

# Service Charter

The purpose of this charter is to outline how we interact with clients and the level of service we will provide. This charter is reviewed regularly to maintain its currency with regard to effectiveness and efficiency and we welcome feedback on it. This charter also outlines the process for the way we handle complaints and provides the service standards we employ for complaints management.

**Julian F Sawicki**  
Chief Executive

UnitingCare Wesley Bowden Incorporated (UCW Bowden) serves the people of Adelaide and South Australia by providing a range of services to support clients and families based upon Christian ethics and values. UCW Bowden will provide services and support to achieve the following objectives:

- ✓ To assist people to overcome barriers to living life to the full
- ✓ To help build strong communities which are inclusive and which celebrate diversity
- ✓ To advocate, where appropriate, for justice and fairness in our society
- ✓ To provide a positive environment which promotes the growth and development of our staff
- ✓ To use our resources in the most efficient and effective manner
- ✓ To strengthen our partnership with the wider community

This Service Charter is an expression of UCW Bowden's commitment to provide quality service in our dealings with clients, companies, government departments, local government, interest groups and individuals.

### **Our values**

- ✓ Respect and compassion for all people
- ✓ Belief in the innate worth of all people
- ✓ Justice, particularly for those less advantaged in our society
- ✓ Being of service to others
- ✓ Restlessness for what could be
- ✓ Non-violence and peace
- ✓ Non judgemental

### **Information about UnitingCare Wesley Bowden**

You can access information about UCW Bowden from our Internet home page at <http://www.ucwb.org.au> The most recent annual report is available through the UCW Bowden home page. Any feedback in relation to the annual report or the general availability of information about UCW Bowden can be provided to the Manager Quality and Safety on (08) 8245 7100.

### **Our service commitment**

We are committed to providing high quality and professional services to our clients. We will seek to understand our clients' requirements and identify what is important to them. We will listen actively and act responsively.

Recognising that clients have different needs, we will tailor our services and support in ways that meet our clients' needs, dependent upon the resources available to UCW Bowden to meet those needs.

### **Access to services**

Access to UCW Bowden's services is available to clients regardless of gender, race or background. Certain eligibility criteria apply to some of our services to meet government requirements and this can be found on UCW Bowden's website or in brochures available at our facilities.

## **Philosophy**

UCW Bowden believes that to enhance quality of life:

- ✓ Suitable and adequate care should be available to all people according to their needs and without discrimination
- ✓ Everyone should have access to opportunities to develop, grow and learn in a safe, caring and stimulating environment
- ✓ Endeavours should be made to work in close co-operation and partnership with individuals, families, non-government and government agencies and the community
- ✓ It should work with the Church and the wider community, in the areas of community services, children's services and health and aged care services to:
  - Consult with all stakeholders
  - Be aware of the needs of people
  - Speak out about the needs of people
  - Be active in maintaining those services that support and encourage marginalised people
  - Encourage people to see themselves as being of value and to help them enhance their self image
  - Advocate for social justice and empowerment of the powerless
  - Strive for a fair and equitable society

## **Policy**

UnitingCare Wesley Bowden, through its programmes, seeks to provide one-to-one and group support, assistance, advocacy, counselling, information and education for individuals and families who are in need of assistance and to maintain strict confidentiality at all times.

## **Service Model and Target Group**

As part of the Philosophy combining individual, family and group approaches, service delivery shall take into account the specific cultural and spiritual needs of families. This necessitates a sensitive, informed and flexible approach supported by UCW Bowden's culturally sensitive mainstream practices, relying on extensive consultation.

## **Privacy**

UCW Bowden will respect the confidentiality of personal information and use it only in accordance with the law. If you consider that we have breached your privacy (see UCW Bowden privacy statement on the public website), you have the right to complain.

## **Communications**

If you write to us we will respond with an accurate, concise and well-considered reply in plain English. Generally, we will write back within 28 days of receiving your letter. If this is not possible, we will provide explanations and advise when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your matter.

### **Complaints against UCW Bowden**

If we don't meet your expectations, please let us know as soon as possible. We will investigate your complaint and tell you what we have done about it. You can be assured that any complaint made against UCW Bowden or any individual employee(s) will be taken seriously.

Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address. Our commitment is to resolve complaints satisfactorily and promptly and advise you of the outcome of the investigation of your complaint within 28 days. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.

### **Feedback and suggestions for improvement**

We welcome feedback on our performance, processes, and suggestions for improvement from our clients, stakeholders and the public. You can provide feedback to the person you have been dealing with (or that person's supervisor) or by telephoning the Manager Quality and Safety on (08) 8245 7176.

### **How to contact us**

The head office of UnitingCare Wesley Bowden Incorporated is located at 77 Gibson Street Bowden, Adelaide South Australia. The switchboard telephone number is (08) 8245 7100.

### **Our mailing address is:**

PO Box 426  
Hindmarsh SA 5007

### **What is not covered by this charter**

This charter does not cover changes or additions to the various services and programmes provided by UCW Bowden or the changing nature of the client groups assisted by UCW Bowden from time to time. The structure and delivery of services and programmes is determined by the Strategic Plan of UCW Bowden as revised by the Board from time to time and by changes to State and Federal Government policies as they impact on the services required and/or funding provided.