

# CLIENT CHARTER

We exist to support strong, respectful, and safe relationships.

## Your Rights

When you use our services, you have the right to:

- Clear information about our services, including how they can support you and how to access them.
- Be heard and involved in decisions about your goals.
- Respectful, judgement-free, and professional support from our qualified team.
- A safe, welcoming, and accessible environment.
- Confidentiality and privacy, unless required otherwise by law or for safety reasons.
- Make a complaint or provide feedback, with a prompt, fair, and sensitive response.
- Understand how your information is managed, including what we collect, why we collect it, and how you can access it.

For more on how we protect your privacy, see our [Privacy Information](#) available on our website and at every centre.

## Your Responsibilities

To help us provide the best possible support, we require that you:

- Share relevant information so we can understand your needs.
- Treat our staff and other clients with respect – aggressive behaviour, sexual harassment, or being under the influence of drugs or alcohol will not be tolerated. We may suspend or end services in response to these behaviours.
- Do not record any part of a session or interaction with our staff or other clients. Recordings may be a criminal offence under NSW law and can result in penalties.
- Switch off your mobile phone during appointments.
- Give us at least **two working days'** notice if you need to cancel or move an appointment.
- Reschedule if you're unwell or may be contagious.
- Arrange childcare, where necessary, before your appointment.
- Pay any fees due at the time of service, or discuss payment concerns with our team.

## Any Questions?

Feel free to discuss these during your appointment, or by giving us a call.

**1300 364 277**  
relationshipsnsw.org.au

**Relationships**  
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