

WELCOME TO ASETTS

ASeTTS works with torture and trauma survivors from refugee-like backgrounds. We provide a variety of services from individual counselling to community development work. Our services are free.

WHAT YOU CAN EXPECT AS A NEW ASETTS CLIENT

As a new ASeTTS client you can expect to receive an individual needs assessment which will determine the type of assistance you will receive.

Because of the high demand for ASeTTS services there is sometimes a waiting period.

If ASeTTS cannot help you, we will attempt to find out which agency can and assist you to make contact with them.

WHAT WE EXPECT OF CLIENTS

- That you arrive on time for your appointments and that you let us know at least 24 hours in advance if for some reason you need to cancel.
- That you are not under the influence of alcohol or other drugs.

YOUR ASETTS CLIENT RIGHTS

- Respect and courtesy at all times
- Confidentiality and privacy
- Access to interpreter services
- Accurate feedback in response to your situation and about your counselling options
- Choice regarding service options
- Voluntary access to services
- The right to request a transfer to another counsellor (if available)
- Prompt and fair response to complaints

YOUR RIGHT TO COMPLAINT RESOLUTION

If you are not happy with the service you are getting at ASeTTS, please tell the person you are receiving the service from, so that they can try to rectify it.

If this is not possible, you can make a confidential appointment, at the Reception, with the staff member's manager. They will try to resolve the situation and will record any agreed actions.

If the issue is unresolved, the Manager will take your complaint to the Director who will discuss it with you. If the Director feels that the agency cannot solve it, it will be sent to the Board for a written response.

ASETTS & YOUR PRIVACY

WHY DO WE NEED INFORMATION?

We ask information about you in order to provide you with the services that best suit your needs. We use this information only for the purposes stated when we collect it and you have the right to access this information, should you wish, at any time (as outlined in the Privacy Act).

WHO SEES THE INFORMATION?

For you to receive a free service from ASeTTS, we need to provide basic demographic information such as gender and age range to our funding bodies. This does not include your personal history or the content of any discussions.

Before any personal information can be released to anybody else we require your written consent. We would only break confidentiality if we considered there was a serious risk of harm to you or to others.

ASETTS SECURITY MEASURES

Your information is kept in a securely locked file in a security-monitored records room that only ASeTTS staff have access to. Client information that is kept on computers is password protected and is accessed only by authorised staff.

For information on the Privacy Act please check the website at www.privacy.gov.au