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, and switch off your mobile phone during your appointment.
- 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

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