



Mid Coast Communities: Service Charter

At Mid Coast Communities we:

- ✓ Build the capacity of community members through strengths based and person-centred support and information services
- ✓ Build the capacity and inclusiveness of communities through a range of community strengthening, development and information sharing activities
- ✓ Work for and promote social justice
- ✓ Lead and inspire through example and promotion of best practice

The services we provide include, but are not limited to:

- ✓ Services that support people with disability and young people and their families and carers
- ✓ Services that build the capacity of communities and community members
- ✓ Services that build the capacity of community services and sectors

The services Mid Coast Communities delivers varies over time.

Details about our current services and activities can be found at our website www.midcoastcommunities.org.au

Our Service Standards

Service participants and other stakeholders who access our services can expect that the service provided to them will meet certain standards. Individuals, groups or organisations engaging with Mid Coast Communities can expect that:

- ✓ Our organisation is governed soundly by a skill based Board of Governance
- ✓ Our staff are competent, appropriately skilled and qualified and achieve high quality outcomes
- ✓ Our staff will focus on the individual needs of each person/group/organisation
- ✓ Our staff will follow up in a timely manner
- ✓ Our staff and our activities will demonstrate our organisational values
- ✓ All our interactions will be respectful, courteous and helpful
- ✓ Our premises will be clean, presentable and welcoming



- ✓ Our work is evaluated to ensure we are meeting the expectations of service participants and other stakeholders
- ✓ Input on the accessibility and friendliness of our premises will be welcomed from service participants and customers
- ✓ Feedback will be managed through a formal strategy and process that includes compliments, complaints and suggestions
- ✓ Staff will adhere to the health and safety policies and practices of Mid Coast Communities in undertaking their duties

If you are seeking or receiving a service from Mid Coast Communities, you have the right to:

- ✓ Receive services in a professional, courteous and caring manner that respects and appreciates individual difference
- ✓ Make your own choices about your life and your future
- ✓ Request to access any personal and other information held by us about you and request that we change any wrong information as permitted by law
- ✓ Feel safe and free from any physical, emotional, sexual or verbal abuse
- ✓ Be informed about services, options and any cost associated with participation
- ✓ Have your privacy and confidentiality protected in the provision of services
- ✓ Be referred to other services if we are unable to provide appropriate service
- ✓ Make informed decisions about your services and supports provided
- ✓ Participate in decision-making about the services you are provided with
- ✓ Share ideas about improvements to our services
- ✓ Give us a feedback (good and bad) or make a complaint
- ✓ Have an advocate (of your choosing)
- ✓ Refuse services (where appropriate) and refuse to participate in research
- ✓ Request a change of worker or refuse services from a student

Children have the right to feel safe and to have their developmental needs met in the provision of services.



Your Responsibilities

If you are accessing the services and programs provided by Mid Coast Communities, you are responsible for:

- ✓ Respecting the privacy of others
- ✓ Treating others with respect and dignity
- ✓ Respecting the rights of others to feel safe
- ✓ Respecting the cultural background of others
- ✓ Keeping appointments or informing us if you are unable to keep an appointment
- ✓ Providing correct and necessary information to the best of their ability
- ✓ Using the services and resources provided by Mid Coast Communities and its staff for the purpose for which they were intended
- ✓ Ensuring a safe environment for staff visiting your home or workplace

Feedback and Participation

At Mid Coast Communities, we welcome feedback, complaints and other input from the communities and people we provide services to so we can understand how to best meet identified needs and improve the way we do things. If you are accessing our services and activities, you have the opportunity to:

- ✓ Have your feedback or complaint respected and used constructively to improve our services
- ✓ Not be victimised or treated differently because you have made a complaint
- ✓ Provide us with informal feedback during interactions, meetings, or gatherings
- ✓ Tell us your opinions or ideas about the services and activities being provided
- ✓ Comment on policy or service provision and planning
- ✓ Give us formal feedback and/or evaluation through a variety of methods (surveys, feedback sheets, evaluations, suggestion boxes, formal/informal face to face consultation)
- ✓ Make a complaint
- ✓ Have someone else give feedback or make a complaint on your behalf
- ✓ Lodge an appeal if you don't think your complaint was dealt with fairly



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Feedback and Complaints

At Mid Coast Communities we welcome feedback, good and bad.

We believe that receiving positive feedback and complaints is a great way to find out what we do well (so we can do more of it) and what we don't do so well (so we can do it better).

We are committed to passing on positive feedback to our staff so they can know they are doing a great job.

We're also committed to dealing fairly and effectively with complaints. We want to know what happened and why, and what can be put in place to improve our practice and the services we deliver.

