

RIGHTS and PRIVACY



WELCOME TO ASeTTs

ASeTTs works with people who have survived torture and trauma, who are often refugees and may be from culturally and linguistically diverse (CALD) populations). We provide a variety of services from counselling to community support. Counselling is available for individuals, families, children and couples. Our services are free.

TREATING YOU WITH RESPECT

We will:

- Treat you with respect and courtesy
- Use an interpreter if you need one
- Keep your information and records private and secure
- Allow you to see your records if you ask
- Refer you to other appropriate services when needed
- Work with you to develop a recovery plan
- Provide the highest quality service with qualified staff
- Listen to what is important to you
- Abide by the standards for care
- Respect your needs and include your partner or someone close to you if you ask.

Please help us to help you and others by:

- Arriving on time for appointments or activities
- If you can't come, give us 24 hours notice
- Not coming to the appointment or activity under the influence of illegal drugs or alcohol
- Treating our staff with respect and courtesy



REMEMBER

- Our service is voluntary and you have the right to refuse the services offered
- You can withdraw at any time
- You can request a counsellor of the same gender as you
- You can ask to change counsellors

CONFIDENTIALITY AND PRIVACY

ASeTTS services are confidential. This means we will not pass on any information about you without your consent unless legally required to do so. Any interpreter who works with us is also required to respect this.

We do not provide your personal information to any other person or agency without your permission. You have the right to refuse to give your permission and we will respect that. However, if we believe you are going to harm yourself or someone else we will act to protect you or the other person and this may include releasing your personal information to another organisation or person who will assist in keeping you safe. We must do this by law.

When you come in, we will ask questions to give us the information that we need to deliver services to help you. Staff members assisting you can see this information, The information is stored securely and we make sure that it is safe. You can request your information at any time.

ASeTTS uses de-identified information for research, evaluation and reporting purposes.

COMPLAINTS

If you are not happy with the service, please let us know. We can only fix it if we know about it. All complaints will be dealt with confidentially, fairly and promptly and will not affect your right to receive further treatment with ASeTTS. At all times during the resolution of your complaint you have the right to the assistance and support of an advocate of your choice. You can also contact the Health Consumers Council on 1800 620 780 for more information.

QUALITY

ASeTTS is committed to quality for its services. We work hard to make sure that we listen to our clients and think about what they say so that we can improve the service.

If you want to tell us about your experience with ASeTTS services, we would like to hear it. You can tell us good stories or bad - they are both important.

ASeTTS

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