

Brief Intervention Waitlist Support - Client Details & Confidentiality and Therapeutic Counselling Agreement

About you

First name:	
Surname:	
Preferred name:	
Gender:	
Pronouns:	
Date of birth:	
Residential address:	
Postal address:	
Landline phone:	
Mobile phone:	
Email:	

It is safe for Engender to contact me by (tick those that apply):

☐ Mobile phone ☐ Email

Is it safe to leave a message ☐ Yes ☐ No

When is it safe for us to contact you? (days/times) Any other comments:

Other information

Emergency contact

Full name:	Phone:
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Children – Full names & dates of birth

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Other information

Languages spoken at home:	
Country of birth:	

Are you an Aboriginal or Torres Strait Islander person? ☐ Yes ☐ No

Do you have a disability? ☐ Yes ☐ No

If yes, do you need any accommodations to attend an appointment?

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Family Violence Orders

Do you have a Police Family Violence Order (PFVO)?

☐

Yes

☐

No

When does it expire? (date)	
Conditions	

Do you have a Family Violence Order (FVO)?

☐

Yes

☐

No

When does it expire? (date)	
Conditions	

Child custody/contact arrangements

Tick one:

- ☐ I have a verbal agreement
- ☐ I have a Parenting Plan
- ☐ I have a Parenting Order/Consent Order (Court Order)

Conditions:

2. Brief Intervention Waitlist Support Counselling Agreement

Engender Equality offers therapeutic services to people in Tasmania over the age of 15 who have experienced intimate partner violence.

Engender Equality's Brief Intervention Program – Waitlist Support (WLS) is:

- Free and confidential;
- Offered to people currently on the waitlist for Engender Equality's medium-long term counselling and/or other therapeutic services;
- One-off 1-hour counselling appointments that can be accessed up to three times over a 12 month period;
- Available either face-to-face in Hobart, by phone and/or online using Zoom;

- In the session you can:
 - Engage in a supportive check-in – we know the waitlist is long and waiting can be hard
 - Talk about what's happening in your life right now and what is helping to keep going
 - Discuss options for Engender's services and other resources;
- Includes an evaluation process and opportunities for you to provide feedback.

Counselling is a confidential space to talk with and be listened to by a trained Family Violence Practitioner. Trauma-informed family violence counselling specialises in providing support around the following areas:

- Family violence risk and safety planning
- Understanding violence and abuse
- Self-compassion, self-worth and empowerment
- Traumatic impacts of the family violence
- Understanding your rights in a relationship
- Emotional health and wellbeing
- Understanding impacts of family violence on children
- Connecting to additional relevant services, programs and social support networks.

While Brief WLS is a responsive service, Engender Equality is **not** a crisis/emergency service. Practitioners may not be able to respond in a timely way between sessions. **If you are unsafe and need immediate help, please call 000.**

Working together

If you need to cancel or postpone an appointment, please let your practitioner know as soon as you can so we can give the time to another person. Please also inform your practitioner if you are running late to an appointment.

There may be some limitations to what services Engender can offer you and this will be based on the discretion of individual practitioners and their expertise and training.

In some instances, your practitioner may need to stop working with you. This may be due to a conflict of interest, poor health, or extended leave. Where possible, the practitioner will let you know that they are unable to keep working with you and you will be given the opportunity to work with an alternative Engender practitioner.

If you have any feedback (positive or negative) you can email the Practice Manager - practicemanager@engenderequality.org.au. All feedback provided will be handled with respect, sensitivity, and confidentiality.

Respectful communication

Engender is committed to providing a safe environment for clients, staff and visitors. Please communicate with others respectfully at all times. Disrespectful or threatening behaviour will not be tolerated and may result in services being withdrawn.

Consent to services

I have discussed the therapeutic process with my practitioner and understand:

- What to expect from the therapy process;
- The role and responsibilities of my Engender practitioner;
- My responsibilities as an Engender client; and
- My options for giving feedback or making a complaint.

By checking the box below, I am indicating that I have read and agree with the above statements.

☐

I have read and agree with the above statements

3. Confidentiality Agreement

Recording and Storing Information

Engender Equality is committed to the secure collection, maintenance, and disposal of your personal information throughout the therapeutic process. This will be done in ways that protect privacy and maintain confidentiality.

Specifically, Engender Equality will:

- Collect and keep information about clients only when it is relevant and necessary to the provision of the service;
- Collect, store, and report all data required by funding arrangements within the boundaries of client confidentiality and privacy;
- Ensure data about each client is up to date, accurate and secure, whether stored in hard copy or electronically;
- Keep records only for the required length of time, and transfer or dispose of client records correctly;
- Consider potential safety issues for the client and their children and make accommodations where reasonably possible;
- Give clients an option to remain anonymous or use a pseudonym;
- Take account of any relevant cultural or religious sensitivities of people using services in the way information about them is collected, stored, and used; and

- Collect and analyse de-identified client data to inform service improvements, staff professional development, and performance management.

Confidentiality and sharing information

I understand that any personal information that I share throughout the therapeutic process will remain confidential, except where:

- I request that an Engender staff member share my information with others and give written permission for them to do so;
- Engender is ordered by a court to share my records or other information;
- An Engender staff member believes there is a serious and specific risk of harm to myself or others;
- An Engender staff member believes there may be harm, or risk of harm, to children. Engender is legally required to report such concerns to Strong Families Safe Kids Referral and Advice Line /Child Safety Services*
- Basic information (that does not include names or identifying details) is used for reporting, education, or research purposes.

4. Sharing Information Agreement

Consent

If required, I give permission for an Engender staff member to request or share information about me or the person in my care with the agencies/people specified below when/if required:

☐ Yes ☐ No

Details

☐ Any/all listed below

OR

☐ Community Corrections

☐ Child Safety Services Strong Families Safe Kids Advice and Referral Line

☐ Tasmania Police

☐ Family Violence Counselling and Support Service

☐ Department of Health

- ☐ Department for Education Children and Young People
- ☐ Centrelink
- ☐ Victims of Crime Service - Department of Justice Victim Support Services (including Victims of Crime)
- ☐ Women's Legal Service
- ☐ Legal Aid
- ☐ Shelter or crisis accommodation service (please name):
- ☐ GP or health professional (please name):
- ☐ Solicitor (please name):
- ☐ Mental health professional (please name):
- ☐ Other (please name):

Statement of Consent

By signing below, I am indicating that I have read and agree with the above statements about requesting or sharing information:

Client (or parent/guardian) name:	
Client (or parent/guardian) signature:	
Date:	

If you would like a copy of this signed form for your records, please ask your practitioner.

Office use only

I, [name of Engender staff member] have
advised [name of person above] about the above
information.

Engender staff member signature:	
Date:	