



**CARERS &
DISABILITY LINK**

Client Services Charter

Our Mission is to actively empower carers, the aged and people living with a disability to live enriched lives.

This Client Charter outlines our commitment to provide our clients with the services and support they can expect when interacting with Carers and Disability Link.

We will uphold our Vision and Values to provide our clients with an inclusive, enabling and caring service.

We will walk alongside our clients and the communities we support, and we will support our client's choices with regards to the services they receive.

Our Client Service Principles

Respect

We will listen to you and value your contribution. We will support your right to:

- Live a life free of abuse, neglect, harm or discrimination.
- Live a life where you have choice and control, and you make decisions regarding your life.

Professionalism

Our communication with you will be conducted with integrity and honesty. We will ensure our workers have the appropriate skills and competencies to meet your needs. Our workers will be accountable for their actions, and will disclose any conflict of interest if they arise.

Consistent information

We will provide consistent, accessible and accurate information regarding our supports and services. We will also provide you with information on other service provider supports if you request this.

Fair & transparent services

We will be open and honest with you and follow through on our commitments. We will do the things we say we will do, and we will be fair and transparent regarding our processes and services.

Genuine discussions

We will support your choices and work with you to achieve your goals. You will drive decisions regarding your services, as you are the expert in knowing what you need to best support you.

Progressive & innovative services

We embrace change and support a culture of continuous quality improvement. We look for better ways to do things and adapt to change. We welcome feedback to assist us with this.

Quality standards

We provide services which meet relevant quality, service and safety standards and associated legislation.



Complaints process

We welcome feedback and complaints and take all complaints seriously. We will ensure your feedback or complaint is managed in a confidential and professional manner, with prompt follow up. You can lodge feedback and complaints via our website, in person in one of our offices, or by contacting our head office and requesting a copy of our feedback or complaints form.

Privacy & confidentiality

We adhere to the Australian Privacy Principles and commit to protecting your personal information.

Accessibility

We will assist you to access and use our services. We aim to provide our service paperwork in an accessible format. We will respond to your enquiries regarding our services in a prompt manner.

Safe environment

Your safety will always be of the highest priority. Please assist us with this and report anything that you believe is not safe with the service you are receiving. We maintain Childsafe practices and utilise a framework to assist vulnerable people in our community. We provide a safe (physical and emotional) space for our activities and programs within our local communities.

What we expect from our clients

- Provide us with accurate information about yourself, your needs and your decisions.
- **Tell us if your needs change.**
- Act respectfully and safely towards Carers and Disability Link workers and other people using our service.
- Provide us with honest and constructive feedback about our services and how we can improve.

How can you contact us?

Call - (08) 8562 4000

Email - enquiries@cadl.support

Visit our website: www.CADL.support

Head Office

15 Second Street

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