



# Client rights charter

**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.



You have **rights** when we help you.

Rights are things that every person should have.



This book is about rights for parents and families we help.



We call this book our **client rights charter**.

## We can help you look after kids

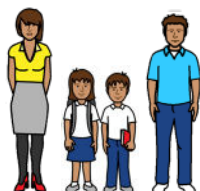


A person who look after kids could be

- a parent



- a grandparent



- a brother or sister

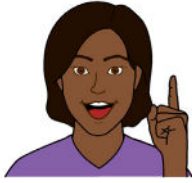


- an aunt or uncle



- a carer.

## We will show you respect



**Respect** means we understand that

- everyone is important



- we should be kind to everyone.



We will get to know

- who you are



- what you do for your family

- what you believe.

## We will be honest

**Honest** means we will tell you the truth.



We will tell you how we can help you.

We will also tell you if we **cannot** help.

## We will be accessible

**Accessible** means when places are easy for everyone to



- go to



- use.

Accessible can also mean we give you information that is



- easy to read

- easy to understand.



You can talk to us about the best way for us to help you.

## We will keep your information safe

To help you we need to know some information about you, like



- your name and phone number



- why you need help.



We will only share your information to

- keep you safe



- keep your children safe.



For example, we can share your information with the police if we think you are in danger.



You can ask to see the information we have about you.



## We will listen to you

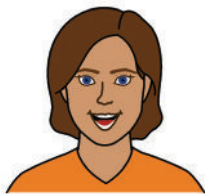


You can tell us what you think will help you and your family.



We will talk to you about what you want to do.

You can tell us what you think about how we help you.

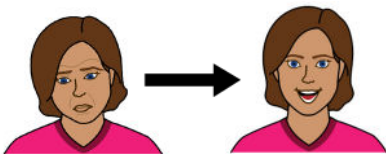


You can say if you

- are happy



- are **not** happy.

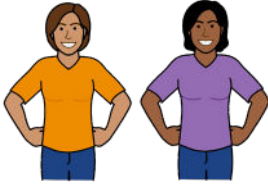


We will try to fix the problem.

## We will do our best



We want to help you in the best way we can.



We have experts who can help you.



We can also help you talk to other people that can help.



For example, if you need to

- talk to the police
  
- see a **counsellor**.



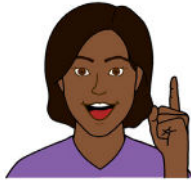
A counsellor is an expert who can help you if you feel sad or worried.

## We will be inclusive



**Inclusive** means everyone

- can be a part of something



- feels important.



We will help you and your family in a way that is good for you.



You can tell us what language you want to use.



We will respect your

- religion



- background

- culture.



## More information

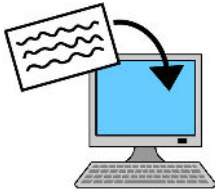
For more information contact Act for Kids.



Call 1300 228 000

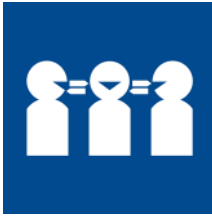


Website [actforkids.com.au](http://actforkids.com.au)



Email [enquiries@actforkids.com.au](mailto: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)





This Easy English document was created by Scope (Aust) Ltd. in April 2024 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit [scopeaust.org.au](https://scopeaust.org.au)

