

Confidentiality and Children

Anglicare WA provides a range of services for families. Our aim is to support you and your children through the separation process. In order to do that, we believe it is crucial to maintain confidentiality.

What is confidentiality?

Confidentiality means we keep what you say private and do not reveal what is said during our sessions. What you and your children disclose is not repeated to any other parties, unless you, your children or others are at risk or in danger. If we were to recognise your children are in danger, appropriate actions are taken towards their and/or others' safety.

How do we keep what you say confidential?

- Personal files are not left unattended and are securely locked in a our office's filing cabinet
- Staff members do not use your full name in public areas and consider this for appointment bookings
- Practitioners protect your rights and respect your privacy by preserving information gained while using Anglicare WA's services
- Discussions with confidential information happen in secure areas
- Two years after your last contact with Anglicare WA, your files are archived (all reports and letters are placed in a sealed envelope and stored in a secure location)

Why is confidentiality important?

At Anglicare WA, we want to ensure you the information you choose to share with us is kept confidential.

Confidentiality is essential to counselling where clients disclose personal information about their past and present situations. Thus, this can only happen when the relationship is based on trust (Bond, 1992).

- Confidentiality gives you a sense of security to feel safe to discuss what you are going through knowing your personal information is not disclosed to others. We provide a safe space for you to leave the sessions with less weight on your shoulders.
- Children and young people cope better when they are being listened to by a person they trust. What your children tell us is confidential, they must feel safe to freely share what is on their mind.

What are the benefits of keeping what your children tell us in a safe space?

We believe children and young people have the right to talk to us without being scared we report what they say. Confidentiality helps people to take risks and challenge their behaviour and thinking (Kell,1999).

- Our aim is to provide a safe place for your children to express their feelings, worries, hopes and vent their frustration/anger where they are not judged or reprimanded
- Young people sometimes need to voice what they feel so they can go on with their life
- Children and young people feel important, valued and listened to when it is confidential
- Providing children and young people with a safe space can help them to process emotions better

What are the consequences of revealing what your children tell us privately?

- Children and young people are concerned about how their parents feel and do not want to hurt your feelings; they may keep it all inside and choose not to share how they really feel resulting in stress, distress and difficulty expressing their emotions
- Young people are already concerned about what other people think about them, a feeling of betrayal can develop mistrust of health care professionals and an avoidance of seeking help at a later stage as their privacy rights have been violated

As parents, we understand you are concerned for your children and would like to know what is happening during the sessions.

- It is important to provide a safe space for children to voice their opinions and issues. By doing so, they are more willing to talk about their feelings and worries (Breslin, 1998)
- Your children love you very much, they also need a bit of privacy to talk to others in a safe space
- Sometimes at the end of the session your children can agree with the counsellors what feedback to pass onto you, so you can follow your their progress and support them
- From these sessions, we give you support to help your children through the separation process
- We can arrange another time to chat about general observations/themes from your child's counselling sessions, it does not happen in their counselling sessions to respect their confidentiality

Contact us

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