

Rights and Responsibilities Agreement

Client Rights and Service Commitments

We commit to:

- **Treat you and your family with dignity and respect**
- **Protect your privacy and confidentiality**
- **Provide clear information about our service**
- **Include you in decisions about your family**
- **Listen to your concerns and respond respectfully**
- **Provide qualified and professional staff**
- **Give you access to your information**
- **Respect your cultural and religious practices**
- **Provide interpreters if needed**
- **Respond to complaints promptly**
- **Support your choices about care and treatment**

Limits to Confidentiality

We will need to share information if:

- **There is risk of harm to a child**
- **There is serious risk to someone's safety**
- **It is required by law or court order**
- **You give us permission to share specific information**

Your Responsibilities

I/we agree to:

- **Attend scheduled appointments or give notice if unable**
- **Provide accurate information about my family**
- **Participate actively in services**
- **Treat staff with respect**
- **Let staff know if I don't understand something**
- **Follow agreed safety procedures**

- Keep my children safe
- Work together with staff to support my family

Staff Responsibilities

Staff agree to:

- Be punctual and reliable
- Maintain professional boundaries
- Keep accurate records
- Follow service procedures
- Consult with supervisors regularly
- Update their skills and knowledge
- Work within their scope of practice

Supervisor Responsibilities

Supervisors agree to:

- Provide regular supervision
- Monitor service quality
- Support staff development
- Ensure service standards
- Respond to concerns promptly

I understand these rights and responsibilities and agree to work together with the service.

Parent/Carer: _____ **Date:** _____

Staff Member: _____ **Date:** _____

Supervisor: _____ **Date:** _____

Service: _____ **Contact:** _____

A copy of this agreement has been provided to all parties.