

Client code of conduct

Act for Kids



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.

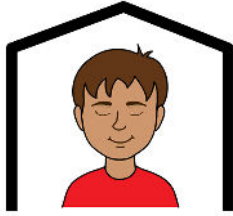


Contact information is at the end of this book.

About this book



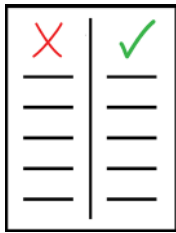
This book is from Act for Kids.



We want kids to be safe.



We can help parents and families.



This book is about how you should behave when we help you.

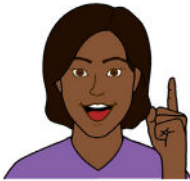
We call this book our **client code of conduct**.

We want to work together



We want you to tell us what we need to know when we help you.

We show each other respect



Respect means we understand that

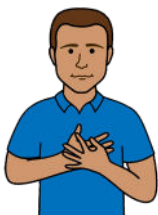
- everyone is important



- we should be kind to everyone.



We want everyone to feel safe when we help you.



You should also show us respect when we help you.

We want you to come to appointments

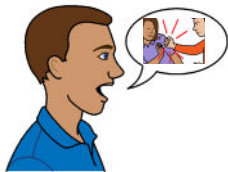


You should tell us if you **cannot** come to your appointment.

We want you to be safe

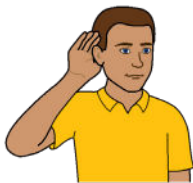


You should tell us what you are worried about.



You should also tell us if you think someone is in danger.

We want you to listen to us



You should listen to us when we tell you about our safety rules.



We might ask you to do things to be safe.



For example, we might ask you to go outside if we hear the fire alarm.

We want you to follow our rules



We can help you if you follow our safety rules.



If you do **not** follow our safety rules we will give you a **warning**.

Warning means we remind you about the rules.



We might tell the police if

- you still do **not** follow our safety rules
- someone is hurt.



If you use verbal abuse



We might ask you to leave if you use **verbal abuse**.

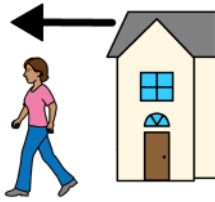
Verbal abuse can be when you say things that make people feel

- bad
- afraid.



Verbal abuse can also be when you swear.

If you use physical abuse



We might ask you to leave if you use **physical abuse**.



Physical abuse can be when

- you hurt someone
- you are rough with people or things.

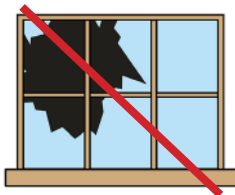


We might ask you to leave if you do a crime.

We might ask you to leave if it is not safe because



- you are using illegal drugs
- you are using alcohol.



We might ask you to leave if you break things in our office.

More information



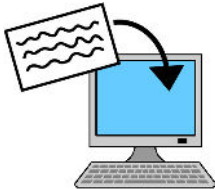
For more information contact Act for Kids.



Call 1300 228 000



Website actforkids.com.au



Email enquiries@actforkids.com.au

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](https://www.accesshub.gov.au/nrs-helpdesk)

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