



Pregnancy & Infant Loss Support



## Professional Disclosure Statement

Bears of Hope Counsellors are bound by professional and ethical codes of confidentiality & disclosure as well as ongoing training.

Whilst at times it may not feel like it, we believe that you remain the expert on your own life. As a result, you are ultimately responsible for your own growth & change and therefore have the right & responsibility to determine the therapist and type of therapy that best meets your needs within our service provision.

*Please note we do not provide emergency services - If a life is in danger please call 000.*

We are not a crisis hotline and therefore our lines are not open 24 hours. Should your call be unanswered, we may be with other clients, or it may be outside of our standard operating hours. We endeavour to return messages within 48 hours however delays may occur from time to time.

In between sessions you are welcome to send an email to [support@bears of hope.org.au](mailto:support@bears of hope.org.au) or contact us via 1300 11 HOPE.

### What to Expect:

Within appointments our counsellors intend to be active through asking questions, offering suggestions and looking for patterns reflected in speech and life descriptions to set the direction of therapy. Most importantly, we look to clients to identify what goals they would like to work towards and choose a course of action based on a discussion of alternatives in session. We like our clients to complete therapeutic or homework activities discussed in session within the timeframe we set together. This may be as simple as going for a short walk, listening to a relaxation exercise or writing down some information that we can discuss in the next session.

The length of time to see a counsellor varies for each person depending on their own unique circumstances. However, we believe *a minimum of 3 meetings over a period of 6 weeks* is essential to ensure we are working well together on the goals we set for you in order to find empowerment and to assess the tools we put in place. There is no limit to the number of times you can access Bears of Hope Support. You are in control of booking ongoing sessions - you can book it at the end of your session with your counsellor or you can book it online when you feel ready.

You can alter or cancel your booking at any stage. We expect that you will turn up to your appointment (physically or virtually dependant on the type of booking) at the time booked. However, we understand at times you may not feel ready and that is ok. You receive notifications

**Bears Of Hope Pregnancy & Infant Loss Support Inc. 9885618**

PO Box 352 Stanhope Gardens NSW 2768  
contact@bears of hope.org.au | www.bears of hope.org.au

BOH is a limited liability incorporated association based in Sydney, NSW.

of your session and if you feel that you are unable to make your appointment, please use the cancel booking function.

If you are cancelling within 2 hours of your appointment, please text your name and appointment time to 0422 447 268.

### Code of Practice/Confidentiality

As counsellors we are governed by Codes Of Practice. You can view these on the PACFA website. If you have a complaint or concern about our service, please raise this with Bears Of Hope directly or contact the governing body applicable.

Part of our code is to ethically maintain the confidentiality and privacy of clients. This means what is discussed in session remains confidential no matter who we may know of mutual acquaintance. This includes both written as well as oral information. There are however, exceptions to this confidentiality as follows:

- *Duty to warn and protect – when a client discloses intentions or a serious plan to harm another person we are required to warn the intended victim and report this information to the appropriate authorities. Additionally, when a client discloses or implies a serious plan for suicide we are required to notify the appropriate authorities and make reasonable attempts to safeguard life.*
- *Abused children and vulnerable adults – if we are made aware that a child or a vulnerable adult is being or has been abused we must report this information to the appropriate authorities.*
- *Minor/Guardianship – parents or legal guardians of non-emancipated minors have the right to access client records.*
- *Insurance providers (where applicable) – insurance companies and third-party payers, such as WorkCover, are given information that is requested to facilitate client services and satisfy reporting obligations.*
- *Subpoena – if you are involved with the Legal/Court system, records could be subpoenaed. If this occurs, we are compelled to release information required by the courts.*

Information that is often requested includes but is not limited to, the type of services provided, the dates and times of services provided, diagnosis, treatment plan and application, a description of difficulties presented by the client, the progress of therapy, actual cases notes and summaries and billing specifics.

**By turning up to the first appointment (either physically or virtually) you will be demonstrating an understanding of this professional disclosure and agree to abide by the requirements that relate to you regarding appointments. If you have any questions, please email [support@bearsofhope.org.au](mailto:support@bearsofhope.org.au) to discuss prior to your session.**

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