

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
AUSTRALIA • NSW