

Your rights when receiving support

SASS is committed to providing specialist sexual violence services that are safe, respectful, inclusive and empowering. This Charter explains what you can expect from SASS and how we will work with you. It is based on the Australian Charter of Healthcare Rights and adapted for SASS's specialist, trauma-informed services. It also explains how we will work alongside you in ways that respect your choices, needs and experiences.



1. Access

You have the right to access services that respond to your needs within the scope of the specialist services SASS provides.

- We will work with you to make it easier for you to use our services . This may include telehealth, outreach, interpreters, communication supports and reasonable adjustments.
- We will clearly explain what support we can provide, who they are for, waiting times, any limits to the support we can provide and when another service may be better placed to help meet your needs.
- If SASS cannot provide the support you need, we will explain this sensitively, discuss options with you and, where possible, help you to connect with another service.



2. Safety

You have the right to safe, high-quality and trauma-informed support in an environment that supports your physical, emotional and cultural safety.

- We will provide professional, trauma-informed, evidence-based services consistent with relevant safety and quality standards.
- We will work with you to provide an environment that supports your physical and emotional safety.
- We will listen to you and respond sensitively to safety concerns, including concerns about children or people who may be at risk of harm.
- Where safety planning is needed, we will develop it with you in ways that respect your circumstances, choices and autonomy wherever possible.



3. Respect

You have the right to be treated as an individual, with dignity, respect, sensitivity and fairness, without discrimination.

- We will respect your culture, identity, beliefs, disability, circumstances, relationships and choices.
- We will recognise your strengths, experiences and expertise in your own life.
- We will provide culturally safe, inclusive and accessible support and respect your choices about engagement with other services and systems.



4. Partnership

You have the right to open and honest communication and to choose how you participate in decisions about your support.

- We will listen to you and keep your needs, priorities and choices at the centre of your support.
- We will make decisions with you, rather than for you, wherever possible.
- We will respect your right to take time, decline or pause an option, withdraw consent or change your mind, and sensitively explain any effect on available services.
- We will support you to make informed choices and give you opportunities to ask questions or request more information.
- We will help you understand your choices in a way that suits your age, communication needs and ability to make decisions.
- You can involve someone you choose, such as a family member, friend, support person, advocate or authorised representative, where this is safe and appropriate.



5. Information

You have the right to clear, accessible and relevant information in a way you can understand.

- We will explain your support options, including relevant benefits, risks, limits and alternatives, so that you can make informed choices and provide consent.
- We will check that information makes sense to you, explain it differently if needed, and help arrange communication support.
- We will tell you of significant changes, delays or cancellations.
- Explain how you can request to see information that SASS holds about you or ask for incorrect information to be corrected, subject to any legal limitations.
- If something goes wrong in the support we provide, we will speak with you openly and sensitively about what happened, how it may affect you and what SASS is doing in response.



6. Privacy

You have the right to personal privacy and to have information about you kept secure and confidential.

- We will keep information about you secure and confidential.
- We will explain confidentiality and its limits so you can make informed choices about what you share with us.
- We will only collect, use or share your information for an authorised purpose with your consent, or when permitted or required by law.
- Sometimes the law or a serious safety concern may mean we need to act or share information without your consent. Where it is safe and appropriate, we will talk with you before this happens, explain what we need to do and involve you as much as possible.

7. Giving feedback



You have the right to tell us about your experience, give feedback, or make a complaint without this affecting the support you receive from SASS.

- You can give feedback in person, in writing, by phone or online. You can ask for a support person or advocate to help you.
- You can also give feedback anonymously via the website
- We will make it as straightforward as possible to provide feedback or make a complaint.
- We will listen to your feedback and respond respectfully, openly and within the timeframes in SASS's feedback and complaints process.
- Ensure that making a complaint does not adversely affect the support you receive from SASS.
- We will explain your options if you would like your complaint reviewed outside SASS and use feedback to improve our services.

8. Working together safely



Everyone who uses, visits or works at SASS has the right to feel safe and be treated respectfully.

We understand that distress, trauma and past experiences can affect how someone feels, communicates or responds. If something is making it difficult for you to attend appointments or engage with SASS, you can tell us if you feel able to. We will listen and explore ways to support you to continue accessing SASS services.

9. You choose what you tell us



We encourage you to share information or changes that may help us support you safely and effectively, but you do not have to tell us everything.

If there are concerns about safety or behaviour, we will respond to each individual situation. We will consider your circumstances, safety, trauma, disability and communication or support needs. Wherever possible, we will explain our concerns, listen to your perspective, work with you to identify what might help, and clearly explain any changes to how we can provide support. We will also tell you how you can ask for a decision to be reviewed.

Need help understanding or using your rights?



If you need help understanding this Charter or exercising your rights, please ask us. We can explain information in different ways and arrange supports.

You can ask a SASS team member to:

- explain this Charter;
- provide the information in another format;
- arrange an interpreter or communication support;
- involve a support person, advocate or representative;
- explain how to give feedback or make a complaint, including when you can expect a response; or
- help you find an external complaints or advocacy service.