

# Service Charter

- 1. Access:** 360 Health + Community (360) services are physically accessible, welcoming and inclusive to all people.
- 2. Quality Service:** 360 services are evidence-based and of high quality. Our friendly workers will treat you with compassion, dignity and respect and provide you with a fair and easily accessible feedback process.
- 3. Equal Opportunity:** 360 is committed to treating everyone that we support equally and fairly, respecting cultural and religious diversity including language needs. We provide an environment of empowerment to the people that we support, their families and carers, and our workers.
- 4. Qualified Workers:** 360 ensures that all workers are suitably qualified, skilled, experienced and motivated.
- 5. Honesty and integrity:** 360 services are open, transparent and accountable.
- 6. Confidentiality:** 360 will not disclose information without consent unless required by law or when risk to yourself or others has been identified.
- 7. Clear Communication:** 360 provides you with access to relevant records on request and ensures that you are aware of your rights and responsibilities;
- 8. Choice and control:** 360 provides the service that the people we support and their families and carers expect by ensuring that they are actively engaged in the development of their individual plan and can exercise choice and control regarding their care and support.
- 9. Safety:** 360 provides a safe environment for all who engage with us. We will work to protect each other from discrimination and abuse. Aggressive or violent behaviour is not acceptable.
- 10. Community Partnerships:** 360 ensures that our services are collaborative and lives are made richer by creating sustainable community relationships for the people that we support, their families and carers, and our workers.
- 11. Feedback and Complaints:** 360 ensures that people feel safe to give feedback and make complaints. People that we support have the right to independent advice and support in order to do this. 360 will never disadvantage any person that we support for speaking up. We record complaints, feedback and concerns separately from service files to ensure this freedom.
- 12. Service Standards:** 360 is committed to upholding the National Standards for Disability Services and Mental Health Standards, the National Safety and Quality Health Service Standards and continuously improving our service quality.

## Complaints and Feedback

360 is committed to facilitating people's right to make a complaint or provide feedback about our service and to appeal a decision we have made that directly concerns them, and to ensure that their complaint or appeal is fairly assessed and responded to promptly.

360 has a culture that promotes open communication between the people that we support, their families, workers and management. This is a culture in which all parties are free to raise any complaint, concern or grievance that they may have relating to the organisation. Once the matter has been raised, it will be investigated fairly and in a non-threatening fashion and resolved as quickly as possible. A culture in which people feel safe to discuss their concerns and complaints is one which supports the continuing improvement of our service.

- 360 welcomes complaints and comments because it helps us provide a better service;
- You have a right to complain if you are unhappy about any part of our service;
- Your access to services will not be adversely affected, decreased or cancelled if you make a complaint;
- Assistance will be provided if you need help in making your complaint, either by 360 personnel or from someone external to the service;
- 360 will investigate the complaint as quickly as possible and respond within 2 weeks;
- 360 will try to fix the problem quickly and advise you as to how this has been done;
- If for any reason you do not want to complain to 360 directly, alternative avenues for complaint will be presented such as the Health and Disability Services Complaints Office.

You can express your feedback, suggestions, or complaints in a number of ways:

- Informally to your 360 worker;
- To any member of the 360 team or CEO;
- Verbally or in any format you wish;
- Using an external agency, advocate or support person.

360 may consult specialist resources when managing complaints from Aboriginal people and Torres Strait Islanders, or people from culturally and linguistically diverse backgrounds, so that we can be sure of dealing with your concerns appropriately.

Any person making a complaint to 360 has the right to involve an advocate to assist them. Where the complaint is of a complex or controversial nature, 360 will remind you of your right to this support and make all reasonable efforts to assist in identifying an appropriate advocate if requested.

When a child or young person makes a complaint, 360 will identify a support person to assist the complainant during the complaint handling process. 360 will always seek a complainant's consent before referring them for assistance to an interpreter or advocate.

Please do not hesitate to let us know if something is not going well. We would like to get it sorted out as soon as possible.