



Client Service Charter

Our Vision - Our vision is for a unified, supportive community.

Our Mission - Our mission is to strengthen the community's capacity by responding to the diverse needs and interests of its members.

Our Values - Our values on which the culture of Community is based are those of the Client Service, Integrity, Passion, Inclusiveness, Creativity and Collaboration.

The Client Service Charter

The Client Service Charter describes how clients can expect to be treated by staff of Community QLD, and sets out what is expected of clients, in order to achieve the best possible outcomes.

The Client Service Charter also allows us to broadly identify our obligations to staff, and our expectations of you, under the *Work Health and Safety Act 2011*.

What you can expect from us

- The right to be treated with courtesy and respect;
- The right to be treated fairly without discrimination;
- The right to receive a service that is managed well;
- The right to effective information and communication;
- The right to privacy;
- The right to participate in decisions;
- The right to have choices;
- The right to be free from abuse, neglect and exploitation;
- The right to withdraw from a service;
- The right to provide feedback;
- The right to appeal any decisions made by Community Queensland Ltd.

What we ask of you

We ask that you:

- Be aware that staff are undertaking their work duties to try and achieve the best outcome for the people we work with;
- Speak with our staff politely and with respect;
- Provide us with accurate and up-to-date information when requested;
- Tell us when your circumstances change;
- Suggest how we can improve our client service and/or services we provide;
- Let us know if you have special needs or need extra help in understanding or accessing our services e.g. support person, advocate;
- Let us know if you need an interpreter to use our services.

Tell us how we are doing

You can provide feedback by speaking to our staff either on the phone or face to face, by email, completing the Compliment Suggestion and Complaint Form or by writing to us. Our contact details are:

Community QLD
180 Jubilee Terrace, BARDON QLD 4065

Telephone: (07) 3510 2700 **Email:** admin@community.org.au