

CLIENT RIGHTS AND RESPONSIBILITIES

When using our service, you have a right to:

- n Information about our services, how you can access them and how we believe they will help you.
- n Choose not to use any or all of our services.
- n Confidentiality and privacy to the fullest extent we can lawfully give you.
- n See our privacy policy (which is displayed on the far left and on our website) and find out how and why we keep information about you and how and when you can access it.
- n Respectful, non-discriminatory and quality services from our appropriately qualified staff.
- n Safety, including a safe service, and assistance to keep yourself safe at all times.
- n Give us feedback at any time.
- n Receive accurate relevant, easy-to-understand information which is delivered in a timely manner.
- n Make a complaint to us and expect that we will respond promptly, fairly and sensitively. Please ask any of our staff about our complaints procedure.
- n Assistance to meet the needs you have recognised and identified.

When using our service, you have responsibility for:

- n Keeping your appointment or telling us at least one day before if you have to cancel or change an appointment.
- n Paying our fees at the time you use our service. Please discuss with staff if you have any problems with the fees levied.
- n Coming to the service in a way that will maximise your ability to benefit from it (eg, not under the influence of drugs or alcohol).
- n Preventing unnecessary interruptions to the service (eg, by turning off mobile phones or pagers).
- n Respecting the rights and safety of yourself, our staff and other clients using our services.
- n Telling us what you think we need to know so we can give you the best service possible.
- n Giving us any feedback you believe we should have to help us give you or others a better service. Please ensure that you ask staff for a feedback sheet whenever you choose.
- n Making any complaint about our service within a reasonable time frame so we can deal with it effectively.

If you have any questions, please ask staff for assistance about this.

There are Relationships Australia branches throughout Queensland.

Most services provided by Relationships Australia (Qld) are subsidised through funding from the Australian Government Department Families, Community Services and Indigenous Affairs, the Attorney-General's Department and the Queensland Government Department of Communities.



Andrew Davis, Chief Executive Officer
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Relationships Australia

1300 364 277

www.relationships.com.au

Relationships Australia has policies on your privacy, your rights and responsibilities and your safety. We have procedures that cover your ability to make a complaint, provide feedback about our services and our duty of care to you and your family members.