



Welcome to CatholicCare NT – Primary Schools

Thank you for attending CatholicCare NT. Before you and your child begin receiving services, there is some important information that you need to be aware of. This information outlines your rights and responsibilities.

Privacy and Confidentiality

- All of the information that you and your child share with a CatholicCare NT worker is confidential. This means that your/your child's information will not be disclosed to others without your consent.
- CatholicCare NT has certain obligations in its duty of care to clients. Your/your child's information may be disclosed to a third party if there are indicators showing that you/your child may harm yourself/themselves or others or when there are concerns about the safety and well being of a child.
- CatholicCare NT keeps a file on each client. These files are stored on CCNT secure database.
- If you require further information on the CatholicCare NT Privacy and Confidentiality policy, please ask the CatholicCare NT School Counsellor.

Feedback

You are encouraged to give feedback about the service you receive from CatholicCare NT. Evaluation forms are available from our offices, our website or the School Counsellor. If you have feedback, the following processes are followed:

- if you feel comfortable, talk with the counsellor seeing your child
- talk to a school staff member
- contact CCNT and ask to speak with the Families and Children's Manager

Copies of our feedback processes including contact details are available at the reception area of the school and are also available on the web at www.catholiccarent.org.au.

Keeping in Contact

We may follow-up with a phone call, email or letter. Please let us know if this is NOT okay.

I am happy to be contacted by:

Phone

Email (please provide)

Letter

Please do not contact me

Consent

I, (Print name in BLOCK CAPITALS)have read and understood the above information. I agree to these conditions for the service provided by CATHOLICCARE NT.

Signature:..... Date:

Worker:..... Date:

Please note: For further information, please contact the CatholicCare NT School Counsellor.

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