



Inala Community House

CLIENT SERVICE CHARTER

Mission

To strengthen local communities through the provision of high-quality responsive services.

Vision

Our vision is to see strong communities where all people are safe, valued and empowered.

Values

Focusing on People

We are committed to supporting people by building professional relationships which are founded upon respect. We recognise each person as an individual with differing needs and preferences and provide responsive services which equip and empower them to achieve their goals.

Delivering Quality Services

We are focused on delivering high quality and meaningful services which uphold strong ethical standards in accordance with community needs and expectations. We continually improve our services to deliver better outcomes for individuals and the wider community.

Providing Safe and Supportive Spaces

We are committed to providing welcoming and inviting services where all people can feel supported and where diversity is valued. We provide safe and inclusive spaces which foster respect and inclusion.

Working Together

We are focused on working with individuals, community and government agencies to build and strengthen local communities. We seek to foster a sense of belonging through the development of strong networks and by promoting community connections.

Our Services

Inala Community House has a range of services, activities and programs which seek to meet the needs of our local community. Our services work collaboratively to provide the best possible support for clients.



What you can expect from us

Quality responsive services

We will endeavour to provide quality services to clients which are delivered promptly, effectively and which promote social inclusion, participation and individual choice. If we are unable to assist you, we will try to refer you to someone who may be able to assist you.

Courtesy and respect

We will treat you with courtesy and respect. We are focused on providing safe, non-judgemental and welcoming spaces for all people.

Fair and equal services

We will seek to provide you with fair and equal services. ICH will take steps to ensure that, where possible, services are open and accessible to all people. ICH will seek to provide culturally inclusive and appropriate services.

Accountability

We will provide you with information that is relevant and appropriate including significant changes within the Service which may impact you. Our services will be focused on respecting and upholding your human and legal rights.

We will listen to your feedback (both positive and negative) and seek to give you opportunities to be involved in the service.

Confidentiality

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent.

How you can help

Help us to ensure that your needs are met by giving us your feedback on our services or programs. All feedback is valued, and ICH is committed to listening to our clients and improving our services.

If you would like to provide feedback or make a complaint, you can tell us in a way that suits you:

- Talk to a team member or Manager
- Contact us online at www.ich.org.au
- Call us on (07) 3372 1711

Some services may have alternative methods to provide feedback or make complaints. Please talk to one of our friendly team members if you are unsure.