



Churches of Christ Care Housing Services Client Service Charter

Our client care statement

Churches of Christ Care is committed to providing the highest standard of service to all clients. We achieve this by being open, fair and honest in all our practices. We aim to treat our clients as we wish to be treated ourselves.

Our commitment

As our client, we want you to know the high standard of service you can expect from us. The below standards emphasise our commitment to you.

Access to services

One of our key aims is to promote fairness and equality. This means ensuring equal access to all our services for all our clients. Improving access to services involves finding out what barriers exist for different clients and why. The below standards are undertaken to improve access to our services.

Reading, writing and listening

- We will use plain language that is easily understood.
- We will avoid the use of technical terms, abbreviations and jargon.
- We will identify where it is appropriate for us to have literature translated into other languages.
- We will endeavour to communicate more effectively with those who have a hearing or sight impairment.

Office layout and location

- We will aim to make our offices as accessible as possible for those with impaired mobility.
- We will think about the access needs of parents with children.
- We will adopt a positive attitude to health and safety practices.
- We will provide local meetings for our clients in locations that are remote to our regional offices.

Correspondence

- We will send an acknowledgement within three working days of receiving your letter or email.
- We will answer your correspondence within 10 working days. It is anticipated that in most cases you will receive a response well within this timescale. However, a maximum of 10 working days has been set to allow for staff holidays or where detailed investigations are required.
- You will be provided with the full name and position of the person who is dealing with your enquiry, to make direct contact easier. Where this is not possible, the letter will clearly indicate the name and title of the contact person.

Your telephone calls

- We will answer the phone promptly when you telephone us.
- You will be told who you are speaking to during the telephone conversation.
- We will note your details and pass on the information, if the person you wish to contact is not available.
- Your call will be returned within 24 hours, excluding weekends, with either a direct response or a timescale for action.

At our reception

- We will greet you and advise the relevant person/department of your arrival and let you know how long you will wait.
- We will offer you an interview with an alternative person, or with your chosen person within 15 working days to allow for holidays, if prior arrangements have not been made and you are unable to see the person you want right away.
- We will use private rooms to discuss matters of a confidential or personal nature.
- You will be treated in a friendly and courteous manner.

At your home

- We will make home visits when required. Home visits are necessary for many services we provide. You can also request a home visit if calling into our office causes you difficulty.
- We will offer an appointment system for home visits by staff, where requested.
- We will ensure that all our staff carry photographic identification that must be shown immediately and before entering your home.
- We will let you know as a matter of priority and make convenient arrangements for an alternative time, if we need to reschedule a visit.

How to tell us what you think of our service – comments and suggestions

- We are committed to providing a quality service which is responsive to your needs.
- We welcome any suggestions and comments you wish to make.
- We will acknowledge all comments and suggestions received within three working days.
- We will use your feedback when reviewing our policies and systems.

Feedback and Appeals Policy

- We have a published *Feedback and Appeals Policy* which outlines what you should do if you are dissatisfied with the service we are providing.
- You can access copies of the *Policy* in any of our offices, on the website or upon request.

Privacy Policy

- We have a published *Privacy Policy* which outlines your rights to information privacy and our principles for protecting those rights.
- You can access copies of the *Policy* in any of our offices, on the website or upon request.

Monitoring and review

- We are committed to regular monitoring and review of our client relationships, principles and practices.

For further information, please contact Churches of Christ Care Housing Services via email at housingservices@cofcqld.com.au or by phone on 07 3327 1674.



Bringing the light of Christ into communities