

## SD – Client Service Charter

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting Headway Gippsland's services, either in hard copy or online.

### **About Headway Gippsland**

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries for the past 41 years.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

### **Our Workplace**

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their carers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launched our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community

### **What you can expect from us**

When you are in contact with our organisation, we will:

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and their facilities
- Respect your privacy and confidentiality
- Ensure you don't face physical, sexual, emotional or verbal abuse
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly

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### How you can help us

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

- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better

### How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Headway Gippsland services.

We also want to know if you are not happy with the service you have received, or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

Jenelle Henry – CEO  
j.henry@headwaygippsland.org.au 03  
5127 7166

Or

Wendy Matthews - General Manager  
w.matthews@headwaygippsland.org.au 03  
5127 7166

If you not satisfied or do not want to talk to Headway Gippsland you can contact:

- National Disability Insurance Agency  
(For concerns relating to your Plan) or
- Visiting one of their offices in person NDIS Quality & Safeguards Commission  
Telephone: 1800 035 544  
Website: [www.ndiscommision.gov.au](http://www.ndiscommision.gov.au)

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### **How you can participate in your services**

We encourage our clients to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.

Our website has the functionality of text to speech, our written communications are made available in easy English, also our website's communications are made available in easy English