

## CLIENT SERVICES CHARTER

# OUR COMMITMENT TO YOU

At CatholicCare Diocese of Broken Bay, we believe in the dignity, worth and equality of every person and we strive to provide services and supports that promote progress, independence and a better life.

We want to provide you with services and supports that are consistently excellent and designed to meet your specific needs. This Charter reflects our commitment to ensuring that our services and supports are safe and accessible, designed to meet your needs and deliver positive outcomes for you.

Our service charter commitments are underpinned by a human rights approach, industry service standards and frameworks and [Catholic Social Teaching](#). In delivering our services and supports to you we are committed to the values of respect, hope, commitment, professionalism, excellence and social justice. We deliver our services with compassion, serving in justice and love.

We want to provide you with the help and assistance that is available and right for you, within the scope of our services.

### WHAT YOU CAN EXPECT FROM US - WE WILL:

- Be friendly, non-judgemental and sensitive to your individual needs and circumstances.
- Always treat you with dignity and respect.
- Make it easy for you to find us and find information about our services. Let us know if you need an interpreter or other language service.
- Help you to apply for and use our services. We will do our best to be available and flexible. We will tell you if you are not eligible for a service, or if there is a waiting list, and provide you with advice on other support that may be available.
- Be clear about what we can and cannot do, and tell you about your rights and responsibilities.

- Make sure that our services are safe, and you feel safe to access them. We will take all possible steps to protect you from abuse, neglect, mistreatment and exploitation.
- Ensure that our services are delivered by appropriately qualified and experienced staff.
- Do the things we say we will do, like getting back to you when we say we will.
- Recognise your rights to express your culture and participate in the cultural life of the community.
- Be respectful of your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation or gender identity.
- Acknowledge and respect your right to make choices and take reasonable risks.
- Treat you with fairness, equity, compassion and sensitivity.
- Support you to build capability and independence.
- Communicate with you openly and transparently.
- Advocate for change and social justice where we can.
- Protect your personal information and only use it for the right reasons.
- Give you opportunities to be involved in decisions about the services you access and support you to have a say in all matters affecting you. We acknowledge that this may require the input of family, carers or advocates and we recognise and respect their roles.
- Tell you about any decision that affects you and the reasons for our decision.
- Tell you how you can ask for our decision to be reviewed or how you can make a complaint.

## **YOU CAN HELP US PROVIDE YOU WITH A BETTER SERVICE IF YOU, OR YOUR SUPPORT PERSON:**

- Give us complete and accurate information.
- Tell us if your situation or things in your life have changed or might be about to change, so that we can make any necessary adjustments.
- Treat our staff with respect and courtesy.
- Do the things you have agreed to do like keeping appointments with us or letting us know if you can't attend appointments.
- Nominate a support person to assist you in dealing with us if you need to.

- Respect the rights of others, including people using our services and our staff.
- Do what you can to contribute to the safety of yourself and others.
- Respect our property.
- Give us honest feedback about our services.

### **IF YOU ARE NOT HAPPY:**

If you are not happy with our service we ask you to raise your concerns with us. We are committed to listening to and responding to your concerns. We welcome complaints as an opportunity to improve our services.

You can [make a complaint](#) by contacting your local supervisor or manager or emailing [info@catholiccareddb.org.au](mailto:info@catholiccareddb.org.au).

### **FOUNDATIONS OF OUR SERVICE CHARTER:**

#### **United Nations:**

[Universal Declaration on Human Rights](#)

[United Nations Convention on the Rights of the Child](#)

[United Nations Convention on the Rights of Persons with Disability](#)

[United Nations Convention on the Elimination of All Forms of Discrimination against Women](#)

#### **Industry Standards:**

[Australian Services Excellence Standards](#)

[NDIS Quality and Safeguarding Framework and Standards](#)

[NSW Child Safe Standards for Permanent Care](#)

[National Quality Standards \(Australian Children's Education & Care Quality Authority\)](#)

[National Catholic Safeguarding Standards](#)