

Your Rights, Feedback & Complaints

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At KLIMS Counselling & Wellbeing Workshops, you have the right to safe, respectful and ethical care. We want to hear from you, whether it is a compliment, a suggestion or a complaint.

Your rights

- To be treated with dignity and respect, free from discrimination.
- To clear information about counselling, confidentiality, fees and alternatives before you start.
- To give or withdraw consent at any time, and to stop counselling at any time.
- To ask for a different counsellor, without needing to give a reason.
- To privacy and confidentiality, within the limits the law allows.
- To see and correct your records.
- To bring a support person or ask for an interpreter.
- To make a complaint without it affecting your care.

How to give feedback or make a complaint

1. **Talk to your counsellor**, if you feel comfortable.
2. **Contact KLIMS directly:** Katerina Klimovski, klimscounselling@gmail.com | 0400 106 620 | klimscounselling.com. We will acknowledge your complaint within 2 business days and aim to resolve it within 14 days.
3. **If you are not satisfied, contact the Victorian Health Complaints Commissioner (HCC)**, an independent, free service: 1300 582 113 or hcc.vic.gov.au. For privacy complaints, you can also contact the OAIC: 1300 363 992 or oaic.gov.au.

General Code of Conduct

Counsellors in Victoria must follow the **Code of Conduct for General Health Services**, set under Victorian law. It requires providers to give safe and ethical care, obtain consent, keep appropriate records, protect privacy, hold insurance, and never exploit clients financially or have an inappropriate relationship with them. A copy is available at hcc.vic.gov.au, or ask us and we will send it to you.

If you are in immediate danger, call 000. For 24/7 crisis support call Lifeline 13 11 14 or the Suicide Call Back Service 1300 659 467. KLIMS is not a crisis or emergency service.