



The Australian Centre for Grief and Bereavement is a not-for-profit organisation established to provide a range of education, counselling, research and clinical services for those working in, and affected by experiences of, grief and bereavement.

How can I find out more?

If you are interested in hearing more about your rights and responsibilities, please contact the Australian Centre for Grief and Bereavement on (03) 9265 2100 or email counselling@grief.org.au



Australian Centre for Grief and Bereavement

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(03) 9265 2100

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ACN: 159 297 444

The statewide Specialist Bereavement Counselling and Support Service is supported by the Victorian Government Department of Health



Rights and Responsibilities





At the Australian Centre for Grief and Bereavement, we strive to provide effective and respectful bereavement counselling and support.

Your rights and responsibilities

Understanding your rights and responsibilities as a client of the Australian Centre for Grief and Bereavement is central to sustaining a good relationship between you and your counsellor.

As a client of the Australian Centre for Grief and Bereavement (ACGB), you have a right to:

1. Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, gender, sexual orientation, religion, personal values, age, disability and social and economic status.
2. Expect that your privacy will be respected and confidentiality protected to the greatest extent permitted by law. You have the right of access to your file/record under Freedom of Information legislation and the Privacy Act, except where such access is prohibited by law. Your counsellor will explain to you, in the first session, situations where they might need to inform you of their decision to speak with a senior member of staff.
3. Be provided with a safe environment while you are attending the Centre, either when seeing a counsellor or participating in a support group.
4. Access the services of an interpreter.
5. A prompt service that provides the best possible bereavement counselling and support service. If a session time needs to be changed or cancelled, every attempt will be made to contact you well before the session time.
6. Have the complete attention of your counsellor and avoid interruptions during a session.
7. Receive accurate and relevant information in a timely manner.
8. Provide feedback to your counsellor and request another counsellor, should you be unhappy about the service provided.
9. Voice any opinion or comment about ACGB services in a respectful manner. If you make a complaint about the service received from ACGB, you have a right to expect that this complaint will be investigated appropriately, in confidence and without bias.

As a client of the Australian Centre for Grief and Bereavement (ACGB), you have a responsibility to:

1. Be respectful of others, including staff, volunteers and clients of ACGB.
2. Be respectful of ACGB property.
3. Attend the service in a fit state (not under the influence of illicit drugs or alcohol).
4. Participate in the counselling provided to maximise the benefits of bereavement counselling and support.
5. Turn off your mobile phone or pager while counselling is in progress.
6. Maintain confidentiality regarding information about other clients or participants in groups or programs conducted by ACGB.
7. Provide accurate information about yourself in order to receive the best possible bereavement counselling.
8. Arrive at the designated appointment time. ACGB is not in a position to be able to provide extra counselling time if you are late for your counselling session.
9. Keep your scheduled appointment. While we appreciate that from time to time situations may arise that prevent you from attending your counselling session, we request that you give at least 24 hours prior notice of a cancellation.
10. Pay fees to administrative staff in the manner that was agreed to, at the end of your appointment. Please refer to the relevant brochure for information regarding fees.
11. Provide feedback (positive and negative) to your bereavement counsellor (written or oral), to the Manager of the Bereavement Counselling and Support Service or the Director at ACGB. Feedback forms are available from reception.

