

Important Information About Your Time With WHEQ

Counselling

WHEQ provides counselling services free of charge. Counselling is tailored to your needs and together we create a plan for how you would like to meet your needs and goals. Counselling sessions will usually last for approximately 1 hour face to face or 50 mins over the phone. Counselling can be in person at WHEQ, on the phone, or via video conferencing.

Confidentiality

It is your right to have your information kept confidential and secure. This means that we are not able to tell anyone outside WHEQ, including your partner, family, or friends that you are using WHEQ services. Please let us know if you are expecting anyone to ask after you. There are also exceptional circumstances when we are required to disclose information about you. WHEQ staff will go through the detailed information on confidentiality and limitations of confidentiality with you.

What information do we keep?

When you contact WHEQ a file will be created for you. Each contact between you and WHEQ is recorded in it, as well as a summary of the content of each interaction. We are required by law to keep these records for 7 years after the file has been closed. If you do not want to have a record of your contact with WHEQ, you can discuss this with a WHEQ staff member. Information about you is kept on a password protected data base. If you would like a copy of your file, this can be provided to you within 14 days of WHEQ receiving your request in writing.

Counselling Appointments

Counselling appointments will always be made at an agreed time between you and the counsellor. You will receive a reminder 2 days before your appointment, please respond YES or call to reschedule. Your counsellor may not be able to rebook you for 2 weeks. We appreciate you letting us know if you are not able to come to your appointment. WHEQ staff will contact you on your agreed and safe contact within 15 minutes of the appointment start time. If you miss your appointment and we do not hear from you, we will assume you are no longer interested in this appointment and encourage you to contact WHEQ to reschedule.

Groups

We believe that support groups can be an integral part of the healing journey. WHEQ provide a range of groups for women. If you are interested in participating in one of our groups, speak to your counsellor about how you can be a part of the groups we have on offer. You will receive a reminder 2 days before group sessions, please respond YES or call WHEQ.

Childcare

WHEQ services offer you the opportunity to focus on you. WHEQ does not have childcare facilities. Therefore, if you require childcare, please discuss when making your appointment.

Policy and Procedures Manual

WHEQ has a hard copy of the Policy and Procedures manual held at reception. If you would like to read this at any time, speak to your counsellor and you can be shown a copy to read.

Evaluations/Anonymous Feedback via Survey Monkey

Queensland Government requires WHEQ to measure how our services are for you. You will be invited to provide information and anonymous feedback about the services you have received at WHEQ. Providing feedback is voluntary and helps WHEQ to ensure you are receiving high quality services. There is a suggestions box in the waiting room, please feel free to share feedback and suggestions, or talk with WHEQ about how you can assist us in developing and offering services to meet your needs.

WHEQ is a Women's Only Space

WHEQ provide services for all women with diverse bodies, sexuality, and gender. Your safety and comfort are our priority. Please check in with WHEQ staff if you require a male support person to attend with you.

You will be informed if there is a male present in the WHEQ office.

