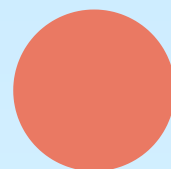


CLIENT SERVICES CHARTER

Rights and Responsibilities



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CLIENT SERVICES CHARTER



Rights and Responsibilities

As a leading Gympie disability services provider, **Your Rights and Responsibilities** details our commitment to deliver quality services and to support your individual goals and dreams.

We will work with you to provide you with the highest quality of service, listen to your needs and work with you to access the services of your choice.

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At Weeroona, we have established a vibrant community that goes beyond traditional service provision.

Guided by "**The Weeroona Way**," we foster an inclusive environment where we not only offer support but also create endless possibilities for our clients. Our organisation is built on the belief that together, we can achieve remarkable outcomes. We prioritise the well-being and aspirations of our clients, ensuring they feel valued and respected at all times. Through open communication and collaboration, we empower individuals to make choices and decisions regarding their supports, enabling them to shape their own paths.

We place great importance on privacy and confidentiality, safeguarding all client information with utmost care. Our commitment to transparency and accountability extends to offering a safe space for clients to voice their concerns or make complaints without fear of retribution.

We take pride in having dedicated advocates and support persons who work tirelessly on behalf of our clients, ensuring their voices are amplified and their rights protected. As a united community, we actively create opportunities, unlock potential, and transform lives.

At Weeroona, we are more than just an organisation; we are a thriving community committed to building a future full of possibilities.

OUR PROMISE TO YOU THE WEEROONA WAY



How we will work with you	What this means for you – we will:	What you can expect from us – we will:
Mutual respect <i>We are open, honest and embrace diversity.</i>	Make it easy for you to access and understand our information.	<ul style="list-style-type: none"> ✓ keep you informed. ✓ make it easy for you to communicate with us in your preferred format. ✓ keep you informed about your rights and responsibilities. ✓ be polite and respect your views, opinions, personal circumstances and cultural beliefs.
Connecting <i>We achieve more by working together.</i>	Respect and recognise your individual experiences and needs.	<ul style="list-style-type: none"> ✓ listen to you so we can understand your experiences. ✓ involve you in decisions about the services you receive. ✓ work together to meet your individual goals and dreams. ✓ work with you to access the services of your choice. ✓ listen to your feedback find better ways of doing things.
Uniqueness <i>We are proud of who we are and believe in what we do.</i>	Deliver quality services and support your individual goals and dreams.	<ul style="list-style-type: none"> ✓ make our processes simple and easy to use. ✓ update our information so it's easier to understand when decision making. ✓ provide you with advice on other supports and services that may be available. ✓ do the things we say we will do, like getting back to you when we say we will.
Relationships <i>We support positive, personal health and wellbeing.</i>	Support you to access the services and supports you need.	<ul style="list-style-type: none"> ✓ respect your legal and human rights. ✓ protect your personal information and only use it for the right reasons with your consent. ✓ provide staff that have the appropriate skills and training to meet your daily living needs. ✓ support your rights to receive quality care and support in an appropriate environment with you at the centre of all decision making.



CONTACT US

THERE ARE MANY WAYS YOU CAN CONTACT US, INCLUDING:



Phone call
(07) 5482 2451



Website
www.weeroona.org.au



Email Address
info@weeroona.org.au



Office Address
16 Red Hill Rd, Gympie QLD

You can also contact us using accessibility services, including:

- translating and interpreting – For a free of charge* translator or interpreter you can phone **131 450**
- if you have communication access needs, you can use: TTY: **1800 555 677** or Speak and Listen: **1800 555 727**
- National Relay Service: Visit the National Relay Service website or phone **1800 555 727** then ask for **08 8536 5888**

**For NDIS Clients only*

How you can provide feedback, compliments, suggestions and complaints

We value your feedback, both positive and constructive. It helps us to improve our services and the way we support you.

You can have your say by:

- completing the feedback form or viewing our Complaints and Commendation process on our website, or
- by simply contacting us.

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