

# OUR CLIENT CHARTER EXPLAINED

## WHAT WE AGREE TO DO

**We'll treat you with respect and we'll genuinely care about you as a unique individual**

Whatever you tell us won't be shared with anyone else unless we think you'll harm yourself or someone else: we can explain more about that before you decide to use our service.

**We're here to help where we can**

**We'll work with you to figure out what you need, and make a plan as to what we and other agencies might be able to do to help you move forward**

If you have a complaint, please let us know. We'll respond to you as quickly as we can to resolve any concerns you might have

**You have rights and responsibilities when you use our service and we'll explain them to you when you start**

We'd love you to take part in some of the decision making processes of our service

**We'll let you know what other services are available so that you're comfortable making decision about who you'd like to work with**

It's important to us that you feel safe, so we do have systems in place to make sure you're protected

**Our service meets all health and safety requirements**

You'll receive exactly the same quality of service as anyone else

**We will regularly ask for your opinions and suggestions**

If you have a child aged under 16, we'll consider their needs and do what we can to have those needs met.

A client charter explains your rights as a client of our service, and lists some of the things we ask you to do.

It's basically an agreement we make to make sure you receive the best possible service from us.



**nova**  
for women and children  
Newcastle Western Suburbs and Lake Macquarie

## WHAT WE'D LIKE YOU TO DO:

**Show respect to both people and property**

**Not be under the influence of drugs or alcohol**

**Take part in activities**

**Keep information about other clients or participants confidential**

**Give us accurate information so that we can give you the best possible service**

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