

## QC Service User Rights and Responsibilities Charter

### What is this Charter for?

The Charter sets out our commitment to you to provide quality services which aim to meet your needs and allow you to be your authentic self while you use our services.

QC is committed to creating cultural safety for our service users to feel safe when accessing our services.

QC is committed to creating an environment where people can make and implement informed decisions about their health and we aim to achieve this through recognising your rights, responsibilities and empowering you to define the services you want to receive.

The Charter sets out standards that you can expect to receive when you contact us or access a service from us, whether from a paid employee, volunteer or from our printed and electronic services.

It also outlines how you can help us to continue to meet your expectations in the delivery of our services.

**QC expects that all service users and visitors to QC, including family and support people of service users, will respect that QC is an LGBTIQ+ Sistergirl and Brotherboy inclusive service and does not tolerate homophobia, biphobia, transphobia, discrimination towards people with innate variations of sex characteristics, erasure of identities or other forms of discrimination, and it is your responsibility to behave in non-discriminatory ways.**

### Our Purpose

Our purpose is to drive change within systems and services and empower communities and individuals to improve social, emotional and physical wellbeing.

You have a right to more information about QC, and you can access our Strategic Plan and our Annual Reports at [www.qc.org.au](http://www.qc.org.au).

## **Our Service Users**

As a health promotion organisation our 'service users' fall into three broad categories;

- People from the LGBTI Sistergirl and Brotherboy communities we work with.
- People accessing specific services provided by QC such as attendees at events or support services.
- Service providers, governments, businesses to whom we provide information, resources and training, or advocate with on behalf of our community members or users.

This document mainly relates to the rights and responsibilities of the first two categories of service users, as Memorandums of Agreement or contracts are in place with the third category.

## **Our Service Standards**

When developing programs and projects we will consult and collaborate widely to ensure:

- We understand local needs and design and implement services that improve local health and wellbeing.
- We are supporting and empowering shared community leadership and accountability.
- We are embedding individuals and informed decision making at the center of our work.
- We consider risks to service users, potential breaches of safety, and ethical dilemmas that may come from our work, including risks associated with the way different forms of discrimination and disadvantage combine or overlap to create harm (intersectionality) and how these risks can limit access to our services, and we actively implement strategies to manage these risks, breaches and avoid these dilemmas.

## Your Rights

As a service user, you have the right to:

- Your independence, to be heard and understood, and to be treated with dignity and respect at all times and have your individuality respected.
- Be treated fairly and without bias, regardless of gender identity, sexuality, experiences as a person with innate variations of sex characteristics, religion, ability, cultural and linguistic background or age, and to not experience discrimination, sexual harassment, objectification or erasure of your identities and experiences.
- Privacy and confidentiality in line with the Privacy, Confidentiality and Data Management policy. This includes the right to provide us with information in a way that doesn't require disclosure of information about yourself and your identities that you do not wish to declare, or the ability to discuss this where this information is required for QC to meet our legal obligations, the right to request to see and amend the identified information we hold about you with reasonable notice, and the right to have sensitive information that you provide be held within secure systems.
- Be an active participant in your own services, including how data is collected and recorded about your lives and experiences, and the right to refuse to receive or participate in a service, activity or research.
- Information regarding the services you access with us to support you to make informed choices, and/or support to access other services in the community. In providing any information to you, we will give you the most accurate and current information available to us, within the limits imposed by confidentiality, and will answer any questions as fully as your request makes it practical for us to do so, strive to provide information in a way you understand, and respect your decisions to seek alternative support or care.
- Make informed decisions and choices about your services, and about your lives overall.

- Have services delivered to you in a safe, secure and comfortable environment, including environments that provide privacy and recognise and affirm your gender identity.
- Have taken into account any particular needs you identify, including arranging for a translator if you need one.
- Provide feedback or raise a complaint or issue about QC and to have that addressed in a timely and appropriate manner, without reprisal, in line with the QC Feedback and Complaints policy, which you can access here: [www.qc.org.au/contact-us](http://www.qc.org.au/contact-us)
- To provide feedback or complaints about QC to external agencies including, but not limited to the Human Rights Commission and QC's funding bodies, including if you are not satisfied with how QC has responded to your complaints. You can find a list of Advocacy and support organisations on the QC website.
- Involve a support person/advocate/representative of your choice in matters relating to your support.
- Continuity of care where you are accessing multiple QC services or programs, as much as possible within the bounds of permitted information sharing.
- Have your rights upheld in accordance with the Queensland *Human Rights Act 2019*. Examples of rights particularly relevant to QC service users that the Act protects includes:
  - Recognition and equality before the law.
  - Freedom of movement within Queensland.
  - Freedom of expression - Every person has the right to hold and express an opinion, through speech, art, and writing and to seek out and receive the expression of others' opinions.
  - Taking part in public life - Every person in Queensland has the right and opportunity without discrimination to take part in public life.
  - Privacy and reputation.
  - Right to health services - Every person has the right to access health services without discrimination.
  - Freedom of thought, conscience, religion and belief.

- Cultural rights, generally - All persons with particular cultural, religious, racial and linguistic background have a right to enjoy their culture, declare and practice their religion, and use their language in community with other persons of that background.
- Cultural rights of Aboriginal and/or Torres Strait Islander peoples - Aboriginal and/or Torres Strait Islander peoples hold distinct cultural rights as Australia's first people. They must not be denied the right, with other members of their community, to live life as an Aboriginal and/or Torres Strait Islander person who is free to practice their culture.

## **Your Responsibilities**

QC expects that all service users and visitors to QC will respect that QC is an LGBTI Sistergirl and Brotherboy inclusive service, and have a responsibility to behave in non-discriminatory ways to ensure that other service users, and staff and volunteers can access safe environments.

QC believes that service users have a responsibility for their own health and wellbeing as far as that is possible, and to support that, service users have the following responsibilities:

- To make informed decisions about your health and to seek information, support and treatment when necessary.
- To actively participate in the services delivered to you by QC, including providing information and changes to your contact details, to ensure the services are effective, appropriate and acceptable.
- To let us know if you need additional assistance regarding any particular needs, including arranging for a translator.
- To inform QC if you can no longer or do not wish to attend or participate in a service or activity.
- To provide QC with feedback, whether good or bad, about the services you receive.
- To respect other service users, including their rights to privacy and confidentiality.

- To treat all volunteers and paid staff of QC with fairness, honesty, respect and to not sexually harass or objectify staff or volunteers.
- To follow QC policies and procedures where they relate to services, activities, events and safety.
- To understand that QC has processes and policies for limiting or refusing services, where this has been identified as an appropriate action.

### **Our Quality Improvement**

QC will ensure that the commitments of this Charter are upheld through regular monitoring and review using service user surveys and consulting with our service users and the groups we work with. We will regularly measure our performance and report on these in our annual reports and other publications.

### **Contact Us**

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