

Client Charter

OUR GUIDING VALUES

- ✦ We believe in a holistic approach to your well being and value you, your unique goals and your culture
- ✦ We provide programs to build strong people, strong families, strong communities
- ✦ We will reflect the YMCA's values of Respect, Responsibility, Honesty and Caring

ACCESSING OUR SERVICE

We are contactable during opening hours: Monday to Friday - 8.30am-4.30pm (Closed Public Holidays)

You can contact us:

1. in person or in writing at 7 Quinn St, Bundaberg 4670
2. by telephone: (07) 4132 8226
3. by email: Bundaberg.CommunityServices@ymca.org.au

WHAT YOU CAN EXPECT FROM US

- ✦ We will tell you about your rights and responsibilities
- ✦ We will work with other services to facilitate the best support
- ✦ We will reply to you promptly
- ✦ We will give information in clear ways
- ✦ We will protect your personal information and only use it for the right reasons
- ✦ We will work together toward your goals and be responsive to changes
- ✦ We will promote choices and your control of them
- ✦ We will be mindful of your safety
- ✦ We will deliver services in the least restrictive way possible



OUR CENTRE

- ✦ Facilities will be welcoming, safe and comfortable
- ✦ The centre and the grounds will be well maintained.
- ✦ Any centre closures will be minimised

OUR SERVICE

- ✦ We will provide our services to you in a dependable and responsive manner
- ✦ We will demonstrate appropriate and positive behaviour
- ✦ The staff who work with you will be dressed smartly and be in possession of identification
- ✦ All staff will have first aid certificates, blue cards, yellow cards and have undergone criminal history check
- ✦ We will arrive on time and be well prepared
- ✦ This organisation will work to the NDIS Framework

FEEDBACK AND COMPLAINTS

Feedback will be used to evaluate whether we are meeting our commitment to you. We will aim to address any feedback, suggestion or complaints quickly and openly.

How to make suggestions or complaints:

- ✦ You can say it or write it
- ✦ You can tell any staff or go directly to the coordinator.
- ✦ You can tell the Community Services Manager or the CEO
- ✦ If you are not satisfied for any reason with our response you can ring the NDIS on 1800 800 110
- ✦ If you are not satisfied with the results of your discussion with NDIS, you can contact the Queensland Ombudsman on 1800 068 908.

HOW CAN YOU HELP US

- ✦ Allow us all the information we need to help you – and tell us if this information changes
- ✦ Show staff respect, courtesy and honesty
- ✦ Let us know if organised times change
- ✦ Tell us your feedback about activities, staff and facilities.