

## POLICY 2.9 CLIENT SERVICES CHARTER

### DOCUMENT CONTROL

Responsible Officer Manager/Management Committee	Policy Number: 2.9
Contact Officer: Manager	Policy Area : CLIENT SERVICES
Effective Date: 26.4.16	Review Date: 30.1.17
Queensland Standards for Community Services Standard 1 : Governance and Management Standard 2 : Service Access Standard 3 : Responding to Individual Need	

### PURPOSE

The Community Place (TCP) wants people who use our service to be empowered by this experience. Our client service charter makes clear statements about the nature and standard of the service we will provide to our clients, and this assists our clients to play an active role in decisions that affect their lives.

### POLICY STATEMENT

The Community Place is committed to making all our community members aware that we promote opportunities for choice and participation. Our client services charter outlines these responsibilities in a way that is accessible and easily understood by our clients.

### THE CHARTER

The Client Services Charter is a document that describes our commitment to ensuring that clients of our service have an understanding of what standards of service they can expect from us and what they can do if they think those standards are not met.

The Charter includes the following:

#### Who we are

The Community Place is a community centre working within the Northern communities of Brisbane. Through various programs we facilitate the development of community well being for children, families and individuals throughout all life stages with a particular focus on promoting social inclusion.

#### Our Purpose

Our Mission is to actively work to provide a connected, responsive and inclusive service and expand social, cultural and community well being.

### Who we assist

We assist all community members who live, work or have a connection to the Inner Northern communities of Brisbane. In some programs, our service can give priority to those who may be socially excluded in areas of their lives.

### What we do

We offer a wide range of programs and services for individuals and communities including:

- Community Education Programs and Activities
- Community Development Programs and Activities
- Limited Hours Childcare Program
- Information and Referral
- Venue Hire
- Parenting Support and Playgroups
- Support Groups
- Social Groups

### Your Rights

We will:

- Act honestly, ethically and with professionalism at all times
- Treat people with courtesy and understanding
- Be sensitive to cultural and linguistic diversity
- Ensure that our service is accessible by taking into account the location of the centre, the physical facilities provided and the opening hours
- Respond promptly to your request for service
- Recognise your rights to dignity, respect, privacy and confidentiality
- Respond to your requests for information in a way that is easy to understand

### How we can assist you

When you contact our service seeking assistance by phone or in person we will:

- Make an initial assessment of the services we can provide you
- Refer you to the appropriate staff member/program area for assistance
- Refer you to another suitable source of advice and assistance if your matter is one that requires alternative assistance.
- Respect your privacy and keep your information confidential.

### You can help us to help you by

- Letting us know if you have any particular problems or needs
- Giving us complete and accurate information
- Letting us know if you are unable to make it to either an appointment or a group or class
- Let us know if your details change
- Act courteously to staff and volunteers of the Centre.

### Review of our service

We will

- Ensure that our service is managed by members of our local community, this may be community of locality or community of other workers for example.

- Give community members and clients an opportunity to have a say about the way we provide services
- Maintain compliance with the Community Service Standards set out by the Queensland Government
- Regularly review our service against these standards
- Undertake to continually identify and address ways in which we can make the service better
- Regularly liaise with our funding bodies and provide reports to ensure financial and service delivery accountability.

### Suggestions and Complaints

If community members are happy with the service we encourage them to let us know.

If they are not satisfied or have any concerns or suggestions about the service we encourage community members to contact the relevant staff member who originally dealt with the matter or concerns may be raised with the Manager who will listen to concerns and respond within one week.

Complaints can be made in person or in writing to the Manager or to the President of the Management Committee.

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### **Documents related to this policy**

Related policies

Access and Eligibility  
 Privacy and Confidentiality  
 Complaint and Dispute Resolution

Forms or other organisational documents

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### **Revision record**

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next Date	Review
1.0	26.4.16	Jennifer Heller	26.4.16	Annual	30.1.17	