



## Contact Us

### Adelaide (City)

151 South Terrace Adelaide SA 5000  
P: (08) 8419 2000 | E: [adelaidefrc@rasa.org.au](mailto:adelaidefrc@rasa.org.au)

### Port Adelaide (Outer West)

Ground Floor, 8 Butler Street Port Adelaide SA 5015  
P: (08) 8340 2022 | E: [rasaiw@rasa.org.au](mailto:rasaiw@rasa.org.au)

### Elizabeth (North)

13 Elizabeth Way Elizabeth SA 5112  
P: (08) 8255 3323

### Salisbury (North)

Salisbury Cinema Complex Cnr Gawler & James Streets  
Salisbury SA 5108  
P: (08) 8285 4499 | E: [salisburyfrc@rasa.org.au](mailto:salisburyfrc@rasa.org.au)

Family Relationship Advice Line  
1800 050 321

Family Relationships Centre Services  
are provided by Relationships Australia SA

## We welcome all feedback

To assist us in continuing to provide a high standard of service delivery we invite you to provide feedback.

You can do this either in writing, in person, by telephoning us or by completing any of our feedback forms.

- Your feedback will remain confidential
- We invite you to tell us what we are doing well and what we need to improve on
- Regardless of what you say we will continue to provide you with a service
- We will respond to your feedback if you request it
- We value your contribution.

## Client Rights, Feedback and Complaints

## Our services

The Adelaide Family Relationship Centre is committed to providing you with the highest level of service delivery.

We recognise your right to professional integrity and competence and we also acknowledge your responsibilities as users of these services.

This information is intended to assist you to understand your rights and responsibilities when using Family Relationship Centre services.

## Service Locations

The Family Relationships Centre services are provided from the following locations:

- Adelaide (City)
- Port Adelaide (Outer West)
- Salisbury (North)
- Elizabeth (North)

## Your rights

You have the following rights:

- To the best possible standards of service delivery
- To service delivery that upholds professional and ethical principles
- That your self determination is promoted
- That workers will ensure that you understand informed consent
- That in practice the significance of culture is acknowledged
- That your right to privacy and confidentiality of information is maintained
- That barriers will be reduced to maximise access to services.

## Making a complaint

You are welcome to provide us with feedback if you are not satisfied with the service you have received. This can be in person, by phoning **(08) 8419 2000** or in writing on the Relationships Australia SA website.

You have the right to have an advocate present when making a complaint if you choose.

Every effort will be made to achieve a successful resolution to each complaint.

If you are not satisfied with how your complaint is handled please contact:

**Department of Social Services  
National Office  
GPO Box 9820  
Canberra ACT 2601**

**Phone: 1800 653 277  
Email: [dssfeedback@dss.gov.au](mailto:dssfeedback@dss.gov.au)**