against PCL, files or other information regarding a client may be subpoenaed by a Court of Law.
* Counsellors may consult with each other within PCL for the purposes of debriefing.
* Counsellors are required to undertake regular supervision by senior colleagues for the purposes of professional development. Supervisors are also bound by the code of confidentiality.

**Storage and use of information**

The information you give us during your initial contact is confidential and will be accessed by professional staff only. This information is kept on our client database called CRM. PCL may use non-identifying information for statistical and demographic purposes.

**Your access to information about you**

You are entitled to see the information that is kept about you. You also have a right to a copy of that material, and to make corrections to anything you believe to be false.

PCL does reserve the right to deny access to some of the material in your file if it is believed that this information may pose a threat to the life or health of another person or have an unreasonable impact on the privacy of other people.



**Grievance Process**

Pregnancy Counselling Link is committed to delivering a professional and caring service to its clients. We respond to each client in a sensitive and empathic manner, mindful of the distress our clients may be experiencing at the time.

**If you are not happy with the service you have received, you may lodge a grievance. These procedures explain your rights and the information you need to deal with your grievance.**

**Do you have a grievance?**

If so,

 ▪ Act quickly

 ▪ Make your grievance clear

▪ If possible, speak directly with the Pregnancy Counselling Link staff member first. Telephone (07) 3512 7999 to make an appointment.

* Write directly to Manager – Clinical Services

 Pregnancy Counselling Link

 Bardon House

 41 The Drive BARDON QLD 4065

**How will Pregnancy Counselling Link deal with your grievance?**

Your concerns will be given priority and dealt with confidentially. They will be discussed with the person directly involved in the issue by the Manager – Clinical Services.

**What if you are not happy with the action taken by PCL?**

You may refer your grievance to:

* **Chairperson of the Board of Management of Pregnancy Counselling & Education Services Inc.**
* **Department of Children, Youth Justice and Multicultural Affairs.**
* **Queensland Government Ombudsman on (07) 3005 7000.**

 ***Please note, a Client is not disadvantaged by contacting the Department.***

Pregnancy Counselling Link | Bardon House 41 The Drive | BARDON QLD 4065

T 1800 777 690 | (07) 3512 7999 (Administration) | E info@pcl.org.au | W www.pcl.org.au