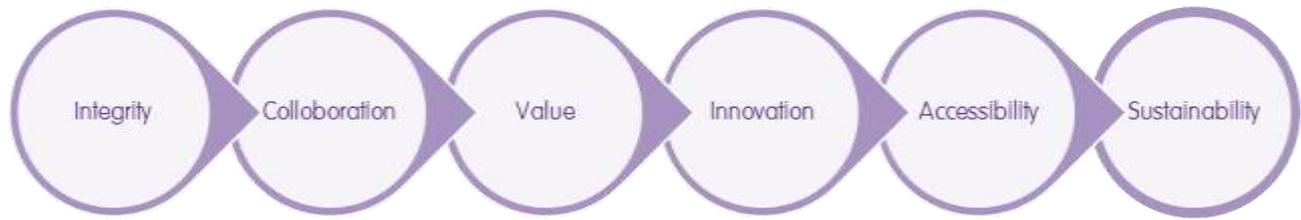


## HCA Customer Service Charter



**Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability**  
are the values that underpin all of our services and relationships.

## Policy Statement

This Customer Service Charter underpins our commitment to the delivery of services and best practices, to all people with a disability that we support or who access our services. With a person centred approach, we are committed to the respect of cultural and linguistic diversity.

HCA – Provides services to customers with a disability across Australia where the NDIS roll has been implemented and aims to provide a clear understanding of the standards of services you will receive from us and your rights and responsibilities.

HCA is committed to:

- Treating you with respect and dignity
- Respecting your privacy and confidentiality and ensuring that your personal information is protected at all times
- Meeting our legislative obligations including the disability act, the human rights charter, the national disability service standards and other state standards that are in place
- Improving our services through feedback from you, your family, friends and advocates
- Delivering services according to your plan
- Updating and adjusting your plan to suit your needs or if there are changes in your plan that need to be made to achieve your new goals
- Ensuring that you are involved in all the aspects of your supports to meet your needs and goals.
- Ensuring that you have information to access an advocate service or an nominated support person to assist and support you in all aspects of the service delivery
- Promote and support you enabling your right to change your services and supports at any time
- Monitoring the quality of services provided to you in a holistic and person centred approach
- Meeting international standards for quality managed services ISO 2009 Certification
- Meeting standard requirements through regular auditing of internal and external processes
- Promoting safe work practises to protect your safety and that of our staff
- Ensure that all our staff are professional, respect your choices and demonstrate the commitment that HCA have to your rights and responsibilities at all times.

Your Rights – As a customer of HCA you have rights to:

- Provide feedback or raise a complaint about how you feel you have been treated without fear or resentment
- Have access to services that meet your needs, with free will to exit them at any time
- Receive information about your rights and responsibilities in an easy to read format allowing you to understand our services
- Receive support from qualified staff that can support you in your choices and to meet your needs and to achieve goals.
- Participate in selecting the right staff to meet your needs

Your Responsibilities – As a customer of HCA we ask you to:

- Provide, to the best of your knowledge, all necessary and relevant information related to you so that HCA can provide services to you
- Work with the staff that support you to achieve the best possible outcomes to meet your needs and goals
- To inform HCA as so as possible if there are any changes to your supports or service needs
- To inform HCA if there are any changes in your NDIA plan package
- To inform HCA if there are any changes in your financial circumstances
- To inform HCA if there are any changes in your guardian or advocate details

## References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 1 – Rights