

Client Bill of Rights

As a survivor of sexual violence, you have the right to deal with your own life, in your own way, at your own pace. You have the right to:

- Be believed
- Be treated with respect and dignity
- Have a safe counselling environment
- Be accompanied by a support person
- Privacy and confidentiality
- Receive accurate and relevant information
- Seek and receive high-quality, empowering support
- Have culture, ethnic background, beliefs and sexuality respected
- Ask questions
- Refuse to have case notes recorded
- Access and amend your records
- Have the autonomy to make and change decisions
- Request a change in counsellor
- Make a complaint if not satisfied with the service
- Decide whether or not to proceed with legal action
- Take control of your healing journey

Client Responsibilities

Your rights are also accompanied by responsibilities, these include:

- To be considerate of the rights of others using the service – especially their right to confidentiality
- To be respectful to GCCASV staff members
- To let us know if our information or explanation has been difficult to understand
- To let us know if you are unable to keep an appointment
- To let us know of any special needs, e.g. needing to bring children to the service, having specific access requirements, or needing an interpreter etc.
- To attend appointments without being under the influence of alcohol or illicit drugs

If you believe your rights have not been upheld you can make a complaint by speaking to a worker, or the Director or use the Compliments, Comments and Complaints form on the website.

Please note that the organisation does not discontinue or reduce services or take any recriminatory action in relation to a person who has made a complaint.