

Terms & Conditions

Duty of Data Provision

To facilitate a fruitful counselling service, you agree with carrying out the following duties:

- Complete “Interview Data Form” with accurate, most up-to-date and complete data.
- Update “Interview Data Form” with accurate, most up-to-date and complete data as soon as changes arise.

If our Centre has reason to doubt that data you provide is wrong, untruthful, out-of-date, incomplete or misleading, “Breakthrough” reserves the rights to suspend or terminate the service, and the rights to decline future requests for our services, in part or in whole.

“Breakthrough” is committed to safeguard all your data, including the “Interview Data Form” in compliance with the Privacy Policy of “Breakthrough”. (Full details in ‘Privacy Policy of “Breakthrough”’)

Counselee/Counsellor Relationship

The relations between counsellor and client/youth and his family are strictly confined to activities for carrying out mutually agreed counselling approaches and objectives. Please do not invite counsellors of our Centre to social activities.

Confidentiality Policy

- All counsellors of our Centre honour and practice professional ethics, content of all counselling interviews and data is kept in strictest confidence EXCEPT under the circumstances where:
 1. there are signs the safety of the client or other bodies is in danger
 2. condition of abuse is present (e.g. child abuse, elder abuse)
 3. client’s approval in writing
 4. by court order

Duration of Counselling Service

- The Counselling Service Contract is devised and agreed by both counselee and counsellor according to individual needs on a case to case basis. A typical contract covers between 10-30 sessions over a period of 6-12 months.
- If a counselling case lasts beyond a year, the counselee and counsellor will assess the case together and determine contract extension. Where further assistance is required, please consult our centre supervisors.
- Volunteer counsellors usually take their annual leaves between July and September in the year unless such absence may disrupt progress of the counselling.

Termination of Service

- The counselling service will be terminated:
 - When condition has improved or predefined objectives are met, or
 - When the counselling is seen as of no use to the youth counselee and family or
 - When the youth counselee and family are receiving other form of counselling service at the same time.

Remarks

The holistic development in young people is the foremost important concern of “Breakthrough Centre”. If a counselling case calls for crisis intervention care, long-term social resources support/care and/or multi-disciplinary intervention, the Centre, after initial assessment, might suggest referral to other services.

Suggestions Handling & Complaints Mechanism

To assure quality of our counselling service, the Centre handles all suggestions and complaints with absolute prudence and pledges to respond within 15 working days.

Typhoon/Rainstorm Warning Arrangements

- All counselling service/interviews will be suspended when typhoon signal 8 is hoisted.
- When typhoon signal 8 is cancelled before 1p.m., all services of the Centre will be resumed 3 hours after signal cancellation.
- When typhoon signal 8 is cancelled after 1p.m., all afternoon and evening services of the Centre will remain suspended.
- When Black Rainstorm Signal is hoisted, please call our Centre for latest announcement.