



CHARTER FOR CLIENTS AT VITALITY

All staff members delivering clinical services at Vitality Psychological and Consulting Services have appropriate professional qualifications, are in good standing in their profession and also hold current accreditation for the service in Australia (APHRA). They are bound by the ethics of their profession as well as over-arching standards as established by Vitality.

As a client at Vitality, you have the right to expect:

- You will be treated with respect.
- You will receive a clear explanation of the service that you will receive.
- Your consent will be sought in writing at the beginning of your relationship with the staff person and with Vitality Psychological and Consulting Services.
- You will receive an explanation about the nature and limits of confidentiality surrounding the service.
- You will receive competent and professional service.
- You will receive the service free from any form of harassment or coercion.
- You will be shown respect for your cultural background and language tradition.
- Your faith affiliation, lifestyle or any other aspect of your life will also be respected.

- Together, we will establish clear goals that we both will be working towards. We will be clear with you about our fee structure at the beginning of our work together.
- We will estimate for you the number of sessions we will work together to achieve our goals.

- We encourage you to keep yourself safe and to always feel free to determine what therapy work is safe for you to do and that which is not.
- Please always let the staff person know if any of our work together makes you feel uncomfortable.
- It is perfectly appropriate for a clinician to ask you a question that they would routinely ask in such a situation, and it is just as appropriate for you to decline to answer it if you feel uncomfortable in any way.

We welcome your feedback. If you have any concerns about our work with you, please approach Dr Gerardine or Dr Tony so we can attend to your concern as soon as we can, under the review of our external supervisors.