

# What you can expect from us



Willing to serve

In it together

People matter

Looking forward

## As our client, you are number one priority

### To support you, we will:

- Be open, honest and respectful
- Take time to understand what you need
- Work with you to find solutions
- Respect who you are and your individual needs
- Treat you with kindness and care
- Do our best to make a positive difference in your life
- Listen to your feedback and look for ways to improve

### When you use our services, you have the right to:

- Be treated fairly and with respect
- Client centred and trauma informed care
- Get clear and accurate information about our services
- Get support from an interpreter, advocate, carer or other support person if needed
- Ask to see a different worker
- Feel safe while using our services
- Have your personal information kept private (within the limits we explain to you to ensure safety)

### We kindly ask you to:

- Treat our staff with respect
- Tell us if you cannot attend an appointment
- Give us accurate information about your needs
- Let us know if our service is not meeting your needs

### We are committed to keeping children and young people safe. We will:

- Act in their best interests
- Take reasonable steps to protect them from harm, abuse and neglect
- Report suspected abuse as required by Tasmanian law

### Your feedback is welcome

If you have any feedback about the service you are receiving, please let us know by:

- Speaking with your practitioner
- Submitting via our website

➔ <https://tas.relationships.org.au/contact/feedback/>



Relationships Australia Tasmania respects and values First Nations people. We value the diversity of our staff, clients and communities. We are committed to providing services that are safe, welcoming and fair for everyone. This includes people of all genders, sexualities, cultures, backgrounds, religions, ages, income levels, and abilities.



We are an accredited Safeguarding Children organisation and are committed to the protection of children and young people.

*Relationships*  
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