

## CUSTOMER CHARTER

Our vision is a world where the risk of complex trauma is eliminated and survivors have access to services where and when they need them, without prejudice.

We believe every child has the right to feel safe and thrive.

### RIGHTS & RESPONSIBILITIES

#### YOU HAVE THE RIGHT TO:

- Be treated with dignity, respect in a way that upholds your legal and human rights.
- Have your cultural, religious, spiritual beliefs, values or gender identity supported and accepted.
- Receive services in a professional and caring manner that respects and appreciates individual difference and choice.
- Feel safe visiting our service or when we are visiting you at your home.
- Be given accurate information about our services and any related costs, to make informed choices about working with us.
- Receive clear, easy to understand information about your services.
- Receive quality services that are evidence-based, flexible and responsive to your individual needs and circumstances, from qualified and supervised practitioners.
- Participate in, and contribute to, decision making about your care and recovery process.
- Expect that your personal privacy and confidentiality is respected and protected in accordance with the law.
- Access any personal and other information about you held by the ACT Group and correct any wrong information, as permitted by law.
- Be able to access our service if you are in a wheelchair or have a mobility aid or meet at a location that is suitable for your needs.
- Have an interpreter provided if this is needed.
- Access an advocate of your choice.
- End the service by giving us reasonable notice.
- Make a complaint about our service or your experience with us and expect that the complaint will be investigated appropriately and fairly.

[View our Complaints Handling Policy and Process here](#)

#### YOU ARE RESPONSIBLE FOR:

- Treating ACT Group staff with respect.
- Treat ACT Group property and staff property with respect and care.
- Telling us of any changes in your personal contact details.
- Telling us if you need help to access our services or to understand any information provided to you.
- Telling us in advance if you need to cancel an appointment.
- Telling us how best we can assist you by actively participating in the services you are receiving or programs in which you are attending.
- Not recording or distributing material obtained during contact with clinical staff and not use a service for a purpose for which it was not intended.
- Accepting that there may be limits to the ways in which we can support you.

- Telling us if you are unhappy with our service in any way and giving us the opportunity to work with you to address your concerns.
- Treating other people attending our service with respect and dignity.
- Not coming on site or attending an appointment if you are feeling unwell or are substance affected.
- Not carrying any type of weapon on site or to any appointment with an ACT Group clinician.
- The care and safety of any children who are with you while you are at the clinic.
- Telling us if you no longer want our services.

### WHAT YOU CAN EXPECT FROM US

Our values are the core of our practice framework and inform both what we do and the way we do it.

- Fairness
- Respect
- Equality
- Excellence

Our approach is underpinned by five key theories that provide a shared evidence base and help us achieve our vision.

- Child development theories
- Trauma-informed practice
- Attachment theory
- Social learning theory
- Systems theory

[Read more about our Practice Framework here](#)