



Client Service Charter

Our Vision

“Helping children heal through play”

Our vision is for child centred play therapy to be recognised as the preferred method for supporting children and young people therapeutically who are struggling to cope.

Our Mission

We aim to provide a range of child centred play therapy services to assist children to process their feelings, thoughts and experiences and thereby improving the quality of their lives.

Aim

The Centre for Play Therapy Client Service Charter provides an outline of the level of service individuals can expect when accessing Centre for Play Therapy services.

What you can expect from us

Quality responsive services

We will attend to you as quickly as we are able. Wherever possible, this will occur at the practice location closest to you. This means that:

- we will answer the phone promptly
- if the person you talk to cannot answer your enquiry, they will put you in touch with someone who can give you an appropriate response
- we will respond to all your letters and emails
- if you lodge a complaint, we have a dedicated complaints team who will work with you to understand and address your concerns. Please see the contact details below should you wish to lodge a complaint.

Courtesy and respect

We will treat you with courtesy and respect.

Fair and equal services

Our staff are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way.



Because we want everyone to be treated fairly, we will ensure we have premises and facilities that you can access easily.

Accountability

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

Confidentiality

We will treat your personal and confidential information with sensitivity. We will collect, store, and use your personal and confidential information responsibly and in line with the Privacy Act 1988. Please note that in some circumstances, we may be required to release your information without your consent.

How you can assist us

Tell us your needs

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

Tell us if things change for you

Please tell us if there are changes we should know about, for example, changes to your contact details.

Tell us how we are doing

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

- Talk to a staff member or COO.
- Contact us online at www.centreforplaytherapy.com.au or admin@c4pt.com.au
- Call us on 1300 424 752 (9 am – 5 pm, Monday to Friday).
- Write to us at:
Centre for Play Therapy
PO Box 2171

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