

Our service charter.

Our commitment to you.

This service charter outlines the 6 principles that inform the way we deliver services to you.

Responsive and impactful

We'll work with you and support you to build your independence, reduce your need for supports and achieve your goals.

Informed and quality assured

We're committed to continuous improvement, meaning we use contemporary, evidence-based practices to ensure you receive high-quality, relevant and effective services from us.

Connected and inclusive

We celebrate diversity and welcome you just as you are, regardless of ethnicity, faith, age, ability, culture, language, gender identity or sexual orientation.

We're committed to the Reconciliation and justice of our nation's First Peoples, and we believe in embracing the wisdom, stories and culture of First Peoples to achieve positive outcomes.

Transparent

We'll communicate with you regularly to ensure you have access to information about things that affect you, and we'll always ask for your consent prior to sharing your personal information, unless we're legally obliged otherwise.

Person-centred and capabilities-focused

We'll work with you to define your goals and design your own path forward, and realise your own unique strengths in building capacity, resilience, and independence.

Wherever possible, we'll be flexible and shape our supports to suit you.

Safe and accountable

We'll work alongside you to support your healing and recovery through a trauma-informed lens.

We prioritise your rights and consider safeguarding these rights as part of our duty of care to you.

We welcome your feedback, suggestions and complaints, and use your input to inform our approach to continuous improvement.

How you can help us

You can help us support you by:

- Providing us with complete and accurate information about you and your situation
- Ensuring you understand any service agreement you may have with us, and letting us know if you need help to clarify what it says
- Acting respectfully and safely towards everyone, including Uniting WA workers, service users and other community members
- Respecting the belongings of others, the belongings of Uniting WA, and those of other service users
- Being cooperative with our workers, understanding they are trying to support you, and have your best interests in mind
- Providing us with feedback about our service delivery, and any suggestions you may have on how we can improve
- Raising any complaints or concerns you may have about our services, workers or other service users.

Uniting