



client service charter

our commitment to you

This charter sets out your rights and how you will be treated when you participate in any Red Cross program or service. It also sets out your responsibilities and what you can do to help us provide the best programs and services.

A client service charter is about everyone being clear on how people should treat one another and how we can work together to achieve the best possible result for you.

In Australia, Red Cross offers a range of programs and services. In our work we build on strengths that already exist, putting people and communities at the heart of what we do. You can find information about Red Cross activities on our website www.redcross.org.au or by asking one of our staff or volunteers.

Red Cross is bound by seven fundamental principles that guide everything we do:

- The principle of **humanity** commits us to preventing and easing suffering and promoting cooperation and peace.
- The principle of **impartiality** commits us to act without treating anyone unfairly and to make sure that we work with those people who are most in need.
- The principle of **voluntary service** commits us to using the power of humanity and the willingness of community members to share their time and abilities to assist other community members.

The other principles are **neutrality**, **independence**, **unity** and **universality** and you can learn more about them all on the Red Cross website or by asking one of the staff or volunteers.



Red Cross is committed to providing the best possible programs and services, this includes respecting your right to:

A healthy morning meal helps set up good routines and better concentration in the classroom. And hanging out with adult volunteers can offer students a different perspective on life. Around the country, Breakfast Clubs dish up healthy morning meals to primary-age children at schools in areas of most need, encouraging healthy eating and social interaction.

Be treated with respect at all times:

- we will respect you, your life style, your culture and values and the decisions and choices you make
- we will be polite, sensitive and honest
- we will respect your dignity. We don't look for thanks or expect you to be grateful for any support we provide
- we respect and listen to the views of all people, particularly children, young people and people who are vulnerable.

Be treated fairly and without discrimination:

- we provide services and programs to eligible people who qualify no matter how old they are, where they were born, what language they speak, their culture, religion, sexual preference, gender, or what support needs they have
- some services and programs are only for certain people, for example services for older people. If you do not qualify for a service or program we will explain why and we will also talk with you about other options.

Have support so you can access a service or program and make decisions on your own terms:

- we will provide clear information and help in ways that you can understand so you can make the decisions that are right for you
- we will provide an interpreter if you need one
- you have the right to refuse to be involved in a program or service or say no at any time. We will also tell you about your rights to leave a program or service and how to do this
- we will also discuss with you if you need other kinds of support so you can better join in Red Cross activities.

Be safe and free from harm when using Red Cross programs and services:

- when you join in any Red Cross activity we will take all reasonable steps to make sure you are safe at all times
- we are committed to protecting people and keeping them safe. We take care to ensure the safety of children, young people and frail and vulnerable adults who are using Red Cross programs and services
- if you have any concerns about a service or how you have been treated, we will listen to you, take your concern very seriously and treat them confidentially.

Receive high quality, reliable programs and services provided by appropriately skilled people:

- we will listen to you and treat you as an individual or family
- we will work in ways that recognise and support your independence and strengths
- Red Cross activities will be provided by appropriately skilled and experienced people
- we will link you to the best program or service for you within Red Cross; and if we can't assist you, we will try to find someone else who has the right skills or the service that you need
- we will be available when we say we will and respond to your requests promptly. We will always try to do what we agreed we would. If we cannot, we will talk to you about why
- we are committed to supporting and providing training to Red Cross staff and volunteers to make sure they keep up-to-date on the best ways to deliver programs and services. We regularly review our work, including this charter. We encourage people using Red Cross programs and services to be involved in these reviews and send us comments.

Be kept informed of matters about you, including your service rights:

- you will be kept informed on matters about you, especially if we do any work on your behalf
- we will inform you about Red Cross policies, explain them to you and apply them fairly
- we respect your legal and civil rights
- we will tell you of your right to have an advocate or support person and, accept and support their involvement
- we will link you to appropriate services if needed
- we will explain this information on your rights to you and display these rights in all Red Cross workplaces. We will also give you a copy of the client service charter.

Have your information treated as confidential and your privacy respected:

- we will tell you about the type of information we keep about you and why we keep it. We will treat your personal information as confidential within the limits of the Red Cross Privacy Policy and Australian Law
- we will not share your personal information with other people or agencies without you knowing about it and agreeing to it unless we are required by law to do so, or because we are concerned about your safety or someone else's safety. Red Cross staff and volunteers must report any concerns of abuse or harm to children and young people, and in some instances, for other vulnerable people
- if we do have to tell someone else something about you, most times we will let you know when we do this
- Red Cross may, from time to time, invite clients to be part of research projects that help us to do our work better. We will not release your details to external researchers but may ask you to make contact with them directly if you would like to do this.

Ask questions, provide comments or make a complaint:

- we will always listen to your comments and take your comments seriously
- you have a right to ask questions and tell us how we might improve Red Cross programs and services, including by making a formal complaint
- making a complaint will not go against you and it will not affect you being part of any Red Cross program or service, now or in the future
- we aim to sort out any concerns or complaints quickly and fairly.

What you can do to help us provide the best programs and services

You can help us provide the best service for you by:

- telling us about what you need or ways we can work together better
- always acting respectfully and safely towards other people using the service and towards staff and volunteers
- giving us the right information about yourself and your situation
- telling us if things change or if you cannot keep an appointment or commitment
- telling us what you think about our programs and services and getting involved!





Your feedback helps us improve

If you have any suggestions on how we can improve Red Cross programs and services or if you are unhappy with the service that you have received, we want to know. We would also like to hear if you have had a good experience of a service or the person who provided it.

You can:

- talk directly to the staff member or volunteer you are in contact with
- ask to speak to a more senior staff member
- contact your state/territory or the national office on our free call number **1800 246 850**.

You can also contact us through the Red Cross website www.redcross.org.au or by emailing us at natinfo@redcross.org.au or writing to:

**Australian Services
Australian Red Cross**

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Nancy Thomson prepares her artwork at the Tara community in Central Australia, as part of a Learning Nutrition Through the Arts project with communities in the Barkly region.

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