

Client Service Charter

What you can expect from our service

Children by Choice provides Queensland-wide counselling, information, service linkages, assistance in navigating health and support systems, and education services on all pregnancy options, including abortion, adoption, kinship and alternative care and parenting.

Our primary objective is to ensure that women and pregnant people are supported to make informed decisions about their own lives through high-quality decision-making counselling, evidence-based information, and appropriate referral to service providers. Children by Choice seeks to empower people and communities to exercise reproductive health choices and to remove the discriminatory social, legal, clinical, and policy barriers that women and pregnant people may face when seeking access to accurate information, support, and services for their reproductive choices.

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

What we do

We aim to make our services accessible for all Queenslanders wanting to explore their pregnancy options as well as those who want support following an abortion.

This means we provide:

- Individual counselling services by appointment.
- Advocacy for individuals to receive compassionate abortion care
- Information and community connection regarding pregnancy options, including abortion, parenting, adoption and formal and informal and kinship care arrangements.
- Information and community connection to access contraception options through sexual health services and supportive GPs in the community.
- Information on abortion providers and publicly funded pathways to accessing abortion care.
- Information and connections to community and support services for other supports (e.g. Domestic and Family Violence).
- Professional development training on Introduction to Pregnancy Options, Introduction to Reproductive Coercion and Abuse and Introduction to Post Abortion Support
- Broader community education, training and state-wide information services.

What you can expect from Children by Choice

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

This means:

- To work with experienced, appropriately qualified and professional staff.
- To feel safe from and be free from abuse, shame, judgement, discrimination and coercion.
- Confidentiality, with a right to privacy unless there is a risk to your safety or the safety of others.
- A pro-choice and client-centred approach.
- Respect for your values.
- Access to information that is factually correct, thorough, evidence-based and up to date.

Engaging with our service

- The purpose of one-on-one services is to work together to resolve issues that you wish to address in relation to your pregnancy or after an abortion.
- Counselling services can be provided face-to-face, virtually or over the phone
- An interpreter can be arranged upon your request and with your consent
- The relationship between you and your practitioner is collaborative
- All staff employed by the organisation adhere to their professional ethical Codes of Practice, such as the [Australian Association of Social Workers](#) and [Psychotherapy and Counselling Federation of Australia](#)
- Your practitioner will record notes of your session which are stored on a secure client management system. De-identified information may be used for research, reporting, advocacy and statistical purposes
- We treat the information you provide as private and confidential. However, there are some exceptions to this. These include:
 - If you give us information that you or another person is at risk of harm, we may be obliged to disclose this to relevant authorities
 - Where the organisation is required by law to disclose information e.g. subpoenas regarding legal proceedings, mandatory reporting
 - Where you have given informed consent to share information (for example, a referral)
- Part of the assessment phase of one-on-one work is determining that you meet the eligibility criteria for our service. If you do not meet these criteria, every effort will be made to link you to a more appropriate service for your needs

What we ask from you

- That you will keep your appointment times where possible. If you cannot attend your appointment, please contact us to cancel/reschedule the appointment
- That you understand:
 - We are not permitted to provide you with transportation

- Our staff are not permitted to give you their private phone numbers or addresses
- Violence, abuse or intimidation of staff will not be tolerated
- Our staff are not trained or authorised to prescribe or provide any kind of medication
- That you tell us the safest mode of contact (text, email, telephone)

Privacy and Confidentiality

When engaging with CbyC, please note that your information is bound by privacy and confidentiality. This means that your details will not be shared with a third party unless you consent to disclosure. We have a shared confidentiality policy at CbyC, which means that client information may be shared across work teams to ensure quality support and care.

Confidentiality: What to expect:

In order to provide quality and safe service, we need to collect and record personal information. This includes creating a client file on our Customer Relationship Management software (CRM) which includes relevant information to ensure holistic care. Session notes are also managed by your practitioner via the system. This information will be accessible to members of the CbyC team. We take confidentiality and security of your information very seriously.

Further information regarding sharing information

- Sharing of your information with a third party will only be with your consent.
- If you were referred to CbyC by a third party such as a GP, we must provide some feedback regarding your engagement with the service. This will likely be a letter or email informing them that the referral has been received and engagement has commenced.
- De-identified information is shared with funding and government bodies for research and quality assurance processes.
- In case of participation in specific research projects, audits for quality assurance of service delivery or recorded feedback via surveys, your consent will be sought at an appropriate time.

Your rights:

You have the right to:

- Request to see information collected about you.
- Not answer questions (apart from basic personal information to commence as a client with CbyC services) that you do not feel comfortable with.
- Advise us if you feel like you are not connecting with a CbyC worker and would like to request a change of personnel.
- Provide us with feedback to help us improve our services.

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 and management, as per our [Privacy 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 <https://www.childrenbychoice.org.au/contact/feedback-complaints/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.

Access and Correction

If you are seeking to correct or amend any personal information that CbyC holds from your time as a client, this request must be made in writing to the CEO via email ceo@childrenbychoice.org.au. There is no charge for requesting the correction of personal information.

Where you can demonstrate that the personal information is inaccurate, incomplete, out-of-date, irrelevant or misleading, CbyC will take reasonable steps to correct the information. This may include, but is not limited to, making appropriate additions, deletions or alterations to a record or declining to correct personal information if it would be unreasonable to take such steps.

Accessing information by the Department

If you have records with the Department of Families, Seniors, Disability Services and Child Safety, you have a right to request and amend those records under the Right to Information Act 2009 if you believe there are inaccuracies or require copies of this information. For more information on requesting a copy and amendment of notes go to Right to Information on the Department's [website](#).

Contact Us

Our hours are **8am to 7pm Monday to Saturday** (not including public holidays).

Leaders in protecting, supporting and advancing reproductive rights.

childrenbychoice.org.au

Contact

PO Box 1357, Milton, QLD
349 Coronation Drive, Milton, QLD, 4064
Free call 1800 177 725
info@childrenbychoice.org.au

Counselling, Information & Referral

Free call 1800 177 725
advocacy@childrenbychoice.org.au

Education & Training

Free call 1800 177 725
ed@childrenbychoice.org.au

You can join our mailing list so you never miss a training opportunity, on our website at www.childrenbychoice.org.au.