**Counselling Terms of Engagement**

**DRAFT COPY**

North Australian Aboriginal Family Legal Service, 32 Dripstone Road, Casuarina NT 0810

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

agree that North Australian Aboriginal Family Legal Service (**NAAFLS**) Counsellor will support my healing journey (counselling ) with the following terms.

**Change of Address or Change in Circumstances**

I understand and agree that I have an obligation to tell NAAFLSabout any change to my residential or postal address or to my contact details.

**Termination / Ending our Service**

I acknowledge and agree that NAAFLS may stop counselling me if:

1. I act inappropriately towards NAAFLS staff members; or
2. NAAFLS has a conflict of interest; or
3. You fail to attend three (3) scheduled meetings with a counsellor; or
4. You do not contact NAAFLS for a prolonged period of time; or
5. You recover to a point where the counselling is no longer necessary or there is no longer a need for the counselling to continue; or
6. You request a change of counsellor; or
7. The counsellor assesses another service is more appropriate for you; or
8. A lack of public funding or resources prevents NAAFLS from acting further in my matter.

**Confidentiality**

I understand that any counsellor or administrative staff member employed in the counselling division of NAAFLS may work with me. I understand that information may be provided to another counsellor or administrative staff member for the purpose of obtaining a professional opinion or for the purpose of professional indemnity insurance or for the purpose of assisting me.

The exception to this is if a person subpoena / summons your counselling records, NAAFLS are obligated to comply with the request if the subpoena / summons meet the requirements as required by law.

**Complaints**

I understand that if at any time I am unhappy with the Counselling service NAAFLS provides, I may make a complaint to NAAFLS ManagerNa talie Maher on Ph: 08 89275942.

**Charges Payable**

I understand that my work with NAAFLS counselling will be at no cost to me.

**File closure and destruction**

NAAFLS maintains an electronic records management system.

Unless you instruct us otherwise, you authorise NAAFLS to destroy, at any time and without consulting you, any documents we hold in hard copy form regarding your matter that by law are regarded belonging to you. If we destroy any hard copy document before the date of 7 years after the completion or termination of our engagement of your matter, then we will create an electronic copy before destroying it.

Where we hold documents in electronic form regarding your matter we will retain them for at least 7 years after the completion of your matter. If you request these documents they will be provided to you in electronic form, not hard copy.

After that period we may, unless you tell us otherwise, destroy them without further notice to you.

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|  |  |  |
| Client Name |  | Date |
| Client Signature |  |  |

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Parent/Guardian Signature (If client is under 18 years of age)