

# Client Charter

Like most organisations, we know that our success lies in delivering excellent service to you, our clients. Our client service charter sets out our commitment to provide you, our client, with the service you can expect.

## Who we are and what we do

Mpower is a registered NDIS (National Disability Insurance Scheme) provider and a Not for Profit funded agency. Since 1975 we have been supporting families and individuals in south west Victoria to have real and meaningful connections to their communities.

When we enter into any client relationship at Mpower, we do so with a commitment to meet the needs of that client's engagement, regardless of age, ethnicity, culture, sexual preference or religious beliefs, staff at Mpower will always strive to consistently deliver exceptional quality and timely services.

## Rights of Service Users

- Service users have the right to be treated with courtesy and respect at all times, in a culturally sensitive manner, and to be guaranteed confidentiality of personal information.
- Mpower staff shall provide each service user with an Mpower Service Users Rights and Responsibilities brochure on initial contact with the organisation.

## Duty of Care

Mpower staff will:

- Ensure that everything reasonably practicable is done to protect the health and safety of clients, families, co-workers and themselves;
- Provide care that is consistent, and which acknowledges and maintains the [Australian Human Rights Commission Act 1986](#) and the integrity of self and others;
- Take all reasonable actions to prevent injury or distress;
- Communicate clearly and effectively any concerns if requested to undertake duties for which there has been insufficient preparation.
- Client/staff ratios for all activities and excursions will be determined by the program coordinator.

## Response Times

- All staff **must** respond to internal (other staff) or external (clients/participants/general public) requests within 24 business hours, or next working day.
- The above applies to all types of requests:
  - Phone call
  - Email
  - Verbal

## Abuse and Neglect

- Clients have the right to be free from neglect, physical, sexual, verbal, elder, emotional and financial abuse.

- Staff are obligated to protect clients from all forms of abuse or neglect.
- Staff suspecting abuse or have been communicated to of alleged abuse, will report immediately.
- Staff are mandated to respond within one working day to claims of abuse or neglect encountered by clients.
- All allegations of abuse and neglect will be treated as serious and handled in a professional manner.
- Allegations of abuse and/or neglect that suggest criminal behaviour will be referred to the police.

### **Priority for service**

- Clients will have access to a service on the basis of relative need and available resources, where resources are unavailable, the client's details and circumstances shall be placed on a waiting list.
- When demand for services exceeds current available resources, a priority list will allow Mpower to have formal, considered approach to resource allocation based on the individual needs of service users.

### **Consumer Participation & Decision Making**

- Consultation with clients, carers and community be sought for all decisions affecting the client's own situation and may be sought for planning and system development activities.
- Service planning and delivery will reflect a primary emphasis on client needs.
- Clients will retain maximum control over their own lives by having primary involvement in, and influence over, service delivery decisions that affect them.
- At intake, clients and/or advocates will be advised of the full range of services that the organisation currently provides, having access to information on
- If required, staff will provide clients with information and support to access an independent support person of their choice to assist them in making their decisions and choices.

### **Community Inclusion**

- Mpower will seek to develop community partnerships with sporting clubs, businesses, and government to increase opportunities for community participation for people with disabilities

### **Advocacy**

- Service users are entitled to have their own advocates present at any meeting with staff, the service user must be involved in the selection of the advocate to ensure he/she maintains active participation in the process.
- To ensure independence and to avoid conflict of interest, Mpower staff members would not usually be able to act as advocates for Mpower service users.
- If a service user requests an advocate, staff may refer clients to:
  - South West Advocacy Association  
P O Box 480  
45 Hider Street  
Warrnambool Vic 3280
- Staff will ensure that any advocate is given all the relevant information and understands the nature of advocacy

## Zero Tolerance

- Mpower has a zero tolerance to violence & aggression in the workplace or community whether perceived as real or alleged.
- Swearing, yelling and other intimidating behaviour are on the continuum of violence and aggression and ***will not*** be tolerated.

## Feedback – compliments, complaints, suggestions

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

Mpower service users have a right to communicate their grievances about the service, to staff, management, the Mpower board, the Disability Services Commissioner or the NDIS Commission in disability related matters. We will provide all service users with easy to understand information on how to make complaints both to the organisation and directly to the Disability Services Commissioner (Ph: 1800 677 342) or NDIS Commission (1800 035 544) if disability related (refer to Complaints Brochure and Rights & Responsibilities brochure).

Mpower will respond confidentially, quickly and fairly to complaints from service users, in order to bring about resolutions that are satisfactory to all parties.

You can provide feedback the following ways;

- Email [admin@mpower.org.au](mailto:admin@mpower.org.au)
- Call us 0355 618 111
- Post to: Mpower 71 Koroit Street Warrnambool 3280
- Talk to your key worker
- Speak to staff
- Suggestion box in Mpower reception
- Use the Compliments, Complaints and Suggestions brochure

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it, we view complaints and feedback as an opportunity to improve our services.