

# CLIENT SERVICE CHARTER

## OUR CLIENTS' RIGHTS

As a client of East Creek Community Centre, you have the right:

- to be treated with dignity and respect
- to be informed about what services are available
- to choose what service you will receive
- to receive services without discrimination
- to have your privacy and confidentiality respected
- to express your own views and ideas
- to make a suggestion or complaint
- to have someone speak on your behalf
- to have access to your records, upon request, by you or your representative. Information will be supplied to you within five working days from when we receive your request.
- to accept or refuse a service
- to appeal a decision about providing a service.

## OUR CLIENTS' RESPONSIBILITIES

As a client of East Creek Community Centre, you have the responsibility:

- to respect East Creek Community Centre staff and other clients
- to respect the conditions of an agreed service plan between you and East Creek Community Centre staff
- to give East Creek Community Centre staff the information needed to provide the Centre's services.

If you would like to discuss any aspect of our Client Service Charter or your rights and responsibilities, please contact us at the Centre.

### Our commitment to privacy

Your privacy is important to us and will be protected. A copy of our privacy policy is available on request or on our website.



east creek  
community centre

empowering people

### Our commitment to quality and equity

East Creek Community Centre is committed to delivering a high standard of service to consumers regardless of age, gender, sexuality, ethnic or cultural background, religion, disability or socio-economic status.

#### FUNDED BY

Qld Department of Communities

#### MEMBER OF

South West Area Network  
Community Centres and Family Support  
Network Association Qld  
Qld Council of Social Services

#### AFFILIATED WITH

National Link of Neighbourhood Centres/  
Community Learning Centres

#### Friendly, Inclusive and Accessible

East Creek Community Centre  
43 Kitchener Street  
Toowoomba, QLD, 4350  
Open 9:00 am – 4:00 pm  
(Note: Doors shut at 3:00 pm)  
Monday – Friday  
(Excludes Public Holidays)  
PO BOX 4859  
Phone: (07) 4639 2755  
Fax: (07) 4639 2038  
Email: [info@eastcreek.com.au](mailto:info@eastcreek.com.au)

# OUR CLIENT SERVICE CHARTER

## Welcome

East Creek Community Centre (ECCC) is a community based, non-profit organisation providing community services for Toowoomba residents.

## What does ECCC do?

East Creek Community Centre is a catalyst for community development.

Our dedicated paid and volunteer staff provide services, support, advice, advocacy and professional development.

We work with community groups and individuals throughout Toowoomba.

East Creek's programs are for everyone, including children, adolescents, young adults, seniors, disabled people, multicultural groups and those who are socially isolated.

## Our mission

To empower people within a supportive environment that encourages personal and social development.

## Our vision

To be recognised as a service that meets the changing needs of the community

## Our values

**Respect:** We value and respect those with whom we work and those who access our services.

**Effectiveness:** We use our resources to provide low and no cost services to clients.

**Quality:** We strive to continually improve our services to help consumers meet their own needs.

**Flexibility and Support:** We provide a flexible service based on identified needs

**Non-Judgmental:** Provision of services

## What you can expect from us

### Quality responsive services

We will attend to you as quickly as we are able.

This means that:

- we will answer the phone promptly
- if the person you talk to cannot answer your enquiry, they will put you in touch with someone who can
- we will respond to all your letters and emails
- if you lodge a complaint, we will work with you to understand and address your concerns.

### Courtesy and respect

We will treat you with courtesy and respect.

### Fair and equal services

Our staff are aware of the cultural diversity of our community. We will provide services in a fair and equitable way.

Because we want our clients to be treated fairly, we will ensure we have premises and facilities that you can access easily.

### Accountability

You will receive up-to-date and accurate information. Whenever possible, our staff will explain our decision-making processes. If we cannot help you, we will do our best to refer you to someone who can.

### Confidentiality

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. We will not release your personal information without consent.

## How you can help us

### Tell us your needs

Help us to understand your needs so that we can give you the best possible service. Talk with our staff and participate in consultations we hold. We will listen to you.

### Tell us if things change for you

Please tell us if there are changes we should know about, such as changes to your contact details.

### Tell us how we are doing

If there is something that you like or do not like about our service, please tell us. We want to ensure your concerns are heard. You can tell us in a way that suits you. Write to us, call in to the Centre, phone us or e-mail us.

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**Become a volunteer!** Call us on 4639 2755

Email us at [info@eastcreek.com.au](mailto:info@eastcreek.com.au)

We'd love to hear from you...



East Creek Community Centre ... the Blue House on Kitchener Street