Every person who uses our services
has the right to give us feedback or to make a complaint



What will happen if I make a complaint?

When you give us feedback or make a complaint, the staff member receiving the feedback/complaint will listen to you respectfully and ask questions so they can fully understand the nature of the feedback/complaint.

If we have done something that has caused you concern, we will apologise for this, look into the matter and find ways that we can prevent the same sort of thing from happening again.

All feedback and complaints are reported to the Chief Executive Officer so improvements can be made to the way we deliver our services. The Chief Executive Officer also reports complaints to the Board of Governance of Mid Coast Communities.

All complaints are:

- Taken seriously
- Dealt with within a reasonable timeframe
- Kept confidential. Only parties that need to know about the complaint will be told about it
- Investigated objectively and fairly. No assumptions will be made and no action taken until all the information collected has been considered.
- Repercussion-free. No action will be taken against anyone making a complaint or helping another person to make a complaint, except where a complaint is found to be malicious or without foundation.

How do I give feedback or make a complaint?

There are several ways you can give us feedback or make a complaint.

Speak to the staff member who the feedback or complaint is about

If you feel comfortable, you can speak with the staff member who you are giving feedback or making a complaint about. Often matters can be quickly resolved by talking directly to the person responsible.

Speak to the staff member's Manager

If you don't feel comfortable speaking to the staff member involved, you can ask to speak to the person's Manager. You can do this by phoning our Coffs Harbour Office on (02) 6651 1788 or by emailing the Manager at contact@midcc.org.au



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Speak to the Chief Executive Officer

If you don't feel comfortable speaking to the person's Manager, or if the complaint is about the Manager, you can speak to the Chief Executive Officer. You can do this by phoning our Coffs Harbour office on (02) 6651 1788 or by emailing ruththompson@midcc.org.au

Lodge a written complaint

If you would feel more comfortable putting your feedback/complaint in writing you can do this by marking it to the attention of the Complaints Officer and:

Emailing to: contact@midcc.org.au or

Posting to: PO Box 799, Coffs Harbour NSW 2450

You can use your own wording or you can use our Feedback and Complaints form as a template. You can download the complaint form from our website at www.midcoastcommunities.org.au or you can ask us to send you this by email or in the post.

Can someone else give feedback or complain on my behalf?

Advocates

If you would feel more comfortable with someone else giving us the feedback or making the complaint you can use an advocate or someone you trust to speak on your behalf.

If you would like assistance to find an advocate to speak on your behalf, please let us know. You can also contact an advocate service. Some of the advocate services available on the Mid North Coast of NSW are listed at the end of this document.

Interpreters

You can use an interpreter to give us feedback or make a complaint.

If you need assistance in finding an interpreter please let us know. You can also contact an interpreter service. Some of the interpreter services available on the Mid North Coast of NSW are listed at the end of this document.



What if I think my complaint hasn't been dealt with properly?

If you don't think your complaint has been dealt with by us properly, you can complain to an objective third party to assist you in resolving the complaint. You can contact the following people to assist you in resolving the complaint:

Commonwealth Ombudsman

Phone: 1300 362 072

Web: www.ombudsman.gov.au

Federal Government Department of Social Services

Phone: 1800 634 035

Email: complaints@dss.gov.au

National Disability Insurance Agency

Phone: 1800 800 110

Web: feedback@ndis.gov.au

NSW Department of Family and Community Services

Phone: (02) 9377 6000

Email: facsinfo@facs.nsw.gov.au

NSW Ombudsman

Phone: (02) 9286 1000 or 1800 451 524

Advocacy Services

Below are some of the options available for accessing an advocate in NSW. If you can't find what you are looking for please contact us for assistance on (02) 6651 1788 or by email at contact@midcc.org.au.

Disability Advocacy NSW

Phone: (02) 4927 0111 or 1300 365 085

Email: da@da.org.au

Web: www.da.org.au

The Intellectual Disability Rights Service

Phone: (02) 9318 0144 or 1800 666 611

Email: info@idrs.org.au

Web: www.idrs.org.au

Synapse (The Brain Injury Association of NSW)

Phone: (02) 9868 5619 or 1800 673 074

Web: www.synapse.org.au/



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Interpreter Services

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Multicultural NSW

Phone: (02) 8255 6767 or 1300 651 500
TTY: (02) 8255 6758
Email: contact@multicultural.nsw.gov.au
Web: www.multicultural.nsw.gov.au/

Translating and Interpreter Service

Phone: 1300 132 621 or 131 450
Email: interpreters@border.gov.au
Web: www.tisnational.gov.au/

The Deaf Society

Email: deafsocietynsw.org.au/contact
Web: www.deafsocietynsw.org.au/