

Information for clients

Information and privacy

CADA will keep records of your contact with our service. These are kept securely. Your records may be subject to subpoena, summons or search warrant.

We also collect non-identifying data for reporting to CADA's funding bodies.

Protection of children

All CADA staff have Working with Children Blue Cards. CADA's policy is to report cases where there is a risk of child harm, abuse or neglect.

We will always make every effort to go through this process with our client.

Duty of care

CADA has a duty of care to notify relevant authorities if we believe:

- you are at immediate risk of harming yourself or another person, or
- a serious criminal offence has occurred or is likely to occur.

We will always make every attempt to go through this process with our client.

Contact CADA

Caboolture P: 07 5498 9533
Strathpine P: 07 3205 5457
Redcliffe P: 07 3283 6930
E: info@cada.org.au

Opening hours

Caboolture 9.00 to 5.00 Mon to Fri
Redcliffe 9.00 to 5.00 Mon to Thur
Strathpine 9.00 to 5.00 Tue to Fri

📍 PO BOX 1746,
Caboolture Qld 4510

🌐 www.cada.org.au



CADA

Centre Against Domestic Abuse
Moreton Bay region

Client Rights and Responsibilities



*We acknowledge the Traditional Owners and custodians of the lands on which we live, meet and work.
We pay respects to Elders past and present.*

LGBTIQ+ friendly



Funded by the Queensland Government

Welcome to CADA

You may be in contact with CADA because you are receiving support after experiencing domestic or family violence. You may be in contact with our Women's Wellbeing Hub or with our Children, Young People and Families counselling service.

Whether our practitioners are supporting you with adult, child or young person's counselling, wellbeing programs, court support, risk and safety planning, or information and referrals, there are rights and responsibilities that you need to be aware of while receiving support from CADA.



Client rights

You have the right to:

- be treated respectfully
- receive support in a safe environment
- request an interpreter or support person
- make a complaint about CADA's services and have your complaint processed fairly and in a timely way
- request a copy of your file
- confidentiality

Your personal information will not be released outside CADA except when: you have given permission, there is a danger to yourself or others, or when required by law

Client responsibilities

You have a responsibility to:

- treat staff and others in the CADA offices with respect
- let us know in advance if you can't keep an appointment
- let us know if your contact details change
- cancel attendance at CADA if you, or children in your care, are unwell
- care for your children while at CADA offices



Safety



Respect



Advocacy



Support