

# Achieving A World Without Tinnitus: The Tinnitus Charter

	Our mission	Your commitment	How you might you demonstrate this?
1	Ensuring that people with tinnitus have immediate access to high-quality support.	We are improving access to high- quality support for people with tinnitus.	<ul style="list-style-type: none"> <li>Refer patients to Tinnitus UK's free-to-access services.</li> <li>Offer dedicated tinnitus care services.</li> <li>Run or regularly attend tinnitus support groups or other tinnitus community events.</li> <li>Provide free, subsidised or discounted services to those in need.</li> </ul>
2	Working with the tinnitus research community to find a cure or cures, and better treatments for people with tinnitus	Our practices are informed by the latest research, and we regularly learn about, implement or contribute to new discoveries.	<ul style="list-style-type: none"> <li>Regularly attend research conferences and events.</li> <li>Fund, publish or partner on new research.</li> <li>Share new discoveries and participation opportunities with patients.</li> </ul>
3	Providing high-quality training and information, advice and guidance on tinnitus	Our standards of tinnitus training are exceptional, with a regular programme of CPD for staff, improving care at all stages of the tinnitus journey and preventing misinformation.	<ul style="list-style-type: none"> <li>Attend training on the physical and psychological effects of tinnitus.</li> <li>Equip non-clinical, customer-facing staff with the tools to discuss tinnitus.</li> <li>Provide patients with up-to-date resources from trusted sources including Tinnitus UK.</li> </ul>
4	Ensuring that people with tinnitus have a voice in decisions and changes that affect them.	We listen to people with tinnitus and ensure they have a voice in decisions about our services and their own care	<ul style="list-style-type: none"> <li>People with lived experience of tinnitus occupy decision-making roles in the organisation.</li> <li>Act on reviews, feedback and suggestions.</li> <li>Run or regularly attend tinnitus support groups or other community events.</li> </ul>
5	Influencing and lobbying policymakers to ensure that tinnitus and people with tinnitus are given the priority they deserve.	We are active in improving tinnitus care through leadership or participation in influencing efforts with government, healthcare and professional bodies	<ul style="list-style-type: none"> <li>Share evidence, data and expertise that strengthens Tinnitus UK's case when engaging with policymakers.</li> <li>Provide endorsements on policy campaigns from Tinnitus UK.</li> <li>Promote awareness through networks, communications, and industry platforms.</li> </ul>
6	Raising awareness of the dangers and risk to help prevent people from getting tinnitus.	We understand that prevention is better than cure, and offer appropriate information, care and protection to staff and patients to ensure tinnitus cases are reduced.	<ul style="list-style-type: none"> <li>Provide guidance on hearing protection, stress management and other relevant topics.</li> <li>Offer high-quality, accessible hearing protection to staff and customers.</li> <li>Allow staff to take regular hearing breaks if they are in high-risk work environments.</li> </ul>
*	<b>Tinnitus UK Values</b>	We will consistently demonstrate respect, act with integrity, provide support and embrace opportunities to evolve in line with the charity's core values	
*	<b>Professional standards</b>	Our staff have the appropriate registration for their role, and we understand that failure to maintain statutory standards may result in the termination of our membership.	<ul style="list-style-type: none"> <li>Hearing Aid Dispensers (HADs) must be registered with HCPC.</li> </ul>