



CLIENT CHARTER

QPASTT has offices in Woollongabba, Slacks Creek, Logan Central, Toowoomba, Cairns and Townsville.

For the contact details and addresses of each location, please go to the QPASTT website www.qpastt.org

QPASTT is the Queensland member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT)

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WHAT QPASTT DOES

QPASTT aims to provide a range of free, flexible and culturally appropriate services to people who have been tortured or who have suffered refugee related trauma before migrating to Australia (including asylum seekers).

We welcome people from all genders, sexualities, religions and cultures.

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

Our Services

- Individual counselling* for adults, young people and children
- Family counselling
- Advocacy and support services
- Referral to a 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 working with survivors
- Public awareness raising

**Counselling is a private and safe space where you can share worries and concerns with a person who is trained to listen.*

CLIENT RIGHTS AND RESPONSIBILITIES

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.
- Respect for your values, including political and religious values.
- The right to voice your opinions, criticisms and complaints regarding our services. (Refer to the Feedback and Complaints section on the last page of this brochure.)
- The right to request a change of interpreter or QPASTT worker. We will accommodate requests for male or female workers where possible.
- The right to end a QPASTT session at any time.
- To choose what you wish and do not wish to talk about.
- The right to have a carer involved in your engagement with QPASTT. This might be a family member, close friend, leader/elder or partner. You can choose the degree of involvement of a carer at any point in time and request that information is not shared with your carer.

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 tell us how to contact you, particularly if you change your address or phone number
- 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
 - We will not work with people who have been using alcohol or other drugs (except drugs prescribed by your doctor)

QPASTT STAFF RESPONSIBILITIES

- If we need to cancel a session, we will give you as much notice as possible
- All staff employed by QPASTT adhere to the QPASTT Code of Conduct and their relevant professional body (e.g. Australian Association of Social Workers or Psychologists' Registration Board)

- Your QPASTT worker will keep brief written notes of your session and the main issues discussed for reference and statistical purposes
- All records are kept securely within QPASTT
- 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 please check our website or ask a member of staff.

INTERPRETERS

QPASTT offers appropriate interpreter services to our clients.

The relationship between you and your counsellor and interpreter is a team effort, with the QPASTT worker responsible for managing the process.

FEEDBACK AND COMPLAINTS

We would like to hear from you about the way we provide our services. You can share any feedback. You can give us positive feedback (a compliment) if you are happy, or if you are dissatisfied with any part of our service, you can make a complaint.

You can make a complaint in different ways, but we advise that if you feel comfortable, you should first talk to your QPASTT worker. However, if you do not feel comfortable doing this, you can:

- talk to any QPASTT worker, a Team Leader or QPASTT Reception staff, or

- visit the QPASTT website at <https://qpastt.org.au/give-feedback/>, or

- send an email to connect@qpastt.org.au.

If you prefer, you can contact one or both of QPASTT's Co-CEOs directly.

They will carefully consider your issue and respond to you within 28 days. If you are not happy with their response, please refer to the QPASTT Complaints Policy, which lists contact details for external bodies that you can make your complaint to.