

Our Client Rights & Responsibilities Statement is about everyone being clear about how people should treat one another and how we can work together to achieve the best possible result for you.

This Statement sets out your rights and how you will be treated when you take part in any Five Bridges program or service. It also sets out your responsibilities and what you can do to help us provide the best programs and services.

Five Bridges supports the adoption and implementation of the:

- Human Services Quality Framework Standards
- Bail Act 1980 (Qld)
- Penalties and Sentences Act 1992 (Qld)
- Youth Justice Act 1992 (Qld)
- Children’s Court Act 1992
- Domestic and Family Violence Protection Act 2012 (Qld)
- Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984 Section 19
- Practice Standards for Working with Women Affected by Domestic and Family Violence
- QATSICPP Practice Standards and Principles of Practice.
- Domestic and Family Violence Information Sharing Guidelines

The Five Bridges Board, the processes that we develop and implement promotes an organisational culture that respects and protects human rights consistent with the requirements of the Human Rights Act 2018.

What you can expect from Five Bridges

Five Bridges is committed to providing the best possible programs and services, this includes respecting your right to:

- be treated with dignity and respect at all times
- be treated fairly and without bias, regardless of gender, religion, disability, cultural and linguistic background or age
- privacy and confidentiality
- their individuality
- information regarding the services they access with us, and support to access other services in the community
- to be an active participant in their own services
- make informed decisions and choices about their services, and about their lives overall
- have services delivered in a safe, secure and comfortable environment
- provide feedback or raise a complaint or issue about us and to have that addressed in a timely and appropriate manner

- have a support person/advocate/representative of their choice to with them in matters relating to their support

You can help us provide the best program and services by:

- treating staff with fairness, honesty and respect
- respecting other clients, including their rights to privacy and confidentiality
- follow our policies and procedures where these relate to service delivery and safety
- telling us about what you need or ways we can work together better
- giving us the correct information about yourself and your situation
- telling us if things change or if you cannot keep an appointment or commitment
- telling us what you think about our services and getting involved

Your feedback & comments help us improve our programs and services.