



## Charter for Clients

Katartizo counsellors are members of the Australian Counselling Association (ACA). They operate under the ACA Code of Ethics and Practice. They also carry the required professional insurances. This means that your counsellor is properly trained, certified and committed to high quality, ethical service.

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

- You will be treated with respect
- You will not be subject to discrimination
- You will be given a clear explanation of the services you will receive
- You will be asked to give your informed consent for all services provided by your counsellor
- You will receive an explanation about the confidentiality of the service and the exceptional situations where your confidentiality may not be protected
- You will receive a clear statement about fees
- There will be a discussion about the estimated number of sessions required to achieve your goals
- You will receive skilled and professional service
- There will be clear goals that you and your counsellor are working toward
- You can ask any questions about the service you are receiving
- You can terminate the counselling relationship at any time, for any reason

If you have any questions or concerns please discuss them with us. If you have concerns about the conduct of your counsellor, you may make contact with the Australian Counselling Association on 1300 784 333 or at [www.theaca.net.au](http://www.theaca.net.au).