



WILLING to SERVE



in it TOGETHER



PEOPLE MATTER



LOOKING FORWARD

## WHAT YOU CAN EXPECT FROM US

At RA Tas our purpose is to help people and communities thrive.  
As our client, you are our number one priority.

*To give you the best support, we will:*

- be open-minded and open-hearted
- take the time to understand what you need and how we can best support you
- work with you to be a part of the solution and respect your individuality and needs
- treat you with kindness, compassion and respect
- do whatever we can to make a positive difference – to help you thrive
- be open to change and willing to hear your feedback and making improvements in how we operate

*When using our services, you have a right to:*

- respect, equity and impartiality
- accurate and clear information about our services
- support with translators, advocates, carers or other access requirements
- request a different worker
- feel safe when you are with us
- confidential treatment of your information, within the limits we explain to you

*In return, we need you to:*

- treat our people with respect
- let us know if you can't attend an appointment
- provide us with accurate information about your needs
- let us know if the service is not meeting your needs

*Our commitment to safeguarding children and young people is:*

- to protect the best interests of children and young people involved in our services
- to take reasonable action to protect children and young people from abuse and neglect
- report suspected abuse in line with the laws of Tasmania

### *Your feedback and comments are welcome*

If you have any feedback or complaints about the service you are receiving from RA Tas please let us know by:

- Calling us on 1300 364 277
- Asking for a feedback or complaints form at our Reception desk
- Accessing the form on our website - [tas.relationships.org.au/contact-us/contact-us-form](https://tas.relationships.org.au/contact-us/contact-us-form)

We'll be there for you in every way we can.

Thank you for choosing RA Tas.



Relationships Australia Tasmania acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the traditional custodians of the lands where we live, learn and work.

Relationships Australia<sup>®</sup>

TASMANIA