



THE SALVATION ARMY  
AUSTRALIA SOUTHERN TERRITORY

# CLIENT SERVICES CHARTER

## WHAT ARE THE VALUES OF THE SALVATION ARMY?

We Value:

- Human Dignity
- Justice
- Hope
- Compassion
- Community

## WHAT IS EMERGENCY RELIEF?

Emergency Relief is the provision of practical assistance to those people who find themselves in financial or material crisis. This assistance can take various forms including; food parcels, food vouchers or clothing vouchers; and/or linkages to specialist services to address identified needs. Emergency Relief is designed to assist people experiencing a temporary crisis situation in a way that maintains dignity and encourages self-reliance. It is expected that in most cases assistance will be for a one-off purpose.

## AS A CLIENT OF THE SALVATION ARMY, AUSTRALIA SOUTHERN TERRITORY COMMUNITY SUPPORT SERVICES YOU HAVE BOTH RIGHTS AND RESPONSIBILITIES WITH REGARD TO THE SERVICES YOU ARE PROVIDED:

### YOUR RIGHTS

You have the right to:

- Be provided a service in a safe environment free from physical, sexual, emotional, racial or verbal abuse
- Be provided a service that is friendly, respectful and non-judgmental
- Be treated according to your individual needs and to take part in decision making and choice of assistance
- Be informed about services available from this programme
- Have information about you kept confidential unless otherwise required by law. You will be advised of any requirements in this regard
- Be able to express your views about the service without being discriminated against
- Receive a service which is sensitive to your cultural, linguistic and religious background and which demonstrates respectful, culturally competent practices
- Be referred, where possible, to other services more able to meet your needs

## WHAT RIGHTS DO WE BELIEVE IN?

Everyone has the right to a standard of living adequate for their health and wellbeing. This programme will seek to assist people to meet within the resources available.

### SERVICE STANDARDS

Within the resources of this service we will:

- Adhere to established opening times
- Assist clients to address their immediate crisis situation
- Assess each application on an individual basis
- Encourage client independence, and development of self-esteem
- Assist clients to address long term needs by the provision appropriate referrals to other services
- Advocate, where appropriate, with and on behalf of clients
- Advocate for social justice

### YOUR RESPONSIBILITIES

You have the responsibility to:

- Contribute to the safety of yourself and others in this service, and to refrain from physical, sexual, emotional, racial or verbal abuse
- Treat others with respect and courtesy
- Take part in the assessment process so that we can make an individual response to your need/s
- Be open to available options during the assessment process
- Respect the rights of others, including their rights to privacy and confidentiality
- Cooperate with the complaint procedure so that a fair resolution to a complaint may be reached
- Be sensitive to the cultural, linguistic and religious backgrounds of others