



## **Service Charter**

Putting the participant at the forefront of everything we do because they deserve it.

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## **Introduction**

Combined Living Care offers those living with a disability, services that aim to create opportunity and promote independence and progression in a safe and non-discriminative environment.

At Combined Living Care, our direction is led by your choice, needs and goals by providing key disability services to those who seek support.

## **About us**

At Combined Living Care, we pride ourselves on the personal, client-focused and high-quality service that we provide. We follow the NDIS Practice Standards and Quality Indicators to maintain excellent results for both you and us.

Our disability services have been formed from these Standards, so, therefore, we believe it is not only important to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from Combined Living Care and know exactly what you can expect from us.

At Combined Living Care, we would like to make a difference in the lives of those with disability and make life easier, fairer and get people involved and participating within their communities

We will do our best to give you a personal and individualized experience and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help, we can continuously work to improve our services to meet your needs and goals.

## **Who we serve**

We serve people living with a disability, their families, carers and those who need information about the NDIS or other disability-related services available in these communities. This includes people who may not be eligible for the NDIS.

## **Our Service Commitments**

We work with people with disability - and those important to them - to develop and put in place individual plans to help them achieve their goals.

We will:

- Provide choice and control in accessing the most appropriate supports and services
- Provide support to become more independent and included in the community
- Recognise and uphold informal support and care arrangements
- Welcome, respect and value feedback
- Raise awareness and knowledge in the community of how to support people with disability.

All employees of the Combined Living Cre are responsible for making sure that we deliver on these commitments. We describe the approach we are taking and the standards we are working towards in our Service Charter Action Plan.

We will share details of our progress and performance in our Annual Report.

## **How you can help us**

To help us provide the best possible service, we ask that you tell us:

- About you, including any special requirements or if anything changes like your contact details
- About other people we can work with to better assist you
- If you are unsure about any information we provide
- In advance, if you cannot attend a meeting with us
- Your ideas, suggestions and feedback so we can improve our service.

These simple steps will help to build long-term relationships of understanding and trust between us. We will listen and respond and we ask for your support and respect for our team as we work with you.

## **Working with an advocate**

If you feel you need more support in making decisions, feel free to access the NDIA website Advocacy Services available to you.

## **Privacy**

We respect and protect the privacy and dignity of people with disability. We collect, store and update personal information to assist in providing services to meet their unique needs. This is done with strict confidentiality, guided by our Privacy Policy.

## **We welcome feedback**

We want to provide an excellent service today and in the future. To ensure we do this, we have a strong focus on listening to people with disability – and those important to them – to learn from their experiences, whether they are good or bad. Together, we all play an important role in helping those living with a disability in NSW. We respect and value feedback, and encourage people to share their concerns, compliments and suggestions with us.

You can:

### **Contact your local office by phone or email**

We will take your call or see you immediately whenever possible. If the person you want to talk to is not available straight away, you can leave a message and we will ensure they, call you back within 24 hours. If a face-to-face meeting is preferred, we will make time to meet.

### **Send an email to [customercare@combinedlivingcare.com.au](mailto:customercare@combinedlivingcare.com.au)**

We will acknowledge your feedback via email within the next business day.

### **Call Combined Living Care on 04 04 04 69 19**

We will assist you straight away.

**Please ring this number if it is a crisis or emergency related to your Combined Living Care experience. For other emergencies, please call 000.**

**Together, we all play an important role in helping those living with a disability, live an independent life at their home and in the community.**



**Help us deliver services to those living with a disability.**

We also regularly undertake telephone surveys and questionnaires and invite you to participate in them as an additional way of providing feedback to us.

## **Making a complaint about our service**

Our goal is to understand and resolve concerns as quickly as possible, long before they become complaints.

If you would like to make a formal complaint about Combined Living Care, there are a number of ways to do this:

Talk to our staff, they will try to fix your complaint on the spot

Call us on  
04 04 04 69 19

Email your complaint to us at [customercare@combinedlivingcare.com.au](mailto:customercare@combinedlivingcare.com.au)

Send a letter to:

Customer Complaints Combined Living Care 18 Elm Ave. Belrose NSW 2085.

There is a form you can use, if you wish, to help describe your complaint. This form is available from our staff or from our website, [www.combinedlivingcare.com.au](http://www.combinedlivingcare.com.au).

## **We will work with you to resolve your complaint**

We will work with you – and those important to you – to resolve your complaint.

Different types of complaints can be managed in different ways and the team member who is assisting you can provide you with information about the best way to resolve it.

## **Our approach is to:**

- Take immediate action if it appears that there is a high risk of harm, neglect or abuse
- Acknowledge complaints within the next business day after we receive it
- Contact you within one business day of acknowledgement
- More complex complaints may take longer to address
- Keep you informed about the progress of your complaint at every stage
- Publish information on our complaints management performance
- We will contact you to talk to you or your representative about your complaint and may seek more information to help us better understand it.

With your permission, we will contact relevant people within the NDIA, provide them with details of the complaint and ask for their feedback or comments. We will let you know what they say in response to your complaint and discuss with you how best to resolve it.

If you are not satisfied with the approach taken or the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled.

If you are not satisfied with the way your complaint was managed, you may seek assistance from the Commonwealth Ombudsman.

