Participant Service Charter

This Participant Service Charter outlines your rights as a Goulburn Options Participant, how you will be treated by every member of our staff, and the level of quality you can expect from our services. This Service Charter will also describe your responsibilities as a Participant, and how you can give us feedback on any and all aspects of our service. Participants are made aware of this Charter during their induction to Goulburn Options, but extra copies will be provided upon request, or can be located on our website: [www.goinc.org.au](http://www.goinc.org.au)

**About Us**

Goulburn Options is a community based not-for-profit organisation, providing a range of support services for people with disability, and their carers. We provide Day Programs, Flexible Supports, Short-Term Accommodation, Supported Independent Living and more to our participants, with the aim of helping them to live their ‘biggest life possible.’

Here at Goulburn Options, Our Vision is to appreciate individual capability, recognise the value of diversity, and promote equity. The following values underpin our commitment to achieving this Vision:

* Respect for individual choice and difference
* A community based on equality, dignity, and non-discrimination
* Working in partnership with stakeholders to provide participants with diverse and enjoyable opportunities
* Services that are flexible, responsive to change, and offer transparency and accountability

You can find more information about our services on our website [www.goinc.org.au](http://www.goinc.org.au) or by contacting:

**Phone**: 0357923192

**Email**: [programs@goinc.org.au](mailto:programs@goinc.org.au)

Goulburn Options operates at 28 High Street, and 16-18 Station Street, Seymour, 3660. Our opening hours are: **10am – 4pm, Monday to Friday.**

**Our Commitment to You**

Goulburn Options is dedicated to providing service of the highest quality possible, with an emphasis on individual choice and control. Our commitment is to work with each of our participants to ensure you are getting the support that is available and best suited to you. Goulburn Options firmly believes that our participants are the experts in their own lives – every step of the way, we will collaborate with you to ensure we are meeting your needs, wishes and expectations to the highest standard possible.

What you can expect from us

As a participant of Goulburn Options, you can expect our organisation and our staff to:

* Treat you, and your decisions with respect at all times
* Treat you fairly and without discrimination
* Ensure you don’t face physical, sexual, emotional or verbal abuse
* Involve you in decisions about the services you access and support you to have a say
* Protect your personal information and only use it for the right reasons
* Respect your privacy and confidentiality
* Provide a safe and healthy environment within our service and our facilities
* Prioritise your choice and control over your own life
* Support you to develop and maintain your personal identity (including gender, sexuality, cultural, religious and spiritual identity)
* Support you to access and maintain connections to community, family and friends
* Provide you with sufficient information about our service and its terms of use
* Inform you of your rights and responsibilities
* Consult with you to provide your chosen supports
* Communicate openly and honestly
* Give 24hrs notice (if possible) if a support has to be cancelled or changed
* Follow the NDIS Rules and Practice Standards, and keep accurate records
* Provide regular invoice and statements of supports given
* Provide you with access to your personal records upon request
* Support you to connect with other services and/or advocates if needed
* Tell you how to provide us with feedback on our service and how to make a complaint
* Ensure your complaints are dealt with fairly and promptly
* Process your requests and enquiries in a timely manner

Find out more about your rights as a participant of Goulburn Options by requesting to see our organisation’s policy and procedure manual.

How you can help us

As a participant of Goulburn Options, it is your responsibility to:

* Provide us with complete and accurate information about yourself and your situation
* Tell us if things have changed, or if you cannot keep an appointment or commitment
* Let us know if any of your personal information has changed
* Act respectfully and safely towards other participants, staff and volunteers
* Provide us with feedback about our service and any improvements we can make
* Participate in the supports you have chosen
* Let us know if you are sick or unwell
* Make sure you pay any out-of-pocket costs
* Tell your staff if you have a problem
* Tell your staff if you see something that is unsafe
* Make sure staff are safe whilst working with you in your home (making sure the environment is appropriate for work)

**How You Can Provide Feedback**

Goulburn Options values your feedback, whether you are a participant, a carer, family, staff, or even a member of the general public. Positive or negative, we would love to hear about your experience with us and our services. What did we do right? How can we improve? Are you unhappy with a service received, or believe you have not been treated in a fair and equal manner? Let us know.

You can give Goulburn Options feedback by:

* Talking directly to a member of staff, or a volunteer
* Asking to speak to a more senior member or staff
* Contacting our office, via:
  + Phone: 0357923192
  + Email: [programs@goinc.org.au](mailto:programs@goinc.org.au)

It is your honest feedback which helps us provide the best service we possibly can.

**How We Manage Complaints**

At Goulburn Options, we want to resolve complaints openly, honestly, and quickly. We will acknowledge your complaint and respond within 5 working days, and work with you to have the complaint resolved within 3 weeks.

At any stage of this process, you can also contact:

* The NDIS Commission: **1800 035 544**
* TTY service for people with hearing or speech difficulties: **133 677**
* The Victorian Disability Worker Commission: **1800 497 132**

How you can participate in your services

At Goulburn Options we encourage all of our participants to engage in and exercise their choice and control over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting you by engaging interpreters, advocates, written materials in a variety of community languages and culturally appropriate service strategies, where needed.

Goulburn Options participants can also join, or provide feedback to our Participant Advisory Group which discusses topics such as policy and procedures, service activities, Goulburn Options buildings and events. You can join our Participant Advisory Group by getting in touch with a member of our Admin Team.