

Client Services Charter

We offer free crisis, case management, counselling and programs for people experiencing, or at risk of experiencing domestic, family and sexual violence as well as general wellbeing counselling and men's behaviour change programs.

Safe and Well CQ is committed to trauma informed service delivery that is non-judgemental and non-discriminatory. We are a person-centred service that aims to see our clients be active participants in their own lives and decision making. Safe and Well CQ works from a gender-based violence perspective and is committed to supporting persons who use violence to take accountability for their actions and actively engage in the behaviour change process.

We are dedicated to upholding Queensland's Child Safe Standards and the universal principle of cultural safety by fostering an inclusive culture where the safety, wellbeing, and voices of all children are prioritised and protected through proactive engagement and continuous improvement.

Your rights:

- **Access to services:** you have the right to receive high-quality health, counselling and program services from qualified professionals in a safe, non-discriminatory setting – we prioritise inclusion, diversity, and accessibility
- **Respect and dignity:** you have the right to always receive consideration and respect, with recognition of personal dignity, ability, sexuality, and cultural background – interpreter services are available if needed
- **Privacy and confidentiality:** you have the right to your privacy being protected and any information held about you treated in a confidential manner – we only release your information if you consent or if required by law
- **Information:** you have the right to be provided with a complete explanation of our services and be involved in making decisions about your health care and the services we offer
- **Advocacy:** you have the right to a support person to represent your interests when accessing our services
- **Self determination:** you have the right to make your own decisions regarding your health care and will be offered informed choices regarding your reasons for contact with the centre

- **Participation:** you have the right to participate and contribute to the planning and delivery of our services – we encourage your feedback and will use it to improve our services. Feedback forms are available in the offices and on our website
- **Complaints:** you have the right to make a complaint if you are unhappy with any aspect of your contact with us. This will not mean you cannot continue to access our services. Forms are available in our offices and on our website. You can also contact the Human Rights Commissioner (Qld) if you receive a response that you consider to be unsatisfactory/inadequate or if 45 days has passed without a response to your complaint.

Your Responsibilities:

- **Appointments:** to keep appointments made or advise the centre in advance if you cannot attend
- **Participation:** please keep your counsellor informed of your progress towards meeting your goals
- **Respect:** show respect for and consider the rights and privacy of other clients, staff, and the centre

Contact Us:

Phone: 07 4979 1456
Free call: 1800 749 222
Web: www.safeandwellcq.org.au
(find copies of our feedback and complaints forms and this charter)
Email: info@safeandwellcq.org.au
Visit: 65 Central Lane, Gladstone Central, QLD, 4680
Hours: 9 am to 5.00 pm, Monday – Friday. Closed on public holidays.