

Consumer Service Charter



Our commitment to you

We will work with you to make sure you receive the support that is available and right for you.

What you can expect from us

When you are in contact with UCWB, we will:

- be polite and treat you with respect at all times
- treat you fairly and without discrimination
- inform you of our rights and responsibilities
- protect your privacy and confidentiality
- respect your personal, cultural and spiritual beliefs
- arrange an interpreter if you need one
- encourage you to make decisions about your services
- help you to use our services
- support you to connect with other services if needed
- support you to maintain and strengthen family and community networks
- provide a safe and reliable service
- make it easy for you to contact us
- do what we say we will do
- communicate openly, honestly and in a timely manner
- tell you how to provide feedback
- ensure the rights of children are upheld
- recognise the role of carers and include them in decision making

How you can help us

You can help us provide a quality service if you or your support person:

- provide us with complete information about yourself and your situation
- advise us if things change or you cannot keep an appointment or commitment
- act respectfully towards other consumers, staff and volunteers
- provide us with feedback about our services
- make sure your property is safe for our workers if we provide services in your home


How to provide feedback

We welcome your thoughts on what we are doing well and areas where we can improve and we take all complaints very seriously.

- You can provide feedback by phone, letter, in person or by email to quality@ucwb.org.au
- You can find more information about feedback on our website.

UCWB is committed to providing the highest quality services that we can.

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 www.ucwb.org.au

 **UCWB**

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