

Client Service Charter

This Service Charter outlines your rights, how you will be treated and what you can expect from us. We seek to work together with you, to achieve good outcomes. From you we can learn what we do well and where we need to improve. We welcome suggestions and feedback and take seriously any complaints.

● Our commitment to you

Here at The Support People, we aim to help you live the life you want. We are committed to focussing on you as a person and supporting you with a sense of warmth and friendliness.

● How we can help you

We provide:

- Support Coordination
- Daily Living Skills
- Home and Garden Maintenance
- Supported Independent Living
- Life Skills Development
- Community Connections

We encourage you to make your own choices about what services you require. You may use a support person, advocate or interpreter to help you decide.

You can find more information about our services on our website www.thesupportpeople.com or by asking one of our staff.



● What you can expect from us

We will:

- involve you in decisions about the services we provide and support you to have a say
- provide you with information about our services and our terms of use
- always treat you with dignity and respect
- treat you fairly and without discrimination
- respect your privacy to the greatest extent permitted by law
- ensure you don't face physical, sexual, emotional or verbal abuse
- support you to connect with other services if needed
- tell you how to provide us with feedback and how to make a complaint
- ensure your complaints are dealt with fairly and quickly
- provide a safe and healthy environment within our services and facilities

● How you can help us

You can help us provide quality service if you or your support person:

- provide us with complete and accurate information about you and your situation
- tell us if things change or you cannot keep an appointment or scheduled support
- act respectfully and safely towards other people using our services, and our staff
- be respectful of our property
- provide us with feedback about our service and how we can be better

● How you can provide feedback

Provide us with feedback so we know what we are doing well and how we can improve. You can give us feedback by:

- Talk to a staff member
- Ask to speak to a more senior Manager
- Email us at feedback@thesupportpeople.com

● How we manage complaints

Formal complaints can be made using our Feedback and Complaints Form. You can ask our staff for the form or find it on our website.

We want to resolve complaints openly, honestly and quickly. We will acknowledge your complaint within 24 hours and aim to investigate and respond within 14 days.

If you are an NDIS Participant and you are not satisfied with our resolution of your complaint, you can contact the NDIS Quality and Safeguards Commission: 1800 035 544 or via the complaint form on their website www.ndiscommission.gov.au

If there is an issue with the conduct of one of our workers, you may also lodge a complaint with the Victorian Disability Worker Commission (VDWC) via the complaint form on their website www.vdwc.vic.gov.au



1300 94 67 37 | 03 5331 6634
hello@thesupportpeople.com
24 Skipton St, Ballarat, VIC 3350