

# Client Charter

## **Human Rights**

Catalyst Training & Disability Services is fully committed to upholding your rights (you can read more about these rights in the Charter of Human Rights and Responsibilities Act 2006 and the Disability Services Act 2006).

## **Our promise to you**

We are a fair, ethical and non-discriminatory service provider. We will listen to your ideas and what you want, make an agreement with you on how we can deliver the services you want and how much they cost. We will always be working with you to find new opportunities, giving the information you need. This includes information about advocates you may choose to work with.

## **You are in control**

We value you as a person and know that you are capable of great outcomes. We respect your choices and will follow your direction – you are the one in control.

## **Your diverse needs are our priority**

We understand that you may have specific cultural, physical and emotional needs – diversity is something we highly value and respect. We will do everything we can to make sure we can deliver what you need. We respect your sexual preferences.

## **We work in the community in accessible and safe places**

We make sure our services are delivered in the community in accessible places that are safe for everyone. We understand how important it is to be a part of your local community. We know you value your family, friends and community relationships and we will work with you to make these stronger.

### **Our professional staff are here to work with you**

We employ staff who have great skills, the right qualifications and who know how to deliver services that assist you to achieve great outcomes. Staff fully understand that they have a responsibility to deliver services that are free from abuse, neglect or exploitation.

### **We keep your information confidential**

Your privacy is very important to us. We have a lot of things in place to keep your information confidential. We will only share your information if you have given us permission to do so.

### **We want to hear your feedback**

If at any time you are not happy with our services, we welcome your feedback. We learn from what you tell us, positive and negative. This is how we make things better in the future. You can complain to us or to the NDIS or to the Disability Services Commissioner. If you need an advocate to help you to speak up, we can give you information about who could help you.

**At Catalyst Training and Disability Services we support you to achieve better outcomes.**