

# Rosebank Child Sexual Abuse Service Inc.

## Client Rights & Responsibilities Statement

### Your Rights

All Rosebank clients have the right to:

- ❖ Be assessed to receive services without discrimination
- ❖ Be treated with dignity and respect
- ❖ Be informed about what services are available to you
- ❖ Be consulted about decisions affecting your life
- ❖ Decide who will be present in counselling sessions (e.g. interpreter, worker/s from other agency, students, support person).
- ❖ Receive a quality and professional service in a safe environment
- ❖ Privacy and confidentiality
- ❖ Express your own views and ideas
- ❖ Have access to your records. (Please chat to your counsellor or the Co-ordinator about how to go about this.)
- ❖ Refuse to participate in counselling or support services provided by students, interns or trainees
- ❖ Be shown respect for your cultural background and preferred language. **Please let us know if you would like us to arrange an interpreter for you.**
- ❖ Make a complaint about the service/treatment received from Rosebank and expect that your complaint will be investigated appropriately and in confidence. You will not be disadvantaged in receiving continued service by making a complaint.

### Your Responsibilities

- ❖ To respect Rosebank staff and other clients
- ❖ To keep appointments or give notice as soon as is practicable if unable to attend.
- ❖ To help the counsellor in setting counselling goals with you.

**This information is left with you for your future reference. Should you wish to discuss any aspect of your rights and responsibilities please do not hesitate to contact Rosebank on 9601 3790.**