

# Client Agreement and Consent

*Prior to participating in a service provided by Relationships Australia (Qld) Limited, we would like to make some important information available to you. Please discuss any questions you may have with your Practitioner before signing this Client Agreement and Consent Form.*

## 1. Duty of Care

RAQ employees have a duty of care to:

- protect the health and safety of people who have contact with our services and to minimise risk to you or others
- provide you with support, or where it is appropriate, to offer suitable referrals.

We will not disclose your personal information to anyone without your consent, unless it is to:

- comply with the law or when directed by a Court
- comply with a subpoena or summons
- protect a child who we have reasonable grounds to believe is being harmed or is at risk of harm
- prevent or lessen an act of violence or any threat to a person's life, health, or property, or
- ensure safety and reduce risk or harm.

## 2. Privacy

**By agreeing to use our service, you accept and approve the collection, use and disclosure, of your personal information according to our requirements.**

- The *Privacy Information Sheet* in your Welcome Pack sets out how all personal client information is collected, held, and stored by us and the steps we take to protect it.
- If your sessions with a practitioner are to be recorded, you will be informed and asked to give your permission for this to take place.
- Clients are not permitted to record any part of a session. Please note it is an offence to publish or share recordings which are obtained without consent.

## 3. Personal Data

Personal data collected may include personal and sensitive information. RAQ complies with State and Commonwealth laws, and this means that:

- Your personal information is collected, held, used, and disposed of in ways that comply with those laws.
- We are required to provide reports and statistical information to the Government. Any information provided to Government is de-identified. This means that you are not identified in this information and this information cannot be used to re-identify you.
- At times RAQ undertakes research to help us to better understand our clients' needs and to improve services and outcomes. You will be asked if you would like to be contacted in the future to participate in research projects (for example by the RAQ research team or one of our funding bodies). You do not have to participate in any research and can withdraw your consent at any time.

## 4. Rights and Responsibilities

The RAQ *Client Charter* in your Welcome Pack explains your rights and responsibilities, as well as information around safety and respect. Your practitioner can provide further explanation of these rights and responsibilities as they relate to your specific program/s.

## 5. Accessing and Exiting a Program

There are four important things to understand:

- Participation in all our programs is voluntary. Please see program specific participation information included in the Welcome Pack.
- If there is a fee payable for your program, you will be told about the cost before starting the program.
- You may end your involvement with our services at any time, however if a Court of a statutory body has directed you to attend a service with us, we may be required to advise the relevant authority of your decision.
- We may stop your service if:
  - You breach the *Client Charter*, or
  - A risk to your safety or the safety of others is identified, or
  - A more appropriate service is available for you.

We will notify you and provide additional referrals as required.

## 6. Referrals to other Services

Your practitioner may recommend a referral to other services.

- If your practitioner is referring you to another RAQ service, they will discuss this with you.
- If we refer you to services outside of RAQ we will seek your written agreement.

## 7. Monitoring Security System

A video monitoring security system may operate throughout the buildings and grounds of RAQ service delivery sites. This is a standard security monitoring system that supports internal security for the organisation, and no recordings are made.

## 8. Feedback and Complaints

We value the opportunity to hear about your experience with us. This helps us to improve our services. You may provide feedback or make a complaint in several different ways and RAQ employees are available to support you to do so. The RAQ *Complaints and Feedback Information Sheet* is in your Welcome Pack.

## Written Client Agreement and Consent

I understand the information provided to me on this form. I have had my questions about the Client Agreement and Consent answered. I understand that if I have questions in the future, I can ask my practitioner.

I have received a Welcome Pack which includes copies of the following documents:

- Client Charter
- Complaints and Feedback Information Sheet
- Privacy Information Sheet
- Program Brochure / Information Sheet

I understand that to participate in the program my personal information will be collected and will be de-identified for reporting purposes.

I understand that my information can be shared with other RAQ practitioners if my practitioner recommends a referral to another RAQ service.

I can choose to be contacted by a RAQ employee to follow up on my wellbeing, for quality improvement activities and for research.

### **For Family Dispute Resolution, Regional Family Dispute Resolution and Telephone Dispute Resolution Clients completing mediation in property matters only**

- I understand my duty of disclosure including consequences of non-compliance, and I have been encouraged by my practitioner to take all necessary steps to comply with this duty.

### **For Family and Relationship Services, Family Law Counselling, Parenting Orders Program, Supporting Children after Separation (SCaSP), Thriving Kinnections, Family Dispute Resolution, Regional Family Dispute Resolution and Telephone Dispute Resolution Clients only**

- I understand that I need to consider the best interests of the child/ren and I have been encouraged by my practitioner to do this.
- I understand that communication between my practitioner and myself will remain confidential and inadmissible, under s10 of the Family Law Act 1975 (Cth), unless an exception identified in the RAQ Privacy Information Sheet applies.

☐ I consent

☐ I do not consent to follow up by RAQ once I have left the service.

☐ I consent

☐ I do not consent to be invited to participate in quality improvement activities such as a focus group or a forum, to help improve RAQ service delivery.

☐ I consent

☐ I do not consent to participate in client research.

I understand that I can withdraw from RAQ services at any time.

# Client Agreement and Consent

<b>Client Name</b>		<b>Date</b>	
<b>Signature</b>		<b>Type</b>	<input type="checkbox"/> Client <input type="checkbox"/> Authorised Representative

## Verbal Client Agreement and Consent

*Verbal client consent should only be used where it is not practicable to obtain written consent.*

Only Verbal Client Consent provided ☐

I have discussed the required information on this form with the client or their authorised representative. I am satisfied that the client (or their representative) understands the information in this document and has provided their agreement and consent.

<b>Practitioner Name</b>		<b>Date</b>	
<b>Practitioner Signature</b>			