



# MAX Solutions Child Safe Charter of Commitments

## Our commitment to children and young people.

**At MAX we are committed to ensuring the safety, wellbeing and protection of our customers, including the children and young people of families we work with.**

In addition to our customer promise, which outlines our commitment to our vision of giving every person, every chance, we follow these principles in our interactions and contact with children and young people.



## We promise to:



### Treat you equally

- › We will be respectful regardless of your age, gender, religion, race or ethnicity, cultural background or disability
- › Involve you in planning and decisions that affect you
- › Respect your privacy. Your information is stored securely and only released with consent
- › Give you accurate, relevant and up to date information
- › Listen to your feedback or complaints and give you a timely and appropriate response



### Actively listen to you

- › Make sure you feel included and welcome
- › Act on what you tell us
- › Provide a supportive environment. Our offices are a safe place to raise anything that's worrying you
- › Find additional support for you and your family in the community if you need it
- › Take quick action to help you



### Be honest and provide help

- › Respect your needs and feelings
- › Make sure our staff and volunteers are trained to support children and young people
- › Provide you with clear and accessible information
- › Encourage your participation and feedback
- › Explain our services, what to expect and what you will experience



### Keep you safe

- › Take a zero-tolerance approach to inappropriate behaviour towards or around children
- › Uphold your right to be safe at all times
- › Make sure our office is a safe and welcoming environment
- › Monitor and minimise risk to your safety