

Clients Services Charter

Rights & Responsibilities

COMMUNITY
LIVING
AUSTRALIA



Our Promise to You

Together We Achieve

As a leading South Australian 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.

What we will do:

The client's rights and responsibility are aligned with Community Living Australia's values.

- Integrity
- Agile
- Working Together
- Passion
- Wellbeing

Community Living Australia is committed to following the five NDIS principles for engagement with clients – transparent, responsive, respectful, empowering and connected

| How we will work with you | What this means for you – we will: | What you can expect from us – we will: |
|---|--|---|
| Integrity – We are open, honest and embrace diversity. | 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. |
| Agile - We see change as opportunity. | Respond to individual needs and circumstances. | <ul style="list-style-type: none">• help you to access and use our services.• provide you with options so that when your circumstance change, we can work together to find an appropriate solution.• involve you in decisions about the services you receive.• provide support and care that recognises and acknowledges each person's preferences, choices, interests, cultural and sexual preferences and capability.• provide services that meet relevant industry standards such as the National Standards for Disability Services, the NDIS Participant Service Charter, the Code of Conduct of the NDIS Quality and Safeguarding Commission and its practice standards and with our Code of Conduct, policies and procedures. |

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| <p>Working together - We achieve more by working together.</p> | <p>Respect and recognise your individual experiences and needs.</p> | <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 individuals goals and dreams. • work with you to access the services of your choice. • listen to your feedback and use this to find better ways of doing things. |
| <p>Passion - We are proud of who we are and believe in what we do.</p> | <p>Deliver quality services and support your individual goals and dreams.</p> | <ul style="list-style-type: none"> • make our processes simple and easy to use. • update our information so it's easier to understand and useful when making decision. • 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. |
| <p>Wellbeing - We support positive, personal health and wellbeing.</p> | <p>Support you to access the services and supports you need.</p> | <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. |

Contacting us

You can contact us:

There are many ways you can do this, including:

- **by phone** – calling 08 8536 5888
- **by fax** – 08 8531 0099
- **email** – info@claut.com.au
- **in person** – [Regional offices](#)
- **in writing** – our mailing address is:

Community Living Australia
PO Box 787
Mt Barker, SA 5251

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.