



## Client Services Charter

The Client Services Charter is about your rights and responsibilities. It tells you what you can expect from Guidestar and our staff. It also tells you what you can do to help us give you the best service we can.

### Our commitment to you

We want to provide you with the highest quality of service that we can. We will listen to and work with you to make sure that you get the assistance that is available and right for you.

### What you can expect from Guidestar

Guidestar is committed to providing the best possible services, this includes respecting your right to:

- have support so you can make decisions that are right for you
  - this includes advocates and other services to support your needs
- participate in decisions which affect you
- access an interpreter or other language services, if you need this
- clear and transparent communication about supports and services
- quality, accredited, contemporary services
- expect quality supports and services that empower you and provide you with choices
- be safe and free from harm
- receive a quality, reliable service provided by suitably skilled people
- be treated in a polite manner and have your views, opinions and personal circumstances respected regardless of your culture, family situation, age, gender, disability, faith, sexual orientation or gender identity

- be told if there is a waiting list
- refuse to be involved in a service or say no at any time
- be offered advice on other support that may be available
- be kept informed on matters about you including your rights and responsibilities
- expect us to do the things we say we will do, like getting back to you when we say we will
- treat your personal information as confidential and respect your privacy according to Australian law. If there are reasons why we might have to tell someone something about you, we will talk with you about this.
- ask questions, provide comments or make a complaint

## How you can help us

You can help us provide you with a better service if you or your support person were to:

- give us complete and accurate information
- tell us if your situation or things in your life have changed or might be about to change
- tell us about what you need or ways we can work together better
- honour agreed payments for services
- always acting respectfully and safely towards other people using the service and towards our staff
- do the things you have agreed to do like keeping appointments with us, or letting us know if you can't attend appointments
- nominate a support person to assist you in dealing with us, if you need to
- respect our property
- give us honest feedback about our services.

## Our offices and services

We will do everything we can to:

- make our offices and services welcoming, safe and accessible
- respond to any concerns you have about our offices, services or your safety.