

Client Service Charter



Vision

People shape their own path in a connected community where everyone belongs.

Mission

We provide responsive, person-led services that create pathways to independence and wellbeing.



Purpose

We act with intention and focus on what really matters.

Action

We work with determination when those we support need us most.

Teamwork

We foster authentic connections across our organisation and beyond.

Humility

We listen first and act with care, inspiring belief in what's possible, one step at a time.

You have the right to:

- Be treated as an individual with dignity, respect, and courtesy, and to be free from discrimination of any kind.
- Have your personal preferences, values, culture, spirituality, identity and life experiences respected
- Access services equally, regardless of your age, disability, culture, language, gender, sexuality, faith or background.
- Have your personal and health information kept confidential. You also have the right to access any personal information we hold about you.
- Share your views, concerns and preferences without this affecting the services you receive

You will be supported to:

- Take part in decisions about your life and make your own choices
- Access translation and interpreting services to support effective communication
- Maintain your identity, relationships and connections to your community
- Provide feedback or make a complaint without fear of losing services or being treated unfairly.
- Have complaints handled fairly, openly and in a timely way

You are responsible for:

- Treating staff, other people and property with courtesy and respect
- Respecting your own safety and the safety of staff
- Actively participating in services and sharing information that helps us support you
- Taking responsibility for the decisions you make about the services provided to you

We are committed to:

- Providing services that are free from abuse, neglect, and discrimination.
- Delivering safe, evidence-based, trauma-informed and recovery focused care.
- Ensuring staff are skilled, trained and supported, and that services operate with strong governance, risk management and quality systems.
- Reducing or removing barriers that may prevent you from accessing or participating in services.
- Making sure our services are culturally safe and respectful.
- Using feedback, incidents and outcomes to continuously improve our services

Footprints adheres to the rights laid out in the:

- Aged Care Statement of Rights
- Aged Care Code of Conduct
- NDIS Code of Conduct
- Human Services Quality Framework.

For further information please speak with your Footprints worker, or contact us by phoning our office on 07 3252 3488 or emailing admin@footprintscommunity.org.au.

 **footprints**
living well together

www.footprintscommunity.org.au