

TFS - Client Service Agreement

I am applying to participate in the Tertiary Family Support (TFS) program.

The following terms and conditions which apply to my participation in this program have been explained to me. I understand that the following agreement has been developed to ensure the safety and well-being of all clients and employees who participate in the Tertiary Family Support.

1. Current Family Information

- a) I agree to supply copies of all relevant current Court Orders including Domestic Violence Orders, Child Protection Orders and Good Behaviour Bonds to TFS employees. If new orders or amendments are made during my involvement with the Program, I will provide copies of these.
- b) I understand that I am required to promptly notify Relationships Australia (Qld) Limited if there are any changes in contact details, e.g., address or phone number. This includes changes to people residing or regularly staying in the household.

2. Appointments

- a) I will attend all appointments and group programs as requested.
- b) I will notify TFS employees 24 hours in advance if I am unable to attend appointments or group sessions.
- c) I understand that if I would like the presence of a third person at my appointments, I must discuss this with the case coordinator first. Third parties must not otherwise attend appointments.
- d) I understand that it is not appropriate for children to attend adult appointments unless it is part of the case plan, e.g., for counselling purposes, in home support, Supervised Contact visits. I will make appropriate childcare arrangements where necessary.

3. Your Conduct

- a) Relationships Australia (Qld) Limited employees are obliged to maintain the physical and emotional safety of all individuals using our facilities.
- b) It is my responsibility to respect the rights and safety of employees and other clients using the service.
- c) I will not use abusive language or be verbally or physically aggressive to TFS employees at appointments or any other sessions related to the TFS program.
- d) I will not be under the influence of drugs or alcohol during home visits by TFS employees, appointments or any other sessions related to the TFS program.

4. Our Responsibilities to you

Relationships Australia (Qld) Limited employees will:

- a) Comply with the client rights and responsibilities document given to me and explained by the TFS worker during my intake interview with them.
- b) Promote the best interests of the children at all times.
- c) Ensure that I am given every opportunity to provide feedback about the services I have received.
- d) Act in accordance with Relationships Australia (Qld) Limited's Client Complaint process document given to me and explained by the TFS worker during my intake interview with them.

5. Confidentiality

- a) RAQ maintains confidentiality of all its client records and interaction.

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- b) However, an admission or disclosure that indicates that a child under 18 has been abused or is at risk of abuse will be reported to the appropriate authorities and may be admitted as evidence, unless there is sufficient evidence of the admission or disclosure available to the court from other sources.
- c) For all clients – we have an obligation to the Department of Child Safety (Child Safety) to provide them with information if you do not attend the Service, are unsuitable to participate in the Program or you are unsuitable to take any further part in the Program. Further we are obliged to provide information about your participation in the program as it relates to your case plan to Child Safety regularly.
- d) For any other release of information, we require a signed consent to exchange this information, for referrals to other services, information for your solicitor or legal representative.
- e) If you require a statement of attendance, we will provide this at any stage during your involvement in the Service, by request in writing.
- f) Program employees have a duty of care to program participants and associated people. Employees will consult with other senior employees if they have reason to suspect that immediate serious harm, or risk thereof, may be present. This includes:
 - Suicide
 - Child abuse
 - Domestic violence
 - Serious criminal behaviour
 - Concerns of serious harm to self or othersIn these circumstances it may be that confidentiality will not be upheld and reports may be made to the appropriate authorities.
- g) The TFS worker may consult with other employees, in order to better meet the needs of you and your children.

6. Review Process

I understand that:

- a) Following any breach/es of the guidelines of this Service Agreement, a review of program participation will occur.
- b) If the concerns regarding the breach are satisfactorily resolved no further action will be taken.
- c) Unsatisfactory resolution will result in termination of my participation in the Program.
- d) I have a right to terminate participation in this service at any time and understand that this will be reported back to Child Safety.
- e) Regular reviews of progress measured against the Case Plan and goals set between myself and the TFS Worker will take place during my involvement with the service.

The guidelines for participation in the Tertiary Family Support have been explained to me. I understand these guidelines and agree to abide by them.

Parent Name _____

Signature _____ Date ____/____/____

Tertiary Family Support Practitioner _____

Signature _____ Date ____/____/____