



Our charter for quality service

At Relationships Australia (SA) we are committed to the maintenance of high quality services. To achieve this we implement the following principles:

Respect

You have a right to consideration and respect regardless of gender, age, sexual preference, race, religion, political belief, socio-economic status or disability.

Safety

This is a safe place. You have a right to feel safe at all times.

Choice

We will promote your right to make an informed choice by providing clear and accurate information about our services.

Confidentiality

Your records will be treated with the utmost confidentiality within legal limitations. Confidentiality will only be waived when matters of a serious or criminal nature arise. Please talk to us about any limits to your confidentiality.

Agency expertise

You will receive services from this agency of a high standard provided by skilled staff. All services are evaluated on a regular basis to ensure efficiency, effectiveness and appropriateness.

Individual requirements

We are committed to providing quality services to all people and understand that sometimes there are barriers that may prevent people from accessing community services. If you have any difficulty in accessing our services please speak to us about how we can help. For example, we can arrange for a cultural assistant, or accredited language or hearing interpreter to assist you if necessary.

Your rights

When you use Relationships Australia (SA) services you will be treated with respect, and receive the best quality service at all times.

This means that:

- You will be listened to and taken seriously
- You will be given full information about the service you are interested in
- You will be spoken to in a clear and respectful manner
- You will be encouraged to express your opinion about our services as this assists us to ensure that we meet the needs of our customers.

We value your comments

Relationships Australia (SA) is very proud of the excellent service it provides to the community. Client feedback is an important part of maintaining our service delivery standards. If you have any feedback about any of our services or staff, you can provide this by:

- Phoning us directly on (08) 8223 4566
- Completing and sending back the Feedback Form within this brochure
- Sending us a letter outlining your feedback.

Feedback form

What service does your feedback relate to?

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.....

When did you receive this service?

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What are your comments?

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Your details

Name:.....

Address:

.....

Suburb: Postcode:.....

Phone:.....

Would you like a written response to your comment? Yes No

Tear off this section, add a stamp and place in a post box. Alternatively, you can give this to a staff member at any Relationships Australia (SA) office.



belonging

Contact us

Relationships Australia (SA)
55 Hutt Street
Adelaide
South Australia 5000

To make an inquiry call:

(08) 8223 4566

Country callers: 1800 182 325
Fax: (08) 8232 2898
TTY: (08) 8227 1859
mail@rasa.org.au

www.rasa.org.au
www.socialrelations.edu.au
www.respondsa.org.au
www.rabooks.com.au

Ridgehaven

Unit 2, 1273 North East Road
Ridgehaven SA 5097
Phone: (08) 8396 4237

Salisbury

Shop 8a
Salisbury Cinema Complex
Cnr James and Gawler St
Salisbury SA 5108
Phone: (08) 8250 6600

Berri

9 Kay Avenue
Berri SA 5343
Phone: (08) 8582 4122

Hindmarsh

192 Port Road
Hindmarsh SA 5007
Phone: (08) 8340 2022

49a Orsmond Street
Hindmarsh SA 5007
Phone: (08) 8245 8100

Marion

Office Suite 500a
Westfield Shopping Town
297 Diagonal Road
Oaklands Park SA 5046
Phone: (08) 8377 5400

Your service rights



Relationships Australia (SA)
55 Hutt Street
Adelaide SA 5000

AFFIX
STAMP
HERE



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Relationships Australia

SOUTH AUSTRALIA™

learning

diversity
respect

belonging