



Participant Information

Participant Service Charter

Endorsed by:	CEO	Document Owner:	Organisational Management
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This Participant Service Charter outlines your rights as a Goulburn Options Participant, how you will be treated by GO employees, and the level of quality you can expect from our services. This charter will also describe your responsibilities as a Participant, and how you can give us feedback on any aspect of your service.

About Goulburn Options

Goulburn Options is a community-based, not-for-profit organisation, providing a range of support for people with disability. We provide Group Programs, Flexible Supports, Short-Term Accommodation (STA) and Supported Independent Living (SIL). Our mission is to help our participants live their Biggest Lives Possible.

At Goulburn Options we:

- Appreciate individual capability
- Recognise the value of diversity
- Promote equity
- Respect individual choice and difference
- Are a community based on equality, dignity and non-discrimination
- Work in partnership with our stakeholders to provide each participant with diverse and enjoyable opportunities
- Offer services which are flexible and responsive to change
- Offer all stakeholders transparency and accountability

You can find out more about Goulburn Options' service on our website (www.goinc.org.au), or by contacting us:

- Phone: 0357 923 192
- Email: go@goinc.org.au

Goulburn Options operates from 28 High Street, and 16-18 Staton Street, Seymour. Our office hours are 8:30am – 4pm, Monday to Friday.

Our Commitment to You

Goulburn Options is dedicated to providing service of the highest possible quality, with an emphasis on individual choice and control. Our commitment is to work with each of our participants to ensure that everyone receives the support that is best suited to their individual circumstance. GO 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 meet your needs, wishes and expectations.

How You Can Participate In Your Services

All participants are encouraged to engage in and exercise their choice and control over their own services. We will ensure you are aware of and understand the services we offer. We are committed to supporting you by engaging interpreters, advocates, and written materials which are linguistically and culturally appropriate where needed.

GO Participants can also join or provide feedback to our Participant Voice Committee which discusses topics such as policy and procedure, service activities, GO buildings and events. All participants are welcome to join this committee by getting in touch with a member of the Programs and Community Admin Team: dayprograms@going.org.au

How You Can Provide Feedback

Goulburn Options values your feedback. Anyone can give feedback or make a complaint to GO. The more feedback we receive, the better our service becomes.

You can give Goulburn Options feedback, or make a complaint by:

- Talking directly to a support worker or member of the admin team
- Contacting the office on 0357 923 192, or by emailing go@goinc.org.au
- Filling out a Complaints and Feedback Form

How We Manage Complaints

At Goulburn Options our priority is to resolve complaints openly, honestly and in a timely manner. We will acknowledge your complaint and respond within five (5) working days. We will work with you to have the complaint resolved within three (3) weeks. At any stage of the complaint process, you can also contact:

- The NDIS Quality and Safeguards Commission: **1800 035 544**
- TTY service for people with hearing or speech difficulties: **133 677**
- The Victorian Disability Worker Commission: **1800 497 132**
- The Social Services Regulator: enquiries@ssr.vic.gov.au

Our Responsibilities: What You Can Expect from Us

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

- Treat you and your decisions with respect
- Treat you fairly without discrimination
- Ensure you don't face physical, sexual, emotional or verbal abuse
- Involve you in decisions about your services, 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 in our services and facilities
- Prioritise your choice and control
- Support you to develop and maintain your personal identity (including gender, sexuality, culture and religion)
- Support you to access and maintain connections to your communities of choice, your family and your friends
- Provide you with information and consult you about your services, and terms of use
- Inform you of your rights and responsibilities

- Communicate with you openly and honestly
- Give twenty-four (24) hours' notice, where possible, if a support has to be cancelled or changed
- Follow NDIS Rules and Practice Standards
- Keep accurate records
- Provide regular invoices 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
- 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

You can find out more about your rights as a participant of Goulburn Options by requesting to see GO's policy and procedures.

Your Responsibilities: What We Expect from You

As a participant of Goulburn Options, you are expected to:

- Provide us with complete and accurate information about yourself and your situation
- Tell us if your situation has changed, or if you cannot keep an appointment or commitment you have organised with GO
- Let us know if any of your personal information has changed
- Act respectfully and safely towards other participants, employees, students 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 support worker if you have a problem
- Tell your support worker if you see anything that is unsafe
- Make sure your support workers are safe if they're working in your home (make sure the environment is clean and safe)