



CLIENT CHARTER

QPASTT aims to provide a range of flexible and culturally appropriate services to people who have been tortured or who have suffered refugee related trauma prior to migrating to Australia (including asylum seekers). We provide services which address a range of physical, psychological and social needs of our clients. We welcome people from all genders, sexualities, religions and cultures. QPASTT services are free.

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
- To feel safe and free from fear of abuse, discrimination and harassment.
- 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 ABOUT ONE ON ONE SERVICES

(i.e., counselling and youth related programs)

- The purpose of one-on-one services are to work together to resolve issues that you wish to address
- The relationship between you and your QPASTT worker and interpreter is a team effort. It is the responsibility of the QPASTT worker to effectively manage the process
- You have the right to end a one-on-one session at any time
- You can choose what you wish and do not wish to talk about

- You have the right to request a change of interpreter or QPASTT worker
- 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 (Please ask your QPASTT worker if you would like to see the QPASTT Code of Conduct.) and their relevant professional body (e.g., Australian Association of Social Workers or Psychology Board of Australia)
- Your QPASTT worker 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:
 - o 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
 - o Where the organisation is required by law to disclose information
 - o Where you have given informed consent to share information

To find out 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). Please note that QPASTT workers are not trained or authorised to prescribe or provide medication of any kind.
- Part of the assessment phase of one-on-one work will be determining that you meet the eligibility criteria for our service. If you do not meet these criteria, every effort will be made to refer you to a more appropriate service for your needs.

IMPORTANT THINGS TO KNOW ABOUT GROUP SERVICES

- The purpose of the group will vary depending on the group topic, however, the QPASTT worker will clearly inform you about the topic of the group
- Participation is voluntary and you can choose what you wish and do not wish to share with the group
- If we need to cancel the group, 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 (e.g., Australian Association of Social Workers or Psychology Board of Australia)
- The group work facilitator will keep brief written notes of the group 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
- 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 give you their private phone numbers or addresses
 - interpreters are not permitted to provide you with transport
 - violence, abuse or intimidation of staff or anyone on QPASTT premises and other service delivery venues won't be tolerated
 - our staff are not trained or authorised to prescribe or provide drugs of any kind
- That you tell us how to contact you, particularly if you change your address or phone number.

COMPLAINTS AND SUGGESTIONS

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 or suggestions, you should speak to your counsellor, group work facilitator or another QPASTT staff member. If you would prefer, you can write to the Chief Executive who will carefully consider your issue and respond to you within two weeks. If still dissatisfied, you can write directly to the QPASTT Board who will address your concerns as soon as possible. For further information about making a complaint or suggestion, please refer to the Complaints Policy on the QPASTT website.

In the first instance correspondence should be directed to:

The Chief Executive, c/ QPASTT, PO Box 6254, FAIRFIELD, QLD, 4103