Client Rights Information

Life Linc Counselling

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Your Rights as a Life Linc Client

At Life Linc, we are committed to providing a professional, caring, safe, and respectful counselling service.
As a client of Life Linc, you have rights that help ensure you receive quality care and are treated fairly, respectfully, and with dignity.

Right to Respect

You have the right to:

- Be treated with dignity, courtesy, and respect.
- Be free from discrimination, harassment, coercion, exploitation, or abuse.
- Have your culture, values, beliefs, identity, sexuality, abilities, and life experiences respected.
- Receive services in a safe and supportive environment.

Right to Quality Services

You have the right to:

- Receive counselling services delivered professionally and ethically.
- Receive services from counsellors who practice within their qualifications, competence, and scope of practice.
- Be informed about the counselling process, including any limits or conditions of the service.
- Have your wellbeing and safety considered throughout the counselling relationship.

Right to Information and Informed Choice

You have the right to:

- Receive information in a way that you can understand.
- Ask questions about counselling, confidentiality, privacy, fees, contributions, and service expectations.
- Make informed decisions about your participation in counselling.
- Decline or withdraw consent for information sharing where legally permissible.
- End counselling at any time.

Right to Privacy and Confidentiality

You have the right to:

- Have your personal information treated confidentially.
- Be informed about how your information is collected, stored, used, and shared.
- Be informed about any limits to confidentiality.
- Access your personal information in accordance with privacy legislation.

- Request correction of your personal information where appropriate.

Right to Raise Concerns or Make a Complaint

You have the right to:

- Raise concerns about any aspect of the service you receive.
- Make a complaint without fear of retaliation or unfair treatment.
- Have concerns and complaints considered fairly, respectfully, and confidentially.
- Be informed about the outcome of a complaint where appropriate.

For information on how to raise a concern, please see our **Complaints Process**.

Professional Standards

Life Linc counsellors work in accordance with recognised professional and ethical standards.

Useful links:

Health and Disability Services Consumers' Rights
https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/

New Zealand Association of Counsellors (NZAC)
https://www.nzac.org.nz

New Zealand Christian Counsellors Association (NZCCA)
https://www.nzcca.org.nz

Contact Us

If you have questions about your rights as a client, please contact:

Life Linc Counselling
Email: manager@lifelinc.co.nz
Website: www.lifelinc.co.nz