



Rural Outreach Counselling Duty of Care Policy

Duty of Care the counsellors and staff at Rural Outreach Counselling have a legal and ethical responsibility to keep clients, MateKeepers and other workers safe whilst the client is utilising the counselling service.

Duty of care is the legal and ethical obligation to keep clients safe:

- Legally
- Professionally and ethically
- Organisationally
- In the community
- Personally

This may also include an obligation to avoid acts of omission which could potentially injure or harm a client. The counsellor under supervision, would anticipate risk for a client and take care to prevent them from coming to harm, physically or emotionally.

Counsellors at Rural Outreach Counselling will discuss issues of safety with their manager before deciding to report an issue or potential issue of harm to the relevant authorities such as the police, essential services, or others to ensure safety.

Rural Outreach Counselling clients have a right to:

- Be treated in a professional, courteous, and caring manner with respect for their race, ethnicity, gender, sexual orientation, religion, personal values, age, disability, economic or veteran status
- Personal privacy and confidentiality within the law
- Be provided with a safe environment to conduct their session/s
- Choose to discontinue or not engage our services
- A prompt service with well communicated session times
- Have the full attention of the counsellor conducting the session/s
- Receive accurate and relevant information and interventions in a timely and agreed manner
- Request a different counsellor or lodge a complaint
- Have access to their records

Rural Outreach Counsellors and staff are committed to delivering a service of high standards of care and counselling to meet this ethical obligation.