

**FREQUENTLY-ASKED-QUESTIONS (“FAQ”)
COUNSELLING SERVICES PROGRAMME FOR MEMBERS OF THE BAR**

A. Contacting a Panel Counsellor

- (1) I wish to seek counselling services pursuant to the collaboration between the Malaysian Bar and the Board of Counsellors. Where can I access the list of panel counsellors?**

The list of panel counsellors is available [here](#) on the Malaysian Bar website. It will be updated from time to time, when changes are made by the Board of Counsellors.

- (2) How do I make an appointment with the panel counsellor of my choice?**

You can contact any panel counsellor in the list of panel counsellors to make an appointment, using the email address or telephone number provided in the said list. You should inform the panel counsellor that you are a Member of the Malaysian Bar, and that you are seeking counselling services within the framework of the Memorandum of Understanding between the Malaysian Bar and the Board of Counsellors.

Counselling session(s) will be conducted at the address provided in the list of panel counsellors. However, due to the current COVID-19 restrictions, counselling sessions may be conducted virtually, subject to the discretion of the panel counsellors of your choice.

- (3) Are pupils in chambers included under this programme?**

Pupils in chambers are not included.

B. Meeting with the Panel Counsellor for the First Time

- (4) What will the panel counsellor ask for?**

The panel counsellor will request to see your National Registration Identity Card (“NRIC”), and seek to ascertain that you are a Member of the Malaysian Bar by checking your details [here](#) on the Malaysian Bar website.

(5) Will I be required to sign any document?

Yes, you are required to sign a consent form during your first appointment. The consent form sets out the relationship between you and the panel counsellor, and serves as a record under the counselling services programme.

C. Duration of a Counselling Session

(6) How long is each counselling session?

A counselling session will last approximately 40 to 60 minutes, subject to the discretion of the panel counsellor.

D. Fees

(7) How many counselling sessions can I have under this programme?

The number of counselling sessions will be determined by the panel counsellor. The Malaysian Bar will pay for a maximum of **five sessions** per Member for the duration of this programme (see item (12) below).

(8) What if I need more than five counselling sessions?

If it is the opinion of the panel counsellor that you require more than five sessions, you would need to pay for the cost of the additional session(s) at a rate of RM200 per session.

Should you need the Malaysian Bar to pay for the additional counselling session(s), you may ask the panel counsellor to submit a written request (that specifies the reasons for such request) to the Board of Counsellors. The request will be communicated to the Malaysian Bar, which will consider each request on a case-by-case basis **without knowing the identity of the Member concerned**. The decision made by the Malaysian Bar shall be final.

E. Discontinuing the Counselling Services

(9) Can I discontinue the counselling sessions?

Yes, you can discontinue the counselling sessions at any time. The Malaysian Bar will only pay for the counselling sessions that have been conducted.

F. Changing a Panel Counsellor

(10) Can I change my panel counsellor?

If you wish to change your panel counsellor, you will have to terminate the services of your existing panel counsellor, and obtain approval from the Board of Counsellors before you can seek counselling sessions from a new panel counsellor.

Under this programme, you may only seek counselling services from one panel counsellor at a time. You cannot seek counselling services from different panel counsellors simultaneously.

The Malaysian Bar shall only pay for five counselling sessions (cumulatively) per Member for the duration of this programme, regardless of whether the sessions were provided by more than one panel counsellor.

G. Confidentiality

(11) Will the panel counsellor reveal my personal details to the Bar Council?

The panel counsellor will submit your name and the dates on which the counselling services were provided, to the Board of Counsellors. The Board of Counsellors will subsequently issue invoices to the Bar Council for the services provided, **without providing any personal particulars that would reveal your identity**. The Bar Council will not know that you have obtained counselling services under this programme.

Rest assured that your personal information will be known only to the panel counsellor and the Board of Counsellors.

H. Expiry or Termination of this Programme

(12) When does this programme expire?

This programme is scheduled to expire on 7 Jan 2023.

Members who have not finished the counselling services before the date of expiry are still entitled to the maximum of five sessions paid by the Malaysian Bar, provided that the counselling sessions are completed **within three months** after the date of expiration.

I. Queries or Complaints

(13) Who can I contact if I have queries or complaints regarding this programme?

Please contact the Board of Counsellors at 03-8323 2522 or by email at mum_taz01@yahoo.com.

(14) Who can I contact if I am dissatisfied with the services of the panel counsellor?

Please contact the Board of Counsellors at 03-8323 2522 or by email at mum_taz01@yahoo.com, if you have a complaint about a particular panel counsellor.

(Updated on 4 Aug 2021)