



Directions

Disability Support Services
— for individuals & families —

Service Charter

- 1. Access:** Directions services are physically accessible and welcoming to all people.
- 2. Quality Service:** Directions workers will treat you with dignity and respect and provide you with a fair and easily accessible feedback process.
- 3. Equal Opportunity:** Directions is committed to treating everyone that we support equally and fairly. We provide an environment of empowerment to the people that we support, their families and carers, and our workers.
- 4. Qualified Workers:** Directions ensures that all workers are suitably qualified, skilled, experienced and motivated.
- 5. Honesty:** Directions services are open and transparent.
- 6. Confidentiality:** Directions will not disclose information without consent unless required by law;
- 7. Clear Communication:** Directions provides you with access to relevant records on request and ensures that you are aware of your rights and responsibilities.
- 8. Support Service:** Directions provides the service that the people we support and their families expect by ensuring that they are actively engaged in the development of their individual plan.
- 9. Safety:** Directions provides a safe environment for all who engage with us. We will work to protect each other from discrimination and abuse.
- 10. Community Partnerships:** Directions ensures that services and lives are made richer by creating sustainable community relationships for the people that we support, their families and carers, and our workers.
- 11. Feedback and Complaints:** Directions ensures that people feel safe to give feedback and make complaints. People that we support have the right to independent advice and support in order to do this. Directions will never disadvantage any person that we support for speaking up. We record complaints, feedback and concerns separately from service files to ensure this freedom.
- 12. Disability Standards:** Directions is committed to upholding the six National Standards for Disability Services.

Service Charter Endorsement			
Frequency	Responsibility	Ratified	Next Review
2 yearly	Board	April 2018	April 2020