



**Foundation  
House**

The Victorian Foundation  
for Survivors of Torture Inc.

# CLIENT RIGHTS AND RESPONSIBILITIES

**Foundation House promotes and upholds the rights and responsibilities of clients.**

**Clients are people who receive services such as counselling and complementary therapies, or participate in Foundation House group programs.**

## CLIENT RIGHTS

As a client, you have a right to:

- access non-discriminatory service
- be treated with respect and dignity (this extends to family members and carers)
- be informed about available services and contribute to decision-making about the service you receive
- informed consent
- receive services tailored to your recovery needs and goals
- receive services in a safe and welcoming environment
- have services provided by appropriately qualified staff
- refuse a service (without this prejudicing your future access to services)
- access your client record
- confidentiality and privacy, except in cases where your safety or that of someone else is at risk or where Foundation House is legally required to disclose information
- provide feedback about the service you receive and have any complaints promptly and fairly investigated without this prejudicing your access to services
- a qualified interpreter when needed (where possible in the gender of your choice)

## CLIENT RESPONSIBILITIES

As a client you have a responsibility to:

- provide information that enables Foundation House staff to provide adequate care and advice
- treat Foundation House staff with respect
- respect the rights of other clients, including their rights to confidentiality and privacy
- when visiting Foundation House premises, act in a respectful manner to other visitors
- not attend appointments under the influence of alcohol or illicit drugs
- keep appointments, or inform Foundation House if you are unable to attend an appointment
- respect your own health, safety and welfare, and that of others

## RESOLUTION OF COMPLAINTS

- You may complain about the service you receive from Foundation House without fear that your complaint will stop further access to our services.
- You may complain in person, over the telephone, or in writing.
- If you need an interpreter ask the Foundation House staff member you speak with to arrange one for you.
- You can access further information on making a complaint at [www.foundationhouse.org.au](http://www.foundationhouse.org.au) or ask any staff member.

## WITHDRAWING FROM SERVICE

You can choose to stop receiving a service from Foundation House or participating in Foundation House activities at any time. You can still receive services or participate in activities in the future.

Foundation House can withdraw services in certain situations, such as if you threaten or injure staff or if you do not meet our eligibility criteria. Where appropriate, we would discuss withdrawal of service with you first.

## PRIVACY AND CONFIDENTIALITY

- You have the right to privacy.
- There are laws that protect your private information.
- On rare occasions, laws may require that your private information is disclosed to others.
- For more information on your information privacy rights please see the leaflet [Your Information: It's Private](#).

## FEES

Foundation House services (including professional interpreters if needed) are free to clients.

## CONTACT DETAILS

### BRUNSWICK (HEAD OFFICE)

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