GOLD COAST CENTRE
against sexual violence inc.

Client Rights & Responsibilities

Our service is committed to providing trauma-informed, culturally safe, and survivor-centred support. The following outlines what you can expect from us, and how we can work together safely and respectfully.

Your Rights

You have the right to:

- **Safety**
  - Feel physically, emotionally, culturally, and psychologically safe.
  - Have your safety needs recognised and responded to.
- **Respect, Dignity, and Belief**
  - Be treated with respect and without judgment or discrimination.
  - Be believed and have your experiences acknowledged.
- **Trauma-Informed Care**
  - Receive care that prioritises safety, trust, choice, collaboration, and empowerment.
  - Not be re-traumatised by service practices.
- **Choice, Autonomy, and Control**
  - Make decisions about your counselling, including what you share and at what pace.
  - Decline or stop services at any time.
- **Confidentiality and Privacy**
  - Have your information kept private within legal limits.
  - Be informed about the circumstances in which your information may need to be disclosed.
- **Information and Informed Consent**
  - Receive clear information about our service and your options.
  - Be supported to make informed decisions about your care.
- **Cultural Safety and Inclusion**
  - Have your identity, culture, and lived experience respected.
  - Access culturally appropriate supports where available.
- **Access and Equity**
  - Receive fair and equitable access to services.
  - Request reasonable adjustments to support your participation.
- **Participation and Collaboration**
  - Be involved in decisions about your care.
  - Have your voice heard and respected.
- **Advocacy and Support**
  - Be supported to access other services (e.g., legal, medical).
  - Invite a support person where appropriate.

- **Feedback and Complaints**
    - Provide feedback or make a complaint safely.
    - Have concerns addressed respectfully and fairly.

Your Responsibilities

We recognise that trauma and life circumstances can impact capacity. We will work with you flexibly and without judgment. Where possible, we ask that you:

- **Engage in a Way That Feels Safe**
    - Participate at a pace that feels manageable.
    - Share needs and boundaries where you can.
- **Interact Respectfully**
    - Treat staff and others with respect.
    - Support a safe environment for everyone.
- **Communicate with Us**
    - Let us know about changes that may affect your appointments or safety.
    - Share important information where relevant and possible.
- **Attend or Reschedule Appointments**
    - Attend sessions where possible or let us know if you need to cancel.
    - Work with us if barriers arise.
- **Support Safety Planning**
    - Share immediate safety concerns where you can.
    - Work with us on agreed safety strategies.
- **Respect Service Boundaries**
    - Engage within agreed service limits and processes.
    - Understand our role and scope.
- **Be Part of the Process**
    - Ask questions and seek clarification.
    - Provide feedback if you feel comfortable.

Our Commitment

We are committed to working alongside you in a way that supports your safety, choice, and empowerment. This is a shared process, and we will adapt our approach to meet your needs wherever possible.

Making a complaint about our service - Your Voice. Your Rights.
At Gold Coast Centre Against Sexual Violence (GCCASV), we want everyone accessing our service to feel safe, respected and heard.

If you are unhappy with any aspect of our service, you have the right to make a complaint. You can make a complaint directly to GCCASV or contact an external complaints agency.

Making a complaint will not affect your access to our services. You will not be treated unfairly or disadvantaged for raising a concern.

External complaints agencies

Department of Families, Seniors, Disability Services and Child Safety

Our Queensland Government funding body. You can contact the department with concerns or complaints about the services GCCASV provides.

Phone: 1800 080 464 **Email:** feedback@families.qld.gov.au
Website: www.families.qld.gov.au/contact-us/compliments-complaints

Office of the Victims' Commissioner

You can contact the Victims' Commissioner if you believe your rights under Queensland's Charter of Victims' Rights have not been upheld.

Phone: 1800 714 100 **Website:** www.victimscommissioner.qld.gov.au

Queensland Human Rights Commission

You can contact the Commission about discrimination or possible breaches of your human rights.

For complaints under the *Human Rights Act 2019 (Qld)*, you generally need to complain to the organisation first. If 45 business days have passed and you have not received a response, or you consider the response inadequate, you can complain to the Commission.

Phone: 1300 130 670 **Website:** www.qhrc.qld.gov.au

Need help making a complaint?

You can make a complaint verbally, in writing or with the help of someone you trust.

We can provide information about your options and help you access an advocate, interpreter, support person or other assistance if needed.

You have the right to speak up, be heard and seek an independent response.

For more information about making a complaint directly to GCCASV, please speak with reception or ask for a copy of our Complaints Policy and Procedure.