

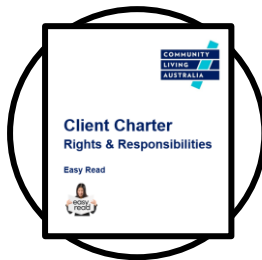


# Client Charter

## Rights & Responsibilities

**Easy Read**





## Our Promise to You

The Client Charter explains what you can expect from Community Living Australia.

We want our clients to make their own decisions about their lives.



We want you to have a good experience when you use CLA

When we work with you, we will use Community Living Australia's values:



- Integrity



- Agility



- Working Together



- Passion



- Wellbeing

When we work with you we will also follow the 5 NDIS principles:



- Transparent
- Responsive
- Respectful
- Empowering
- Connected



We will talk about each of these things in more detail later on.



## Integrity

Integrity means we are open, honest and embrace diversity



We will make it easy for you to understand our:

- Information
- Decisions

To show our integrity we will:



Stay in touch with you



Tell you what's happening



Communicate with you in a way that you want

Tell you what's happening about your rights and responsibilities



Be polite and respect your ideas and beliefs



### **Agility**

Agility means we see change as opportunity



We will respond to your needs and circumstances



To show we are agile we will:

Help you access and use our services



Give you options and choices if your life changes

Include you in decisions about your support



Provide support and care that is just for you



Make sure our support meets the National Standards for Disability Services



## Working Together

Working together means we get more done by working together



We will respect and recognise your experiences and needs

To show we are working together with you we will:



Listen to you



Include you in decisions about your support

Work together with you





Use your feedback to learn

## Passion

Passion means we are proud of who we are and believe in what we do



We will help you live your life the way you want



To show our passion we will:

Make it easy to work with us



Keep our information up to date

Give you choices on other supports we have





Do the things we say we will do



## Wellbeing

Wellbeing means we support positive, personal health and wellbeing

We help you find the support you need



To help your wellbeing we will:

Explain your rights so you know how you can expect to be treated



Keep your personal information private



We only use your personal information for what we have agreed



Give you staff that are best suited for you



Keep you at the centre of all choices

## Contact Us

You can contact us by:



[www.claust.com.au](http://www.claust.com.au)



Phone

08 8536 5888

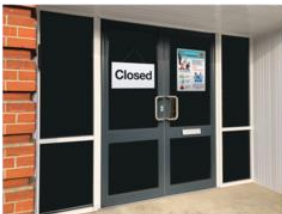
Fax

08 8536 3351



Email

[info@claut.com.au](mailto:info@claut.com.au)



In person at our office



In writing

Community Living Australia

PO Box 787

Mt Barker, SA 5251



### **Support to talk to us**

If you speak a language other than English, you can call:

Translating and Interpreting Services

131 450



National Relay Service

133 677

[www.relayservice.gov.au](http://www.relayservice.gov.au)

If you have a speech or hearing impairment you can call:

TTY

1800 555 677



Speak and Listen

1800 555 727



### **How to tell us what you think**

We want to know what you think



You can tell us if you are happy with our services



Or you can tell us if you've had a problem



You can:

Fill out the feedback form on the CLA website

[www.claust.com.au](http://www.claust.com.au)

View our Complaints and Commendation brochure on our website or in our offices



Email us at

[feedback@claust.com.au](mailto:feedback@claust.com.au)



Call us on 08 8536 5888