

## Our Service Charter

### Easy Read – English

This document is about what you can expect from Uniting WA, and what we expect from you.

We call it “Our Service Charter”.

Our Service Charter has 6 principles.

Principles are important ideas we should always think about.

These principles help make sure you have a good experience when you use our services.

#### **How to use this document.**

Uniting WA wrote this document.

When you see the word ‘Uniting’, ‘we’ or ‘us’, it means Uniting WA.

This document is written in an easy to read way.

We use pictures to explain some ideas.

You can ask for help to read this.

A friend, family member or support person may be able to help you.

You can request this document in another language or format.



## Principles

### **Connected and inclusive.**

Connected means we work with you, and other organisations, to help you get the support you need.

Inclusive means we welcome all people.

We welcome people of different genders and sexualities.

Your gender is what you feel and understand about who you are as a person. It isn't about whether your body is male or female.

Your sexuality is who you are attracted to.

We welcome people from different cultures, backgrounds and religions.

Your culture is your way of life, your beliefs and what is important to you.

We welcome people from of all abilities.

We are connected and inclusive when we:

- Welcome you as you are – regardless of your gender, sexuality, culture, background, religion and abilities.
- Get to know you and the things you like to do.
- Work with you – and your family and friends if you want us to.
- Work with other organisations and help you to access the services you need.



## Transparent.

Transparent means we are truthful and upfront.

We are transparent when we:



- Give you information in a way that's right for you.
- Keep in touch with you.
- Tell you what is happening.
- Involve you in decisions.
- Answer your questions.
- Explain the decisions we make.
- Give you options so you can decide what's best for you.

## Responsive and impactful.

This means we will talk with you about what you need and help you to get it.

We are responsive and impactful when we:



- Do things on time.
- Listen to your wants and needs.
- Help you with what you need.

## Informed and quality assured.

This means we always give you the best service we can, and make sure we tell you the information you need to know.

We are informed and quality assured when we:



- Follow the rules that apply.
- Have good processes that help us to manage our finances, staff and safety.
- Have good staff who are trained to give you services.
- Ask you if you are happy with the services we give you.
- Learn from your feedback and use it to make our services better.

## Person-centred and capabilities-focused.

Person-centred means services are built around your needs and wants.

Capabilities-focused means we see your skills and strengths and work with you to achieve your goals.



We are person-centred and capabilities-focused when we:

- See you as an individual with your own ideas, skills, wants, goals.
- Work with you to help you achieve your goals and live the life that you want.
- Support you to do things for yourself.
- Help you to take part in the community.
- Give you services that help meet your needs.

## Safe and accountable.

Safe means we take steps to stop you from getting hurt.

It also means we have plans in place to help us respond to accidents and emergencies quickly.



Accountable means we take responsibility for our mistakes and look for ways to learn from them to improve our services.

We are safe and accountable when we follow the rules set by the Government and our funders.

The rules we follow depend on which services you get from us.

We can talk to you about what rules apply to the services you get from us.

## Your Rights



Rights are rules that make sure everyone is treated fairly and equally.

When we give you services, you have the right to:

### **Be safe.**



This means you have the right to always feel safe, and to be protected from danger or getting hurt.

This also means you have the right to try new things and take risks.

### **Be yourself, be treated fairly and with respect.**



This means you can be accepted for who you are.

It means people do not treat you different because of your abilities, gender, sexuality, culture, background or religion.

### **Receive good quality services that meet your needs.**



This means you can tell us what supports you want and make your own choices.

This also means that you can get information about your services in a way that you can understand.

### **Privacy.**



Privacy means we do not tell other people the things we know about you without your consent.

Consent means we ask for your permission to do something and you say yes.

You can ask what information we have about you.

You can read more about how we handle what we know about you in our [Privacy Brochure](#).

## Give feedback.



This means you can tell us when we do something good. You can do this at any time by talking to our team, or you complete our [Feedback Form](#) on our website.

You can also tell us when something has gone wrong or you are unhappy with the services we give you. This is called a complaint. To find out how you can make a complaint visit our website or see our [Complaints Brochure](#).

## Your Responsibilities



When we give you services, you are responsible for:

- Treating our staff and others with respect.
- Telling us about you and what you need.
- Telling us when things change.
- Giving us feedback, so we can make changes to make our services better.