

# CLIENT CHARTER

Relationships Australia Queensland (RAQ) Limited is committed to making a positive difference in the lives of people most in need, and to promoting relationships that are respectful, fair, and safe, particularly where people and communities are at risk or vulnerable. RAQ's vision is to build healthy relationships for stronger communities, ensuring cultural accessibility and recognising diversity in the needs of people.

## When using our services, we commit to:

- Providing you with information about our services, how you can access them and where they may be of assistance to meet your individual needs.
- Ensuring you receive high quality and safe services based on your needs, and to be shown respect, dignity, and consideration.
- Ensuring the safety and wellbeing of all children and young people who access our activities, programs, services, or facilities.
- Listening to you and working with you to make sure that you get the assistance that is available and right for you.
- Providing you with information about referrals to other more appropriate supports as may be needed.
- Open communication with you, including you in decision-making about service delivery goals, service choices and about finishing the service with us.
- Telling you why we need to collect personal information and how we comply with privacy laws.
- Giving you a chance to provide feedback with the expectation that we will respond to it promptly, fairly and with sensitivity.

## As a client of RAQ you have a right to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to: race and ethnicity, national origin, gender, sexual orientation, culture and religion, personal and family values, age, disability, mental health, and economic or veteran status.
- Confidentiality, with a right to privacy unless there is a risk to your safety or the safety of others.
- Be provided with a safe and accessible environment when engaging with our services.
- Have access to a qualified interpreter and/or translator.
- Choose to use or not use our services.
- Have a support person with you.
- Receive accurate and relevant information provided to you in a timely manner.

## As a client of RAQ you have a responsibility to:

- Share relevant information to enable us to accurately assess and respond to your needs.
- Use our services without being under the influence of drugs or alcohol.
- Respect the professional standards our organisation expects from our employees.
- Ensure that your behaviour is not abusive or aggressive when engaging with our service.
- Not record any part of a session. It is an offence to publish recordings which are obtained without consent.
- Keep your appointment or where possible provide 24 hours notice to us if you have to cancel or change an appointment.
- Make independent childcare arrangements when attending your appointments.
- Pay our fees (where relevant) at the time you use our service. You can discuss with our employees if you have difficulty with payment of fees.

**If you have any questions please discuss these at your appointment or contact RAQ on 1300 364 277**