



TRANSGUIDANCE SA

Client Service Agreement and Consent Form

To ensure the welfare, satisfaction and protection of privacy for all clients, Peer Support Volunteers shall operate in accordance with the following service agreement and consent terms. Please read carefully and sign this document. If you have any questions about this service agreement, please discuss these with your Peer Support Worker.

TransGuidance SA Support Service

This service is operated by MIFSA and SHine SA.

The aim of the TransGuidance Support Service is to enable volunteers with a lived experience of gender diversity to provide one-to-one support to clients who are gender diverse or gender questioning in South Australia. Support may include discussions about the lived experience of gender diversity and gender questioning, support options and networks, relevant knowledge and information, negotiating obstacles on the path to self-expression of identity, maintaining personal wellbeing, friends and family, and addressing concerns with public institutions and professional healthcare services.

The TransGuidance Service is NOT AN EMERGENCY OR CRISIS SERVICE. We do not guarantee a call back from a TransGuidance worker within a particular timeframe. Services funded to provide a 24 hour service in the event of a crisis include: ACIS for mental health support (ph. 131 465), Suicide Callback Service (Ph. 1300 659 467), Lifeline (13 11 14) and Domestic Violence hotline (Ph. 1800 800 098).

OUR VOLUNTEERS ARE NOT PROFESSIONAL COUNSELLORS and are unable to provide or substitute for professional counselling. The service provides a peer support service only – where volunteers, while they are trained, they work from their perspective of lived experience rather than from professional training in counselling.

As part of providing services, your peer support volunteer will need to collect and record personal information about you that is relevant to your current situation. This information will allow SHine SA and MIFSA to register you on their database so that they can provide appropriate services to you.

Confidentiality

All personal information gathered by the Peer Support Worker while they are providing services will remain confidential and secure except where:

1. Disclosure of non-identifying information to a Supervisor (who is also bound by Confidentiality) in the process of establishing the best way to help you,
2. Your details are subpoenaed by a court or if disclosure is otherwise required by law, or
3. Failure to disclose the information about you would place you or another person at serious and imminent risk; or
4. Your prior approval has been obtained to:
 - a. communicate either verbally or in writing with another professional, e.g. a GP or a lawyer; or
 - b. discuss the material with another person, eg. a parent or employer.



Signing this form acknowledges that you are aware of the limitations of confidentiality. All reasonable efforts will be taken to ensure your privacy in accordance with the Privacy Act 1988 and the thirteen Australian Privacy Principles in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Commonwealth).

Access to Client Information

At any stage you as a client are entitled to access the information about you kept on file, unless relevant legislation provides otherwise. The Peer Support Volunteer or their Supervisor will discuss appropriate forms of access with you if requested.

Grievances or Complaints

Please contact the Peer Support Volunteer’s Supervisor, Alison Lee Bruer, on 1300 794 584 if you have any concerns about your Peer Support Volunteer and/or wish to change to a different Peer Support Volunteer. It is understood that you may wish to speak to a different person than the person to whom you have been allocated. All reasonable efforts will be made to accommodate your request.

We support our clients’ rights to:

- Refuse service from TransGuidance
- Agree to, or refuse, the presence of trainees at appointments
- Choose to have another person present at appointments
- Request a transfer to another Peer Support Volunteer
- Have access to your own records
- Ask that any misleading or incorrect information be corrected
- Make complaints and have them investigated
- Have continued access to services after making a complaint

Fees

No fees are charged, or planned, for the TransGuidance service at the time of writing.

Cancellation Policy

Appointments with your Peer Support Volunteer are dependent upon availability. If appointments are booked and not used, somebody else who would like an appointment may be disadvantaged. Therefore, please provide at least 24 hours notification of cancellation so the Peer Support Volunteer can make appropriate arrangements with other people.

Please sign and date this page to indicate that you have read and understood the terms of service and consent, and to indicate that you agree with these conditions of the TransGuidance service being offered to you.

Name:	Signature:	Date:
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*A collaboration between SHine SA and MIFSA
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