

Client Service Charter Policy

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| Policy & Procedure Title | Client Service Charter | | | Policy Number | 4.2 |
| Policy Statement | Gladstone Women's Health Centre is committed to providing access to quality services in an environment of sensitivity, privacy, respect, and dignity. The Client Service Charter aims to ensure that clients, carers, advocates, and other service providers are aware of their rights and responsibilities when accessing our service. | | | | |
| Scope | Employees, Volunteers, Clients | | | | |
| Date document becomes effective / Updated | 20/10/21 | Review Frequency | 3 years | Version | 5 |

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Policy Context

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| Human Services Quality Framework | <p>Standard 1: Governance and Management Indicator 6: The organisation encourages and promotes processes for participation by people using services and other relevant stakeholders in governance and management processes</p> <p>Standard 3: Responding to Individual Need Indicator 1: The organisation uses flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of people using services. Indicator 6: The organisation has a range of strategies to ensure communication and decision making by the individual is respected and reflected in goals set by the person using services and in plans to achieve service delivery outcomes.</p> <p>Standard 4: The safety, well-being and human and legal rights of people using services are protected and promoted.</p> |
| Legislation or other requirements | N/A. |

Policy Scope

This policy applies to:

- Management Committee members.
- All staff, including: managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers.

Procedure

1. Amending and Updating the Client Charter: As a client-led service, Gladstone Women's Health Centre is committed to treating the Client Charter as a living document that changes and grows to best meet our client needs. Each iteration of the Client Charter should address the following areas:
 - 1.1. A brief description of services and programs available to clients including the opening hours and locations of these services;
 - 1.2. How clients can contact the service;

- 1.3. What standards of service clients can expect from the service;
 - 1.4. What rights and responsibilities the clients have within the service;
 - 1.5. Opportunities for feedback and for complaints;
 - 1.6. Opportunities to exercise choice and to participate in service decisions;
 - 1.7. Support provided or available to clients to enable them to make choices and participate, including the use of interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies.
2. Access to the Client Charter: It is important clients and their advocates have access to the charter.
- 2.1. The client charter must be displayed in all major waiting areas.
 - 2.2. Each counselling office will have the charter displayed.
 - 2.3. The organisational website will contain a copy.
 - 2.4. As part of the registration package clients receive upon engaging with the counselling service.

Related Documents:

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| Related policies | 1.18 Privacy. 1.20 Confidentiality. 2.1 Access & Eligibility. 5.1 Feedback. 5.2 Client Complaints. |
| Forms or other organisational documents | • Client Charter. |

Document History:

| Version # | Issue Date | Summary of Changes |
|-----------|------------|--|
| 5 | 20/10/21 | Policy update. |
| 4.1 | 16/10/18 | Formatting changes to re-brand, format and align with HSQF Standard No's. |
| 4.0 | 25/2/2017 | Renamed from "Client Rights and Responsibilities", added contact information, rewording for clarity. |
| 3.0 | 20/04/2004 | Review with no changes. |