

# 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 Policy](#).

## 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
- + 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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