



QPASTT

Queensland program of assistance
to survivors of torture and trauma

CLIENT CHARTER

Introduction

QPASTT aims to provide a range of flexible and culturally sensitive services to people who have been tortured or who have suffered refugee related trauma prior to migrating to Australia. We provide services which address a range of physical, psychological and social needs of our clients.

QPASTT is managed by a Committee drawn from refugee communities, human rights workers, and health and welfare workers who have experience in providing services to refugees.

What We Do

Services we provide include:

- Individual counselling for adults, young people and children
- Family counselling
- Advocacy and support services
- Referral to a wide range of professionals including medical practitioners, complementary health therapists and settlement services
- Group programs
- Community development and consultation
- Youth programs
- Training, education and support for health and community services workers working with survivors
- Public awareness raising

Clients Can Expect

- To work with experienced and appropriately qualified professional staff
- Confidentiality, with a right to privacy unless there is a risk to your safety or the safety of others
- The provision of appropriate interpreter services
- Respect for your political, religious or other values
- The right to voice your opinions, criticisms and complaints regarding our services

Important Things for You to Know

- The purpose of counselling is to work together to resolve issues that you wish to address.
- The relationship between you and your counsellor and interpreter is a team effort and the counsellor is responsible for managing the process.
- You have the right to end a counselling session at any time.

QPASTT Main Office

ABN: 50043097082

Address: 28 Dibley Street, Woolloongabba Qld 4102

Postal Address: PO Box 6254, Fairfield, Qld 4103

T: +61 (0)7 3391 6677 **F:** +61 (0)7 3391 6388 **E:** admin@qpastt.org.au

- You can choose what you wish and do not wish to talk about.
- You have the right to request a change of interpreter or counsellor.
- If we need to cancel a session we will give you as much notice as possible.
- All staff employed by the organisation adhere to the Ethical Codes of Practice within QPASTT and their relevant professional body (eg Australian Association of Social Workers or Psychologists' Registration Board).
- Your counsellor will keep brief written notes of your session and the main issues discussed for reference and statistical purposes.
- We treat the information you provide as private and confidential. However, there are some exceptions to this. These include:
 - if you give us information that you or another person is at risk of harm or abuse we are obliged to report this to relevant authorities
 - Where the organisation is required by law to disclose information
 - Where you have given informed consent to share information

If you wish to know more about our privacy policy and procedures please ask a member of staff

- You can request access to personal information we hold about you, and where possible, we will deal with your request in a reasonable time.
- QPASTT takes reasonable steps to make sure your personal information is correct.
- All records are kept securely within the service.
- You can make a complaint if you are dissatisfied with any aspect of the service.
- We will not work with people who have been using alcohol or other drugs (except drugs prescribed by your doctor).

What We Ask From You

- That you will keep your appointment times wherever possible. If you cannot come please contact us to cancel the appointment
- That you understand
 - our staff or interpreters are not permitted to provide you with their private phone numbers or addresses
 - interpreters are not permitted to provide you with transport
 - violence, abuse or intimidation of QPASTT staff or anyone on QPASTT premises will not be tolerated
- That you tell us how to contact you, particularly if you change your address or phone number

Suggestions and Complaints

We are committed to providing a quality service to all of our clients, and accept that sometimes people may be disappointed. If you have any concerns you should speak to your counsellor or another QPASTT staff member. If you would prefer, you can write to the Director who will carefully consider your issue and respond to you within two weeks. If still dissatisfied, you can write directly to the Management Committee who will address your concerns as soon as possible.

In the first instance correspondence should be directed to:
The Director, c/ QPASTT, PO Box 6254, FAIRFIELD QLD 4103

QPASTT Main Office
ABN: 50043097082

Address: 28 Dibley Street, Woolloongabba Qld 4102
Postal Address: PO Box 6254, Fairfield, Qld 4103
T: +61 (0)7 3391 6677 **F:** +61 (0)7 3391 6388 **E:** admin@qpastt.org.au