



# SASS Client Service Charter

SASS is committed to providing a service that is safe, respectful, empowering, and accountable. Our practice is trauma-informed, guided by the NASASV National Standards, and aligned with the Australian Charter of Healthcare Rights.

## What you can expect from us:

### Safety & Care:

- Create a physically and emotionally safe environment and act promptly to prevent harm or distress.
- Respond to safety risks, including those affecting children or vulnerable people, in accordance with mandatory reporting laws and organisational policy.
- Work with you to plan for safety in ways that respect your choices and circumstances.

### Respect & Dignity

- Treat you with respect, sensitivity, and fairness, regardless of background, gender, sexuality, culture, age, or beliefs.
- Recognise and support your right to make informed choices about your care and engagement with other systems (e.g. health, justice, family violence, police).
- Actively promote shared decision-making and ensure that your perspectives and choices remain central to all decisions about your care.

### Privacy & Information Sharing

- Keep your personal information secure and confidential.
- Only share your information when you give consent, or when required by law—for example, if there are serious concerns about a child's safety, imminent harm, or other legal reporting obligations.
- Explain clearly what confidentiality means and what the legal limits are at the beginning of your contact with us.

### Access, Partnership & Communication

- Make services as accessible as possible, including offering outreach, telehealth, or interpreter support when needed.
- Provide clear information about your rights, available services, and any limits to what we can offer.
- Listen carefully to your needs and involve you in decisions that affect your care.
- Keep you informed about any changes to appointments, programs, or service delivery.

### Quality, Continuity & Feedback

- Provide services that are professional, trauma-informed, and evidence-based.
- Inform you as early as possible of any delays or cancellations.
- Encourage and respond to feedback or complaints respectfully, and use them to improve our service.

## To maintain a safe and respectful environment for all, we ask clients to:

### Respect and Safety

- Treat staff, other clients, and visitors with courtesy, consideration, and respect.
- Behave in a way that maintains a safe environment—verbal abuse, threats, or physical aggression will not be tolerated.
- Follow any reasonable safety directions from staff to protect you or others.
- Respect the confidentiality of our counsellors and team

### Appointments & Communication

- Attend scheduled appointments or contact us as early as possible (ideally 24 hours prior) if you need to reschedule or cancel.
- Keep your contact details up to date.
- Understand that missed appointments without notice may affect future bookings.

### Openness & Collaboration

- Share information that helps us support you safely and effectively.
- Let us know if your situation changes—particularly if there are new risks, living arrangements, or safety concerns.
- Work with us to develop and review safety plans as needed.

### Understanding Our Legal and Ethical Obligations

- Be aware that staff have legal duties under Tasmanian law to report concerns for the safety or well-being of children, and may need to take action if someone is at immediate risk of harm.
- We will always aim to discuss these steps with you first, wherever it is safe and appropriate to do so.
- Understand that while we prioritise confidentiality, there are situations where we must share information to keep people safe or comply with legal requirements.

### Feedback and Improvement

- Tell us if something is not working for you or if you have suggestions for improvement.
- Provide feedback respectfully, knowing it helps us strengthen our service for everyone.



Thank you for working with us to create a safe, respectful, and supportive space.