

Information about counselling sessions with our post adoption services

Personal information & privacy

The Benevolent Society keeps information about counselling sessions including contact details, the post adoption services used and adoption status. This is done in order to tailor services and maintain up to date contact information about our service users. Files are securely stored and our computers are privacy protected. Appropriate information is only accessible to staff of or consultants to The Benevolent Society.

You and your counsellor will discuss aspects of your counselling sessions, including the taking and storage of file notes. These notes are made by your counsellor and are used to remind the counsellor and yourself of the issues you have discussed together. You can see and have copies of these notes at any time.

Legislation states that counselling records must be kept for a minimum of seven years or, in the case of children, until the child reaches at least twenty five years of age. At the end of your work with your post adoption counsellor, or at any time in the future, you may state your wishes about your file and may choose to have your notes kept or destroyed within the bounds of the legislation. We recommend that you discuss this with your counsellor in some detail.

Our post adoption counsellors discuss their work in supervision sessions. Supervision is provided through individual supervision, peer supervision or group supervision. Supervisors are either employees of The Benevolent Society or consultants to The Benevolent Society. All staff and supervisors are aware of the importance of confidentiality. The Benevolent Society staff and consultants will maintain your privacy and confidentiality at all times unless they are concerned about the safety of yourself or others or unless they have concerns which relate to child protection.

Session duration and fees

Our fee schedule can be found on the website or by phoning us. Please note that services will always be provided regardless of an ability to pay. Sessions with your post adoption counsellor will generally be 1 hour in length. We aim to be flexible and to discuss your counselling needs with you but are unable to offer a crisis service or evening or weekend appointments.

Feedback about our post adoption services

The Benevolent Society has a strong commitment to maintaining services useful to clients and to listening to feedback from those who use our services. If you wish to give any feedback about the service you have received from us, you may be assured that your comments will be listened to and respected. In order to give feedback or make a complaint, please contact:

1. Janet Henegan, Manager, Post Adoption Resource Centre, The Benevolent Society
PO Box 239, Bondi 2026 Phone 02 9365 3444
2. Susan Kelly, Team Leader, Post Adoption Support Queensland, The Benevolent Society, Brisbane, QLD Phone 1300 914 819
3. Maree Walk, General Manager, Operations, The Benevolent Society, 188 Oxford Street, Paddington 2021 Phone 02 9339 8000

Please phone us if you wish to talk further about any issues raised in this information sheet.

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| <u>NSW/ACT</u> Post Adoption Resource Centre PO Box 239 Bondi NSW 2026 T 02 9365 3444 F 02 9365 3666 E parc@bensoc.org.au www.bensoc.org.au | <u>QLD</u> Post Adoption Support Queensland PO Box 5347 West End QLD 4101 T 07 3170 4600 or 1300 914 819 F 07 3255 2953 E pasq@bensoc.org.au www.bensoc.org.au |
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