Participant Service Charter

What you can expect from us

When you are in contact with GIFSA, we will:

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and facilities
- Respect your privacy and confidentiality
- Ensure you don't face any forms of neglect, exploitation or abuse (including physical, sexual, emotional or verbal)
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services 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

GIFSA is committed to ensuring Participants have the opportunity to contribute to the review and continuous improvement of GIFSA, particularly around governance, and have input into the development of GIFSA policies and processes relevant to the provision of supports and the protection of Participants rights.

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How you can help us

You can help us provide a quality service if you or your support person:

- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot make an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better
- Notify us when you have a new NDIS Plan
- Provide us with the most up to date version of your NDIS plan

How you can participate in your services

We encourage our Participants to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide.

We are committed to supporting Participants to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.

Welcome to GIFSA and we look forward to working with you to achieve your goals!

gifsa

We ndis Registered NDIS Provider

CONTACT US

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