



# WHAT YOU CAN EXPECT FROM OUR SERVICE

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Children by Choice provides independent, pro-choice pregnancy information and support, Queensland-wide.

We offer woman-centred counselling, information and referrals by tertiary qualified counsellors, who are pro-choice, non-directive and non-judgemental. We also provide sexuality education to young people and information and training to professionals, and work to improve women's access to safe and legal abortion.

We are committed to providing our clients with accessible, safe and responsive counselling and community education services.

This client services charter sets out our commitments to you and tells you what you can expect from our services and our staff.

## SERVICE ACCESS

We endeavour to make our services accessible for all Queenslanders experiencing unplanned pregnancy and their support people including health and community service providers.

This means we provide:

- Counselling services, face-to-face by appointment, over the telephone and online via our website and email;
- Financial support for eligible clients including the Women'sNILS4Health no interest loan scheme;
- Information on laws and services relating to pregnancy options, including abortion access and procedures, pregnancy health, and the adoption process;
- Referrals to other services or ongoing support for other issues (for example domestic violence);
- Access to translation and interpreter services;
- Outreach counselling to clients with mobility issues, and wheelchair access to external training venues;
- Sexuality education services to young people in southeast Queensland; and
- Professional development training and broader community education and information services state-wide.

## SAFETY, WELLBEING AND RIGHTS

We are committed to ensuring our services support the safety, wellbeing and rights of our clients at all times.

This means:

- We ensure that the safety needs of our clients are addressed;
- Our services are confidential, for example our phone number does not appear on client's telephone accounts;
- We fully support a woman's right to choose any of the three pregnancy options - parenting, adoption or termination of pregnancy;
- The client has the right to decide who will be present during a face to face counselling session; and
- The client has the right to decide what happens during access to Children by Choice services, including giving clear consent before any process occurs or withdrawing consent to any process.





## RESPONDING TO INDIVIDUAL NEED

We are committed to being responsive to and respectful of our clients' needs, regardless of their age, race, cultural background, level of ability, gender, or sexuality.

This means:

- We have a pro-choice and client-centred approach;
- We are a non-directive service and will never advise you on which pregnancy option you should choose;
- Our staff hold appropriate qualifications; and
- We regularly review our services to ensure the information we provide clients is factually correct, thorough, evidence-based and up to date.

## CONTACT US

Our hours are 9am to 5pm Monday to Friday (not including public holidays).

You can find us online at [www.childrenbychoice.org.au](http://www.childrenbychoice.org.au).

Our street address: 237 Lutwyche Road, Windsor Q 4030.

Our mailing address: PO Box 2005, Windsor Q 4030.

### Counselling and information

Call us on 07 3357 5377 (Brisbane) or freecall 1800 177 725 (statewide)

Email our counselling team at [advocacy@childrenbychoice.org.au](mailto:advocacy@childrenbychoice.org.au)

Face-to-face counselling is available by donation through our office at Windsor.

## FEEDBACK, COMPLAINTS AND APPEALS

Children by Choice is committed to providing opportunities for clients to evaluate and comment on our services. We take the rights of our clients seriously and actively seek clients' feedback to improve the services we provide.

This means:

- Counselling clients are invited to call back with any further concerns or issues;
- Clients are encouraged to tell us what they think of the service at the conclusion of the service; and
- All feedback is collected, evaluated and reported to staff, as per our Consumer Feedback and Complaints Policy.

You are encouraged to provide us with feedback at any time using the contact details on this page. If you wish to make a complaint or to view our Consumer Feedback and Complaints Policy or our Privacy Policy please see our website or ask a Children by Choice staff member.

We will acknowledge your complaint within 48hours, and respond based on the severity of the complaint. If you are not satisfied with our initial response you are entitled to appeal the matter.

### Education and training

Call us on 07 3357 9933

Email our community education team at [ed@childrenbychoice.org.au](mailto:ed@childrenbychoice.org.au).

You can join our mailing list so you never miss a training opportunity, on our website at [childrenbychoice.org.au](http://childrenbychoice.org.au).

