

Non-Reportable Counselling

You and your family are attending upon our Centre for counselling on a non-reportable basis (hereafter referred to as sessions). This may be as a consequence of a Court Order, a Consent Order, or by agreement between yourselves and/or your solicitors. It is important for you to know that all sessions undertaken are **PRIVATE** and **CONFIDENTIAL**.

As part of the session, you will be interviewed, and this may include interviews with your child/ren. Your child/ren will be advised that the process is **PRIVATE** and **CONFIDENTIAL**, however, we would ask that you ensure that your child/ren understand that while the process is **PRIVATE** and **CONFIDENTIAL** in some instances what they say during interviews (sessions) may be discussed with others, which could include both parents.

Whilst we will make every endeavour to accommodate appointment time requests, please note that our administration staff make the appointments around our Centre's availability first.

If you have any concerns about your safety during your attendance at our Centre, we would ask that you make us aware of this immediately and certainly prior to any sessions beginning, especially if the expectation is that you will be engaging in joint sessions with another party that you are fearful of.

Please note that it is not the responsibility of the administration staff at this Centre to provide advice (including legal) to you regarding your ongoing matter. If you are unsure, please address this with us and if it is out of the scope of our responsibility then you will be advised of this.

At the beginning of your engagement with our Centre, we ask for all your current contact details and this includes your address, your best contact phone number and your email address. We can assure you that these details are not shared with anybody else other than the staff at the Centre. If any of your contact details change, we ask that you keep us notified of these changes so that we can contact you at all times to ensure that you do not miss out on information or upcoming appointments. The onus is on you to keep us updated.