



CARRIE'S PLACE CLIENT SERVICE CHARTER

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting Carrie's Place services, either in hard copy or online.

About us

Carrie's Place provides a range of culturally appropriate services for people experiencing domestic and family violence, and/or homelessness. Carrie's Place also provides a range of services to vulnerable people to support recovery and build resilience.

You can find information about our services on our website <https://carriesplace.org.au> or by asking one of our staff [or volunteers].

You can contact Carrie's Place by:

- **Phone:** Call (02) 4934 2585 to talk directly to the CEO. You can contact the office between 9.00 am and 4.30 pm, Monday to Friday.
- **Email:** info@carriesplace.org.au
- **Mail:**
Attention: CEO
Carrie's Place Domestic Violence & Homelessness Services
P.O. Box 310
East Maitland NSW 2323
- **Online:** <https://carriesplace.org.au/contact/>

Our commitment to you

Carrie's Place is committed to providing the highest quality services to increase the number of families in the Maitland and Lower Hunter area, who are housed, safe, and living free from abuse.

This mission is achieved by providing person-centred programs aimed at empowering vulnerable people who may have experienced domestic violence and other forms of trauma and abuse.

Carrie's Place services are underpinned by the values of social justice. Our philosophies are based on feminism and human rights. Our practice is person-centred, and based on a strong commitment to the principles of social inclusion and capacity building.

We work with individuals and our communities in the Hunter region to address the issues of domestic violence and homelessness.



What you can expect from us

Carrie's Place will:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, the service standards clients can expect and opportunities to provide feedback or make a complaint
- ensure that clients are treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.
- ensure clients have freedom of expression, self-determination and are placed at the centre of the decision making process.
- involve clients in the development of policies and procedures that impact on their service.

Your Rights at Carrie's Place:

- You are able to have assistance to make your complaint, either from a staff member or an external support person.
- You are able to request an interpreter.
- You have the right to have your complaint handled in a confidential, professional and timely manner.
- You will be provided with information about our complaint handling process.
- You will be provided with accessible ways to make complaints.
- You will be listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate.
- Provided with reasons for our decision/s and any options to redress or review.

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 keep 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

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Carrie's Place services.

We also want to know if you are not happy with the service you have received, or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- submitting a completed Feedback and Complaints form into the Suggestion Box located at reception. The Feedback and Complaints form is available in hard copy and online via Carrie's Place website – carriesplace.org.au
- Written complaints may be sent to Carrie's Place, P O Box 310. East Maitland, NSW 2323 or via email to; info@carriesplace.org.au. The CEO will be responsible for receiving this correspondence and directing it to the appropriate person.
- Feedback and complaints via telephone may be made on (02) 4934 2585
- Anonymous complaints may be made by completing the Feedback and Complaints form on the Carrie's Place website: carriesplace.org.au

How we manage complaints

We want to resolve complaints openly, honestly and quickly.

We will examine the complaint within two (2) working days of being received. As far as possible, complaints and appeals will be investigated and resolved within five (5) working days of being received.

If you are not satisfied with our resolution of your complaint, you can seek a further review of the matter by contacting the CEO or the Chair of the Governance Committee via info@carriepace.org.au. If you are still not satisfied with the outcome, you will be referred to the NSW Ombudsman and provided information and support to make the complaint externally if necessary.

Responding to and resolving the complaint

Carrie's Place will make a decision or refer the complaint to the appropriate people for a decision within five (5) working days of the complaint being received. Resolving the complaint will:

- consist of informing the complainant of the outcome and the reasons for any decisions made;
- be upheld (and if so what action will be completed to resolve it);



- resolved (and how this has been achieved); or
- if no further action can be taken, the reasons for this

You will be informed of any options for further action if required. If an apology is in order, ensuring that the appropriate person makes the apology and informs the complainant what the organisation intends to do to avoid further grievance.

How you can participate in your services

We encourage our clients 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 clients 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.

You can find further information about this, and more, in the client handbook that would have been provided when you first connect with a Case Manager at Carrie's Place.