You can:

Call the office of the Ombudsman on:

1300 362 072

Visit the website:

[Commonwealth Ombudsman Website – Making Complaint Page](#)

## The values that guide our work

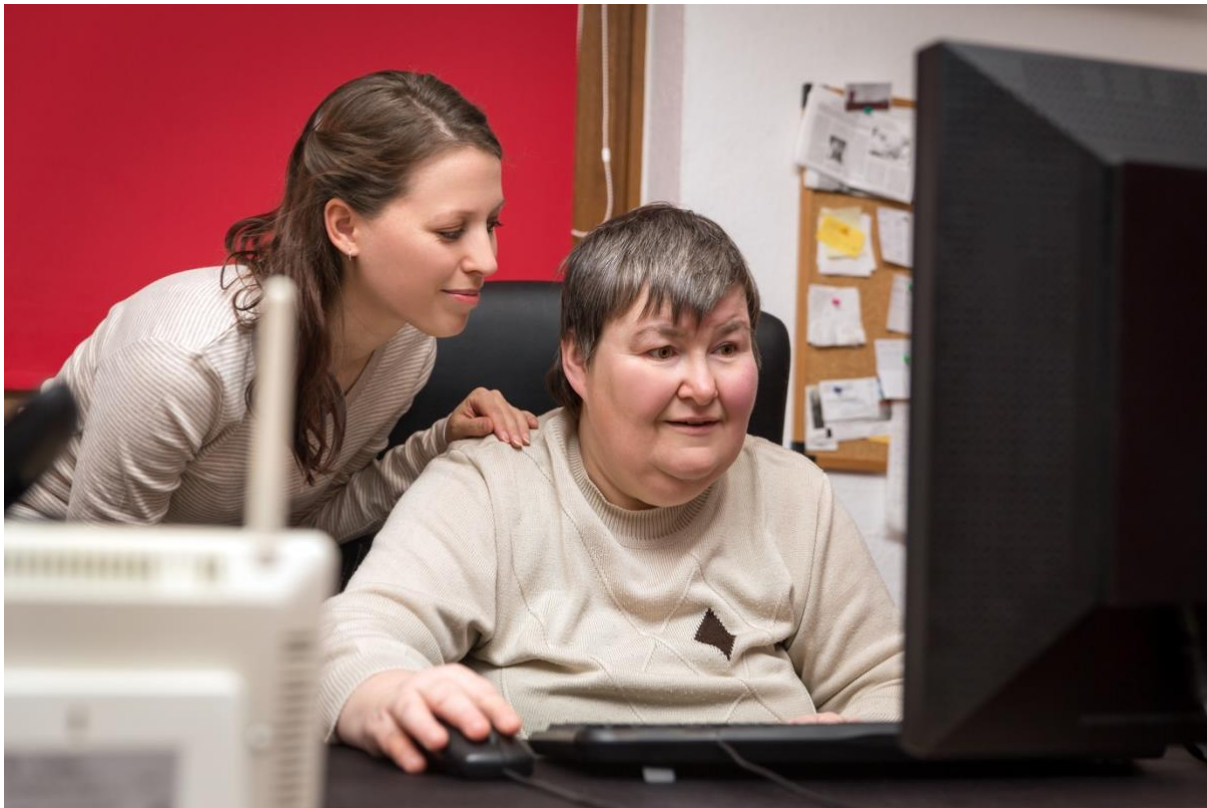
The commitments we make in our Service Charter are based on six values that guide all the actions and decisions of the NDIA.

Our values are centred around our staff, participants and their families or guardians.

- **Respect**-We respect people's decisions, opinions, and views. All our participants should be listened to and receive a respectful response.
- **Honesty**-We are trustworthy and tell the truth to keep our promise to you. We also believe that our participants should feel that they can be honest with us, without being punished for it.
- **Privacy and Confidentiality**-This is of utmost importance as outlined in our Privacy and Confidentiality Policy and Procedure. All information regardless of whether it is confidential or not, is considered private and will be always kept safe.
- **Development and Improvement**- We will identify, with your help, where we can develop projects, staff skills and services. We always work to improve our services and staff skills and to uphold the Service Standards. Your feedback is always valued.
- **Safe and Harmonious working environment**-We offer a workplace that provides support, guidance, and acceptance to staff and participants. We will always strive to be happy and ensure our participants are happy too. Whether it is at their home or in the community.
- **Passion**-We have a passion to our work ethics. Every member of staff is passionate about their work and takes the participant as part of the family. Our staff strongly believe that everyone deserves a fair go, no matter what you have or feel.



**We welcome, respect and include diverse cultures, perspectives and life experiences as we develop our service.**



At Combined Living Care, our people are committed to providing impartial advice and service that is efficient and innovative; being open and accountable to the people living with disabilities; being respectful to all people including their rights and their heritage; being ethical; demonstrating leadership that is trustworthy and acting with integrity.

### **More information and a detailed contact listing**

You can find out more information on Combined Living Care by visiting our website. More detail is also available on translations and accessibility via the “Contact us” section of our website.

### **Tracking our performances and progress**

Senior leaders within Combined Living Care review progress against our Service Charter commitments quarterly. Results and opportunities for improvement will be published in our Annual Report.

Updates to the Charter will be considered annually taking into account feedback from people with disability, their families, carers and representatives.

**Putting the participant at the forefront of everything we do because they deserve it.**

## **Service Charter**

Call Combined Living Care on 04 04 04 69 19

[Combined Living Care](#)