



## Client Charter

### *Your Rights as a Client & What You Can Expect from a BirthBliss Doula Academy Doula*

At The BirthBliss Doula Academy, we believe every client deserves respectful, non-judgemental and informed support during pregnancy, birth and early parenting.

This charter outlines your rights as a client and what you can expect from any doula trained by The BirthBliss Doula Academy.

#### **Your Rights as a Client**

As a client, you have the right to:

- be treated with dignity, care and respect at all times
- make your own decisions about your body, birth and baby, without pressure, persuasion or judgement
- receive accurate, up-to-date, evidence-informed information to support your choices
- ask questions and have things explained in ways that make sense to you
- emotional support that is responsive to you, without assumptions about your background, beliefs, identity or values
- practical support during pregnancy, birth or the postnatal period, as agreed
- confidentiality, your personal information will not be shared without your permission unless required by law
- clear information about the scope of your doula's role and what they can and cannot offer
- change your mind or end the relationship if it no longer feels right for you
- give feedback and have it received with openness and care

You remain the decision-maker at all times.

## **What You Can Expect From a BirthBliss Doula**

All doulas trained through The BirthBliss Academy commit to:

- supporting you without judgement, pressure or personal agenda
- respecting your autonomy, values, beliefs and lived experience
- remaining neutral on personal, moral or social choices, including birth methods, feeding, medical interventions and parenting approaches
- sharing information clearly and honestly, without directing or influencing decisions
- staying within the doula role and not giving medical advice or carrying out clinical tasks
- being clear about availability, fees, boundaries and the type of support offered
- working respectfully alongside your wider birth or care team
- maintaining appropriate professional boundaries
- continuing their learning and reflection
- communicating openly, kindly and clearly

Your doula is there to walk alongside you, not to lead, fix or decide for you.

### **If something doesn't feel right**

You always have the right to raise a concern, ask questions or request clarity.

You may choose to:

- speak directly with your doula
- ask for changes to how you are supported
- end the relationship if it no longer feels like a good fit

BirthBliss doulas are trained to receive feedback with care. If needed, The BirthBliss Doula Academy can support this process within our own learning and community spaces.

### **A final word**

You are the expert on your own experience.

A BirthBliss doula is there to support you as you define your own path, guided by your needs, values and choices.

This is your pregnancy, your birth, your baby and your journey.

You deserve to feel informed, respected and supported throughout.