



SAWCC Users' Rights & Responsibilities Statement

INFORMATION

You have the right to:

- receive all information about yourself in clear and understandable language;
- to choose to have no identifying information kept on you in relation to your counselling or group work;
- access all information within your case files in keeping with existing case file policies;
- be informed about services provided at SAWCC and make a choice about services you wish to access.

You have the responsibility to:

- Provide to the best of your ability, accurate and relevant ongoing information to ensure appropriate service provision.

ACCESS

You have the right to:

- receive service regardless of social status, ability, sexuality, culture, language, ethnicity, religion or political belief;
- a service which strives to be responsive to your social, cultural, physical and emotional needs within available resources and within SAWCC's mandate.
- request the use of an interpreter or other relevant supports to the best of our ability.
- be informed of eligibility criteria for SAWCC's services;
- be informed of changes that will impact on your access to SAWCC's services;
- to request a change of staff member (where possible) if you are not comfortable, or receive an appropriate referral;
- to end access to services;

You have the responsibility to:

- keep appointments or notify SAWCC if you are unable to attend;
- to engage in the service you have negotiated to access at SAWCC.

CHOICE AND QUALITY

You have the right to:

- receive a professional and high quality service;
- know your worker's qualifications;
- refuse participation in research or media work;
- refuse the presence or services of students on placement and/or volunteers within individual counselling and support;

You have responsibility for:

- the consequences of any decisions you make;

DIGNITY

You have the right to:



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- be treated with respect and dignity;

You have the responsibility to:

- treat workers and other Centre users with courtesy, consideration and respect;
- act in a way which respects the rights of other Centre users and workers.

SAFETY

You have the right to:

- receive services in a safe, supportive and confidential environment.

You have the responsibility to:

- respect SAWCC's premises and worker's space;
- act in a way which is not threatening or violent;
- respect SAWCC's workers when they are required to take action to ensure duty of care for the safety of women, her children, and/or workers.

PRIVACY & CONFIDENTIALITY

You have the right to:

- be informed about the limitations of privacy and confidentiality as outlined within SAWCC's confidentiality policy guidelines;

You have the responsibility to:

- act in a way which respects the privacy and confidentiality of other SAWCC service users and workers.

FEEDBACK

SAWCC believes that centre users make a valuable contribution to the service.

You have the right to:

- provide positive or negative comments about the services you receive eg. by talking direct to a worker or anonymously by using the Service User Feedback Form;
- participate in planning and evaluating the service through evaluations and feedback processes;
- make a formal complaint and have a fair investigation process.

You have the responsibility to:

- accept feedback in an appropriate manner from SAWCC regarding your behaviour;
- be accountable for allegations made, including substantiation of claims.

Ratified by: SAWCC Executive Council Date: 2013-09-23

Reviewed by staff: Date: 2026-02-19