



Your Rights

As Counsellors and behaviour therapists the staff of Bobbi Cook Behaviour Management (BCBM) recognise the partnership we have with our clients. Because of that partnership is important to us, we try to create an atmosphere of mutual trust and respect. Thus, the following client rights and responsibilities demonstrate our commitment to this partnership.

As a client of BCBM you have the right to:

Quality and respect

- high-quality non-discriminatory and respectful care
- staffing continually updated professional skills
- information
- Being informed about your rights and responsibilities and ask for information to make decisions about your health care
- new your client file

Confidentiality

- your personal information been kept confidential
- having your privacy maintained
- your choice to remain anonymous

Choice

- The right to refuse any assessment or treatment
- To have another person of your choice support you as an advocate (speak on your behalf) about your rights and responsibilities and receiving services
- an advocate can be a friend, family member or a person from an advocacy service

Being heard

- a simple process for providing feedback and making complaints
- Fair and prompt investigation of any complaints
- continued services after making complaints

Interpreters

If English is not your first language and you would prefer to discuss your treatment in your first language an interpreter can be arranged for you.

Interpreter services are also provided for hearing-impaired people. Your counsellor will book an interpreter to help them talk to you if they need information from you which is

complicated and very important. Interpreter services are free and all interpreters are trained and services are confidential

Complaints

If you have a complaint one and happy with any aspect of service, we encourage you to speak directly with your counsellor about the matter. If your sessions have been brokered by an organisation on your behalf, you could discuss your complaint with them.

Or you can contact the Australian Counselling Association 1300784333

If you're not satisfied with the way we handled your complaint you can also contact an external complaints management officer:

The Disability Services Commissioner
1800 677342

Mental Health Complaints Commission
1800 246054

Health Services Commissioner Victoria
1300 582133





Responsibilities

To make sure you get the best care from the BCBM you should do these things:

- keep appointments or let us know early if you need to cancel
- give information needed to provide you with the required services
- asked questions about your cares that you can make informed decisions
- respect the advice given to you that expecting that the final decision is yours
- maintain confidentiality and privacy staff and other people using BCBM services particularly when your participating in group programs
- Observe safety procedures including no smoking signs to ensure a safe environment is everyone

Brockie the Therapy Dog works in the clinic and is a medium sized Spoodle. Please advise if this will be an issue and he will not be present in sessions.

Bobbi is a Behaviour Therapist and Family Counsellor with over 25 years of experience working with children, young people and families. Bobbi enjoys working in a practical way to support families to be the best they can be and achieve the outcomes they are looking for.

Bobbi is a registered member of the Australian Counselling Association and the Australian Register of Counsellors and Psychotherapists (4923)

Bobbi Cook
11 Jess Way
Sebastopol 3356
5309 0495
0408405684
bobbi@bcm.com.au
www.bcm.com.au



Your Rights
and
Responsibilities

