

Canteen Charter of Service



This is Canteen's **Charter of Service**.



A **Charter of Service** helps you know

- what staff should do here



- what you should do here



- feel sure that rules will be followed.



This Canteen Charter of Service tells children, young people, parents and carers what should happen when you come to Canteen.



When you come to Canteen
we want you to

- feel safe
- feel you are cared for
- feel that you can trust
us
- know we will get things
done
- see we know our jobs
well
- agree what we offer you
matches your needs.

As someone coming to
Canteen you should feel



- Safe from being treated in an unfair or hurtful way



- Safe knowing we follow the law.



As someone coming to Canteen we will respect you and what matters to you.

We respect your

- Family, culture and religion
- Age
- Gender
- Sexuality
- Abilities.

 	Canteen will • Listen to any ideas or worries you have • Help you feel comfortable to share with us
 	As someone coming to Canteen we will • Ask for your feedback about what we do • respect what you say • If something is wrong, we will help as soon as we can.



We will keep listening to you
and keep supporting you even
when we are talking about
difficult things.

	As someone coming to Canteen we will keep what you share with us private and secure.
 	This includes your story, your health, what support you have, and how you are feeling.
	We will talk to you about * where your information is * who can see or use it * and how we will use it.



If you want to know more
about how we can help you or
what we do, just ask.



Canteen might ask if you want your information used in **research and evaluation**.



Research and evaluation tells us what kind of help from Canteen works best.



You can choose if you want to be part of that.

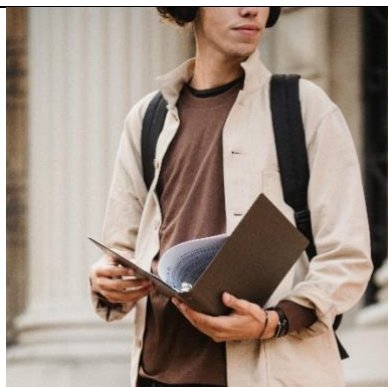
 	As someone starting at Canteen you will • Get a copy of this Charter of Service and be able to ask questions about it • Get answers in a way you understand.
	You should always be able to ask questions about your care and get answers soon after.



You should know enough about the support Canteen has to give **informed consent**.



Informed consent means that you only say yes to something after you know what it means for you.



You can also ask for notes and files we keep about you.



Canteen wants to hear from you.



You can

- email

feedback@canteen.org.au

or

- go our website at

canteen.org.au and

click on Complaints and Feedback or

- ask Canteen staff.

