



Policy: Client Service Charter

Policy number: 4002	<i>Date adopted:</i> 15 th July 2020
<i>Authorised by:</i> Mareeba Community Centre Management Committee	<i>Date of next review:</i> 15 th July 2023

Policy context: This policy relates to:	
Human Services Quality Framework	<p>Standard 1 - Governance and Management</p> <p>Indicator 6: The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes.</p> <p>Standard 3 – Responding to Individual Need</p> <p>Indicator 1: The organisation uses flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of people using services.</p> <p>Indicator 5: The organisation has a range of strategies to ensure communication and decision making by the individual is respected and reflected in goals set by the person using services and in plans to achieve service delivery outcomes.</p> <p>Standard 4 - Safety, Well Being & Rights</p> <p>Indicator 1: The organisation provides services in a manner that upholds people’s human and legal rights.</p> <p>Indicator 4: People using services are enabled to access appropriate supports and advocacy.</p> <p>Indicator 5: The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.</p>
Other standards	
Legislation or other requirements	Service Agreement – Standard Terms

1. Purpose: Why do we have a client service charter?

We want the people who use our services to be empowered by this experience. Our client service charter makes clear statements about the nature and standard of the service we will provide to our clients, and this assists our clients to play an active role in decisions that affect their lives.

2. Scope

This policy will apply to all clients, services and staff of the Mareeba Community Centre Inc.

3. Policy statement: Our commitment

Mareeba Community Centre Inc. is committed to making all our clients aware that we promote opportunities for choice and participation. Our client service charter outlines these responsibilities in a way that is accessible and easily understood by our clients.

Specifically, we will:

- set standards for service provision
- ensure our capacity to deliver on any part of undertakings given in the client service charter
- provide clients with options where at all possible
- encourage participation in improving services from clients, their family and support networks
- encourage regular feedback from clients and other stakeholders about the service
- provide, facilitate and participate in the coordination of allied and complimentary services with other organisations and agencies, for the client, to ensure integrated care management whenever possible.

4. Procedures

Our organisation's client service charter includes the following information:

- our address and contact details
- what our service does
- programs available to the clients
- our opening hours
- our motto
- our vision
- our values
- standards of service our clients can expect from the service
- rights and responsibilities the clients have within the service
- opportunities for feedback and for complaints (and appeals, if appropriate)
- opportunities to exercise choice and to participate in service decisions.

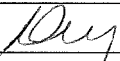
A copy of the client service charter is provided to all ongoing clients as part of the new clients welcome pack which also includes a copy of the client privacy and confidentiality agreement and more detailed information about specific programs.

5. Other related policies and procedures

Documents related to this policy	
Related policies	1008 Information Management Policy 1019 Privacy Policy 1020 Confidentiality Policy 1021 Participation Policy 2001 Access Policy 2002 Eligibility Policy 2003 Service Requests and Referrals Policy 2004 Allocation Policy 2005 Ending Service Delivery Policy 3001 Service Delivery Policy 3002 Collaboration in Service Delivery Policy 3003 Choice and Self-Reliance Policy 4001 Client Records Policy 4003 Access to Confidential Information Policy 5001 Feedback Policy 5002 Complaints by Clients Policy
Forms or other organisational documents	1020 Clients Privacy & Confidentiality Agreement 3001 Individual Program Client Personal Service Plans 4002 New Clients Welcome Pack 4002 Client Service Charter 5001 Client Feedback Form Program Service Agreements

6. Review processes

<i>Policy review frequency:</i> Every three years	<i>Responsibility for review:</i> Manager
<i>Review process:</i> The Manager will review the policy in consultation with other service providers, clients, staff, volunteers and Management Committee. Any recommended changes will be tabled for Management Committee approval.	
<i>Documentation and communication:</i> Updated policies will be signed by the Management Committee and be placed in the Policy & Procedures Manual. All staff and volunteers will be advised of updated policies via meetings and / or email.	

Authorised by: Management Committee	Date: 15/07/2020
Signature: 	Name: LOUISE NEWCOM
Version: 4002.2	

<i>Record of Policy Revisions:</i> Version: 4002.1 (adopted 04 th August 2017) Version: 4002.2 (adopted 15 th July 2020) – added reference to Service Agreement – Standard Terms
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