

Client Services Charter

Our Promise

We will provide a service where your safety, wellbeing, and dignity come first. You will be treated with respect and without judgement. We recognise and value your rights, culture, identity, and lived experience.

We work **with you**, ensuring we are working on your identified goals and supported with clear, understandable explanations.

We provide **professional, evidence-based, culturally safe** support. If another service is better for your needs, we will help you connect with it.

We aim to be **open, clear, and accountable** in our work, while also upholding confidentiality, privacy, and duty of care responsibilities that guide our practice.

We're with you.

Our Commitment to you

Quality & Professional Practice

- High quality, consistent, evidence-based support.
- Skilled staff who are prepared, supported, and informed.

Safety, Privacy & Cultural Respect

- Your safety is prioritised.
- Your information is protected in line with legal requirements.
- A culturally safe, inclusive, non-discriminatory environment.

Communication, Integrity & Openness

- We listen actively and communicate clearly.
- We explain what we can provide, what we cannot, and why.
- We are open about our decisions and processes, while respecting confidentiality and duty of care limits.

Collaboration & Empowerment

- Working with you to set and review your goals.
- Supporting your access to other services when appropriate.
- Practising in ways that reflect partnership and shared responsibility.

What you can expect

At Your First Meeting

- A welcoming, respectful, culturally safe environment.
- Clear information about our service, informed consent, confidentiality, fees, and how we can support you.
- Staff who are prepared and able to explain the service clearly.
- Space to share what brings you to the service and what you hope to achieve.

Ongoing Support

- Reliable, consistent, professional contact.
- Regular review of your goals and support needs.
- Honest conversations about progress and options.
- Opportunities to give feedback to guide your support.

Outcomes

- A partnership where you feel safe, heard, informed, and respected.
- Support tailored to your needs, rights, culture, and circumstances.
- Clear explanations about decisions and next steps, including when safety responsibilities require action.
- Help to access the right service if we are not the best fit.

Make an enquiry or provide feedback here.

Empowering individuals, families and communities to meet the challenges of life and relationships. We're with you.

