Family Services AUSTRALIA
Health & Wellbeing

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

At FSA Health & Wellbeing, we are committed to helping people build on their strengths, overcome challenges, and work towards what matters most to them. Every day we strive to demonstrate the values of our governing organisation, Family Services Australia – Compassion, Accountability, Respect, Empowerment, Integrity and Positivity. We hope that you experience these values in every interaction with our service.

Our workers are qualified professionals who are committed to providing safe, ethical, and respectful care. As someone receiving support from our service, you have the right to expect that:

- we will provide clear information about the services we offer and seek your informed consent before commencing services or introducing new assessments, interventions, or treatment approaches.
- we will respect your privacy, protect your personal information, and explain the limits of confidentiality, including when information may need to be shared to protect safety or where required or authorised by law
- we will work in partnership with you, recognising that your knowledge, experiences, and preferences are important in shaping your care
- we will work together to develop clear goals, regularly review progress, and provide realistic estimates about the support and timeframe that may be needed to achieve those goals
- we will provide services within our skills, training, and professional responsibilities, seeking consultation, supervision, or referral where appropriate to ensure you receive safe and effective care
- we will be clear about fees and any other costs before services begin.
- we will provide a respectful and inclusive service that recognises and responds to your individual circumstances, background, identity, beliefs, and preferences
- you can involve others in your care and have an advocate (family, friend or professional) present if you wish, where appropriate
- you will be treated professionally and will not be subjected to bullying, harassment, discrimination, exploitation, or inappropriate behaviour
- we will encourage you to ask questions, discuss your options, and be actively involved in decisions about your care
- you can provide feedback, raise concerns, or make a complaint without it affecting the care you receive.

If you have any concerns about the above matters, we encourage you to discuss them with your worker in the first instance. You may also contact our reception team or another member of the service, such as the Team Leader or Clinical Lead, to discuss your concerns or explore other options. We take all feedback, concerns, and complaints seriously and are committed to responding respectfully, fairly, and in a timely manner. If requested, FSA Health & Wellbeing can also provide you with the contact details for your worker's relevant professional regulatory body.

FSA Health and Wellbeing

"STRICTLY CONFIDENTIAL AND COMMERCIAL IN CONFIDENCE"