



Rights & Responsibilities

Your Rights & Responsibilities:

As a Phoenix client you have the **right** to:

- Be treated with respect and professional courtesy in all your contacts with Phoenix
- Have your personal information held securely and your confidentiality and privacy protected to the highest extent permitted by law
- Request access to the information in your file. Conditions for granting access are outlined in the Phoenix Privacy Policy which is available on the Phoenix website or at your request
- Have your cultural and spiritual background taken into consideration in the services we provide
- Have differences related to your gender, sexual orientation, age, disability, race, nationality, ethnicity, religion, values, economic or social status respected
- Request a review of your counselling relationship or service received at Phoenix with the CEO.
- Provide feedback and express any concerns or grievances about Phoenix services without fear of retribution and knowing these will be investigated appropriately
- Self-determination and to expect a quality service and to receive information in a timely manner
- Terminate your contact with Phoenix at any time

As a Phoenix client you have the **responsibility** to:

- Arrive promptly for your appointments
- Provide at least 48 hours' notice if you need to cancel an appointment as per *Cancellation and Non-Attendance Terms & Conditions*.
- Be respectful and courteous in your interactions and communication with Phoenix staff and others
- Cooperate in the therapeutic process and advise Phoenix of any special support required by you
- Advise of any medication/substance you are taking that may reduce your ability to use our services
- Attend counselling sessions and group workshops free from the influences of alcohol or substances that impair your ability to function
- Advise us of any risk issues that may impact on the counselling process this may include health risks such as infectious diseases, violence restraining orders, self-harm or carrying of weapons
- Advise us of any risks that also apply when you are receiving the service remotely via phone or video calls, and this may include not having a private space or being likely to be interrupted
- Advise us of other agencies involved in your care and support so that, where appropriate and with your consent, we can liaise with these agencies to ensure that the services we provide are of maximum benefit to you