



## **CLIENT SERVICE CHARTER**

### **OUR MISSION STATEMENT**

Community Action Inc works together with the community to provide supports and services in response to the needs of the community.

### **OUR VISION**

Our vision is for a socially and culturally inclusive community without poverty, homelessness or violence.

### **OUR VALUES**

**Respect, Dignity & Kindness:** Respect, dignity and kindness are important aspects of our work with clients and our community – it's the little things that make a big difference.

**Empowerment:** We are a person-centred organisation operating within an empowerment process to nurture a supportive environment, skills development, growth and independence. We empower people to have a voice and input into the decisions that affect them.

**Integrity:** Integrity and accountability are keynotes of our provision of services and programs.

**Non-judgemental:** We don't judge the behaviour of others and are open-minded about different people and ideas.

**Social Justice:** We value the principles of equitable access to services, systemic advocacy, opportunity, self-determination and rights and responsibilities.

**Diversity & Cultural Awareness:** We value a community that demonstrates acceptance of a diverse range of cultures and experiences. We deliver culturally appropriate services.

**Commitment to Community:** We value our local community. We strengthen our community through provision of services and investing financially through employment and prioritising local purchase of goods and services.

**Non-violence:** We value non-violence and advocate the peaceful resolution of conflict through negotiation and mediation. Through positive, supportive advocacy principles and practices we aim to bring about a change in social conditions and practices that violate human rights.



## **WHAT YOU CAN EXPECT FROM US**

### **YOUR RIGHTS**

We will uphold your rights as a client of this service. Please refer to our Statement of Consumer Rights & Responsibilities displayed in the office reception for specific information regarding your rights.

### **QUALITY RESPONSIVE SERVICES**

We will attend to you as quickly as we are able. This means that:

- We will answer the phone promptly and return messages promptly
- If the person you talk to cannot assist or answer your enquiry, they will direct you to someone who can give you an appropriate response
- If you lodge a complaint, we will work with you to understand and address your concerns

### **COURTESY AND RESPECT**

We will treat you with courtesy and respect.

### **FAIR AND EQUAL SERVICES**

Our staff are aware of the cultural diversity of our community. We will provide services in a fair and equitable way.

### **ACCOUNTABILITY**

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist, we will do our best to refer you to someone who can.

### **CONFIDENTIALITY/PRIVACY**

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required by law or have a duty of care to release your information without your consent.

## **HOW YOU CAN ASSIST US**

### **TELL US YOUR NEEDS**

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff. We will listen to you.

### **TELL US IF THINGS CHANGE FOR YOU**

Please tell us if there are changes we should know about, for example, changes to your contact details.

### **TELL US HOW WE ARE DOING**

If something happens that you like or do not like about our service, please let us know. You can do this by talking with a worker or by filling in a confidential Feedback Form when available. We want to ensure your issues are heard.



## HOUSING SERVICE

### **Services Provided:**

Transitional and long-term housing to people who meet the Department of Housing & Public Works social housing eligibility criteria under the following programs:

- Community Rent Scheme
- Community Managed Studio Units Program
- Long-Term Housing Program
- Same House Different Landlord Program

Long-term housing to people who meet the Gympie Regional Council's eligibility criteria under the following program:

- Council Pensioner Units Program

### **HOW YOU CAN CONTACT US**

#### ***Community Action – Housing Services***

22 Nash Street

Gympie Qld 4570

Office Hours: 9am-4pm, Monday to Friday

Ph: (07) 5482 8959

Fax: (07) 5483 7602

Email: [housing@communityactiongympie.com.au](mailto:housing@communityactiongympie.com.au)

### **WHEN YOU HAVE FEEDBACK ABOUT OUR SERVICE**

We value your comments and encourage you to provide us with feedback about the services we provide. You can do this at any time by: telling someone, writing it down and handing it to us or posting it to us, or you can email us.

You have the right to make a complaint when you are not happy with the service provided to you. You can do this informally by talking to a staff member or the Manager, or you can lodge a formal complaint using a Complaints & Appeals Form. Please request a copy of our Complaints Handling Policy for further information.



## **HOUSING SERVICE** **COMPLAINTS & APPEALS PROCEDURE**

***What to do if you have a complaint about the service you are receiving, you feel your rights aren't being respected or you are not happy with a decision we have made:***

### **OPTION 1 – Verbal Complaint/Appeal:**

- Talk to the person directly involved, or if this is not possible, approach another staff member or approach our Manager to discuss your concerns **OR**

### **OPTION 2 – Written Complaint/Appeal:**

- Request a copy of our Complaints & Appeals Form. You can also find a copy of this on our website: [www.communityactiongympie.com.au](http://www.communityactiongympie.com.au) **OR**
- If you prefer, you can just write us a letter or send us an email. Our contact details can be found below **OR**

### **OPTION 3 – Board of Management:**

- Request the contact details of the President of our Board of Management from a staff member to discuss your concerns **OR**

### **OPTION 4 – Funding Department:**

- If you have exhausted all avenues available to you under Community Action's internal complaints and appeals procedures, you can contact the Department of Housing & Public Works:

Contract Management

Office of the Regional Director – Central Qld & North Coast Region

PO Box 1503

Rockhampton Qld 4700

**Email:** [HHS-Contract-Management-CQNCR@hpw.qld.gov.au](mailto:HHS-Contract-Management-CQNCR@hpw.qld.gov.au)

### **Other Key Complaint Resolution Contacts:**

- Residential Tenancies Authority – 1300 366 311

### ***It is your right:***

- ***To make a valid complaint or appeal.***
- ***To use an advocate of your choice to make a complaint or appeal on your behalf eg. a friend, family member or another agency.***
- ***To lodge your complaint or appeal anonymously.*** However please note that we may not be able to fully investigate your complaint or appeal if we can't contact you. We will also be unable to provide you with any response regarding your complaint or appeal.

### **Contact Details for Community Action Housing Service:**

**Phone:** 07 5482 8959

**Email:** [housing@communityactiongympie.com.au](mailto:housing@communityactiongympie.com.au)

**Post:** 22 Nash Street, Gympie Qld 4570