

This Client Service Charter outlines your rights, how we will treat you 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 **Communication eXtra's** services.

About us

Communication eXtra supports primarily Deaf and hard of hearing people understand, navigate, and implement their NDIS Plans. We also assist people who have other sensory needs. You can find information about our vision and services on our website

<https://www.communicationextra.com.au/>

or by asking one of our staff.

Our commitment to you

Communication eXtra ensures that our clients can understand their NDIS Plans, how to use their Plans, and have the help they need to begin using their plans effectively.

What you can expect from us

Communication eXtra is dedicated to delivering leading, quality support coordination so that clients can become independent.

When you are in contact with our organisation, we will:

- ✚ Treat you with respect always
- ✚ Treat you fairly and without discrimination
- ✚ Provide you with sufficient information about our service and its terms of use
- ✚ Inform you of your rights and responsibilities
- ✚ Provide a safe and healthy environment within the service and their facilities
- ✚ Respect your privacy and confidentiality
- ✚ Ensure you don't face physical, sexual, emotional, or verbal abuse
- ✚ 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

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
- ✚ 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 **Communication eXtra** services.

We also want to know if you are unhappy 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:

- ✚ Talk directly to a staff member
- ✚ Ask to speak to our director or Operations Manager
- ✚ Contact our head office on the phone or SMS 0475 434 517
- ✚ Write to us via email: support@communicationextra.com.au

How we manage complaints

We want to resolve complaints openly, honestly, and quickly. We will acknowledge your complaint and respond within 14 working days.

If you are not satisfied with our resolution of your complaint, you may contact the NDIS Commission by calling 1800 035 544 or TTY 133 677. Interpreters can be arranged for you.

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 various community languages, and culturally appropriate service strategies, where needed.