

CLIENT RIGHTS AND RESPONSIBILITIES

When using our services, you have a right to:

- Be provided with information about our services, how you can access them and where they may be of assistance to meet your individual needs.
- Make choices regarding services provided.
- Confidentiality and privacy to the fullest extent we can lawfully provide.
- Be informed on how and why we keep information about you and how and when you can access that information. Please refer to our Privacy Statement for further details.
- Receive high quality, safe, fair, respectful and affordable services based on your needs and delivered without discrimination.
- Give us feedback at any time.
- Receive accurate relevant, easy to understand information which is delivered in a timely manner.
- Make a complaint and expect that we will respond promptly, fairly and with sensitivity. Please ask our staff for information on our Complaints Procedure.
- Assistance to meet the needs you have recognised and identified.

When using our services, you have responsibility for:

- Keeping your appointment or telling us at least one day before if you have to cancel or change an appointment time.
- Paying our fees at the time you use our service. Please discuss with staff if you have difficulty with payment of fees.
- Making appropriate and independent child care arrangements where necessary.
- Ensuring maximum benefit from service provision by attending our venues without being under the influence of drugs or alcohol.
- Preventing unnecessary interruptions to the service by ensuring mobile phones or pagers are turned off.
- Respecting the rights and safety of our staff and other clients using our services.
- Providing feedback that may result in improvements to our services. Please request a feedback form at any stage.
- Ensuring any complaint about our service is made within a reasonable time frame so we can respond to it effectively.
- Advising any changes to your personal circumstances.

Relationships Australia has procedures to protect your privacy, ensure your rights and maintain safety. We have processes to assist you to provide feedback or make a complaint about our services together with procedures that cover our duty of care to you and your family members. Please ask staff to explain these to you or provide a copy. These are also available on our website.