

What can I expect from workers at FSA Health & Wellbeing?

At FSA Health & Wellbeing, we are committed to seeing and growing the spirit of every individual. Every day we endeavour to work by the values of our governing organisation, Family Services Australia – **Safe, Strong, Well, and Connected**. We hope that you feel as though we sincerely hold these values in mind whenever we interact with you.

Before someone can work as an allied health practitioner (e.g., Psychologist; Social Worker; Counsellor), they must be either be registered with the Australian Health Practitioners Regulation Agency (AHPRA) or their relevant governing and regulatory body. As a consumer of an allied health practitioner, you have a right to expect that:

- we will treat you with respect.
- we will give you a clear explanation of anything we do together, and the reasons why they might be helpful.
- we will ask for your consent for any service prior to the service beginning.
- when you come to FSA Health & Wellbeing, the things you say here, stay here. However, sometimes we need to do things to ensure that people are safe. We will explain to you the nature and limit of confidentiality.
- we will make sure we are both clear about the goals we are working towards, and we will work towards them together.
- we will be competent and professional.
- we will be clear about fees upfront.
- we will estimate together how long we may need to work together to reach our goals.
- you will not be exposed to harassing behaviour from your worker.
- we will show respect for your cultural background, language tradition, religion, and identity.
- you can involve others in your care and have an advocate (family, friend or professional) present if you want to.

If you have any concerns about the above matters, you can discuss them with your worker. Our Clinical Lead will take seriously any concerns you may have with your worker or the service and make the time to discuss this with you. FSA Health & Wellbeing will also provide you with the relevant contact details to contact your worker's regulatory body at your request.

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