

Service Charter

Introduction

We are helping to shape a world where people with disability have the same right to participate, the same range of options, the same level of freedom and the same control over their day-to-day life as any other person.

Our Commitment

To provide a professional, person centred service, we will:

- Respond promptly to any calls for assistance.
- Treat all people with respect, in a polite and courteous manner.
- Treat all people with fairness and integrity.
- Uphold privacy and confidentiality principles.
- Endeavour to provide accurate and timely information.
- Seek our clients' feedback and use it to make improvements to our practice.
- Listen to the concerns of our clients, working collaboratively with them and their family/supports.
- Endeavour to provide our clients with a consistent, seamless service across the organisation.
- Work in collaboration with other service providers in order to meet the needs of our clients.
- Project a 'can do' attitude and work to our very best to find solutions.

Our clients can help us by:

- Giving us all the information we need to provide the best service.
- Reading the information we provide.
- Interacting with our staff in a polite, respectful and courteous manner.

- Taking responsibility for the results of any decisions they make with our staff about the care and services they receive.
- Providing a safe work environment for staff who deliver services in clients' homes.

Applicability

This Service Charter applies to all EverAbility employees; it is to be considered in conjunction with EverAbility's Code of Conduct and all related Policies and Procedures.

Partnerships

EverAbility's services are often delivered in partnership with its stakeholders in accordance with terms of agreement or under contractual arrangements.

Aims

This Service Charter outlines general principles to guide and inform the professional conduct of EverAbility employees. It sets a framework within which to make their professional and personal decisions.

Relevance

Whilst the primary focus of this Service Charter relates to service provision, it requires employees to consider how their behaviour outside their working hours may influence their professionalism.

Our Values

Be there for everyone

Trust and be trustworthy

Collaborate and be innovative

Our Principles

- **Personal Behaviour**

Interacting with human dignity, making ethical decisions, contributing to a positive culture and not engaging in or tolerating behaviour that may harm one's personal or EverAbility's reputation.

- **Communication and Official Information**

Using information solely for authorised purposes, which includes sharing official information or documents with correct permission only.

- **Fraudulent and Corrupt Behaviour**

Acting ethically and avoiding any behaviour that may be considered fraudulent and/or corrupt. This means no engagement in dishonest conduct that may cause personal gain or detriment to others.

- **Use of Resources**

EverAbility employees, provided with any work-related resources, are to ensure that they use such resources:

- in a responsible and accountable manner;
- diligently and efficiently; and
- not for the private or commercial gain of themselves or others.

- **Record Keeping and Use of Information**

EverAbility employees ensure that all confidential documentation or intellectual property is recorded and stored safely. Employees record actions and decisions objectively to ensure transparency and accuracy. Client information is stored securely within EverAbility's Client Management System in compliance with relevant policies and procedures.

- **Conflicts of Interest**

EverAbility employees ensure that private affiliations and interests, either personally or of their family and/or associates, do not present a conflict or perceived conflict with their professional duties by influencing their decisions or behaviour.

Employees make appropriate declarations of and properly manage all possible or perceived conflicts.

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Policy Management and Review History

Owner	CEO
Approver	Board
Frequency	2 yearly
Version	v2.0
Date Ratified	September 2020
Next Review	August 2022

Review History:

- v1.0 2017

