

CHAPLAINWATCH CLIENT SERVICE CHARTER

Our Mission

Watching Out For You When Good Times Go Bad

Our Values

- Divinely Led
- Intentional Intervention
- Owning Response-Ability
- People Matter

What you can expect from us

To be treated with value and dignity

ChaplainWatch will always place your value at the top of our priority list when working with you. Our team members will always ensure you are treated with dignity, that your needs and desires are our focus and that you are cared for without judgement, abuse or discrimination.

Responsive Services

When services are requested, ChaplainWatch will always endeavor to respond in a timely fashion suitable to meet your needs as quickly as possible. We will always seek to design our projects and procedures to ensure that we can be there when it matters.

Openness and Accountability

ChaplainWatch will make ourselves accountable to service users, funding bodies, government and stakeholders associated with all of our projects, recognizing that our openness helps to ensure your safety and the quality of our services.

Care and capability

ChaplainWatch will intentionally ensure that when you need us, we will be appropriately trained and equipped to meet your needs. We will also ensure that in the provision of quality service, the deployment of training and equipment in service delivery will always be done with care and attention to detail.

Privacy and Confidentiality

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly, and only ever for the purpose for which it was collected. We will ensure that we are responsive to privacy legislation and that all our services will be consent-based, so that you can stay in control of your privacy and decision-making.

Access and Equity

ChaplainWatch will design all our services to be as open and inclusive as possible, to ensure that we can respond to as many people as possible. We will always ensure that the means for access to our services is clear and open and that admission to our services is always based on needs and never limited by any form of discrimination.

How you can assist us

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 what you think about our services and getting involved.

Your comments, ideas and opinions will help us improve our projects and services.

If you have any suggestions on how we can improve ChaplainWatch or our projects 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 us through the ChaplainWatch website www.chaplainwatch.org.au
- email us at info@chaplainwatch.org.au