

# CHARTER OF RIGHTS

Redlands Psychologists is locally owned and located in south-east Brisbane. Our Ormiston-based psychology private practice caters for people across the life span.

Our aim is to empower people by providing them with the tools to improve their mental health and well-being, thus allowing them to enjoy their lives.

Director, Debbie Jeffries, leads our capable and caring team of Allied Health Practitioners. Debbie is a Clinical Psychologist, with 20 years of experience in the field. Our team of over 20 Psychologists and our friendly administrative team attends to clients from the Redlands and surrounding areas.

## Location

Redlands Psychologists

Hub 68  
58-68 Delancey Street  
Ormiston, QLD, 4160

## Contact Details

Tel: 07 32861530

Fax: 07 32861548

Email: [admin@redlandspych.com.au](mailto:admin@redlandspych.com.au)  
[www.redlandspychologists.com.au](http://www.redlandspychologists.com.au)



## OUR PROMISE TO YOU

Redlands Psychologists takes a strengths-based, person-centered, holistic approach to care and support, where the participant or their advocate is primary to any decisions being made. When you are in contact with our organisation, we will:

- Always treat you fairly and with respect and without discrimination.
- Inform you of your rights and responsibilities.
- Protect your personal information and only use it for the right reasons.
- Support you to connect with other services if needed.
- Tell you how to provide us with feedback on our service.
- Comply with your signed Service Agreement.
- Arrange for an interpreter or other language services if you need this.
- Be polite and respect your views, opinions, personal circumstances, and cultural diversity.
- Provide workers that have the appropriate skills and competencies to meet your needs.
- Treat you with dignity, fairness, and respect, without discrimination or victimisation.
- Provide support and care that recognises and acknowledges each person's preferences, choices, interests, and capability.
- To ensure that your practitioner discusses the available options and you are actively involved in the decision making for your treatment plan.
- Support your rights to receive quality care, and support in an appropriate environment which promotes your participation.

- You have the right to have an Advocate (including and independent advocate) involved in your support and present at sessions, we will only ask that you add them to your approved communications list.
- Provide services that meet or exceed relevant industry standards such as the NDIS Practice Standards and Quality Indicators, NDIS Rules and the Charter of Rights.



### **If you have any concerns or wish to discuss any problems that arise you can:**

Talk with your psychologist or our administration team by phone, face-to-face, or via email [admin@redlandspych.com.au](mailto:admin@redlandspych.com.au)

or

You can call NDIA on 1800 035 544, (free call from landlines) or TTY 133 677 or complete a complaint contact form found on the NDIS website.

## CLIENT RESPONSIBILITIES

As an individual using our services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services. We ask that you:

- Respect the rights of workers, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with either our staff or any services that you are receiving.
- Give us enough information to develop, deliver and review services.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be attending your appointment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice as per your Service Agreement that you intend to stop receiving services from us.