

CLIENT CHARTER

Relationships Australia Queensland (RAQ) is committed to making a positive difference in the lives of people most in need. We want to provide you with the highest quality of service that we can. We will listen to you and work with you to make sure that you get the assistance that is available and right for you. As a client of RAQ you have rights and responsibilities. As a service provider, we have a responsibility to ensure your rights, privacy and safety are maintained while accessing our services.

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.
- Ensure you receive high quality and safe services based on your needs, and to be shown respect, dignity and consideration.
- Giving you 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 or to make a complaint with the expectation that that we will respond promptly, fairly and with sensitivity.

When using our services you can help us provide you with a better service if you:

- Share all relevant information to enable us to accurately assess and respond to your needs.
- Sign the Client Agreement and Consent Form at the first appointment.
- Attend our Service Delivery Site without being under the influence of drugs or alcohol.
- Ensure that abusive or aggressive behaviour does not occur at an RAQ Service Delivery Site or towards RAQ staff.
- Do not record any part of a session without the prior consent of all parties involved. It is an offence to publish recordings which are obtained without consent.
- Keep your appointment or tell us at least 24 hours before if you have to cancel or change an appointment time.
- Make independent child care arrangements.
- Pay our fees (where relevant) at the time you use our service. You can discuss with staff if you have difficulty with payment of fees.

If you have any questions, discuss these at your first appointment or contact RAQ on 1300 364 277.