



**Government of
South Australia**



human
services

Customer Charter

DHS Disability Services

About us

Our aim is to provide a personalised, first-class service that empowers South Australians with disability as equal citizens with control and choice over where they want to live, whilst helping them to maximise their potential and opportunities in life.

Our vision

DHS Disability Services is a high quality, rights based, person-centred service with an approach of 'everything about you, with you'. We will listen to you and support you to live the life you choose in your home and in the community.

Everything about you **with you**

Our commitment to you

We are committed to maintaining the safety and wellbeing of the people we support.

We focus on quality of life, maximising independence, and personal skills development, and involve the people we support in decisions about them. We encourage participation in the local community and support the involvement of family and friends.

We have zero tolerance to all forms of abuse.

We respect and protect the privacy and dignity of the people we support.

We will respect your culture in all interactions we have with you, your family and other important persons in your life.

We will communicate with you in a culturally sensitive way to develop and maintain effective relationships, build mutual trust and confidence with you.

We will seek assistance from interpreters or other persons as required in order to communicate effectively with you.

We acknowledge and support your right to access and engage with an independent advocate to represent and support you to understand your rights, ensure you have the information you require, and are supported to make informed decisions regarding your life.

We will

- Involve you in decisions about you and your home.
- Make sure you are presented to the world in the best possible way.
- Provide nutritious and healthy food.
- Make sure you have access to medical and health care.
- Provide opportunities for you to be included in the community.
- Provide you with choice and control to access supports and services.
- Make sure you feel safe in your home.
- Make sure you are listened to and respected.
- Protect your right to privacy and handle information in accordance with the South Australian Government Information Sharing Guidelines for promoting safety and wellbeing.
- Build a highly skilled and professional workforce to support people with disability and their families.
- Share details of our progress and performance in our Annual Report.
- Protect the rights of the people we support and ensure compliance with the United Nations Convention on the Rights of Persons with Disabilities.

We welcome feedback

We respect and value feedback and encourage you to share your views, both the good and the bad.

We want to provide an excellent service today and in the future. We encourage open and honest communication.

We have a strong focus on listening to the people we support and also to those important to them to learn from their experiences. We will take immediate action if it appears that there is a risk of harm, neglect or abuse. Acknowledge complaints within five business days after we receive it.

We will contact you within five business days of acknowledgement to discuss the details of the complaint. Provide a formal response within 30 days.

Your feedback is managed in accordance with the Department of Human Services Customer Feedback Management Policy and the DHS Disability Services Complaints and Feedback Procedure.

We will keep you informed about the progress of your complaint at every stage. We will take your phone call or make a time to meet with you.

You can:

Contact your Service Coordinator.

Contact the Team Supervisor at your home.

Contact your local office by phone or in person and ask to speak to the Team Leader or Area Manager.

Send an email to: DHSdisabilityservices@sa.gov.au

Call us on 1800 952 962

How we provide information

We understand the importance of regularly communicating with our customers and the people important to them. We communicate through:

- Client Influencer Group (known as the People's Advocacy Group)
- Family Forum
- Newsletters
- House meetings
- DHS Annual Report
- Strategic Plan
- DHS Disability Services policies and procedures
- Our website www.dhs.sa.gov.au

Our service goals

Service	Details	Response time
Emails	Emails received by a DHS Disability Services staff member from a person we support or their family/primary contact, will be responded to.	Initial response within five working days
Phone calls	Where staff are unavailable to answer your call or respond immediately to your query, customers should leave a message with clear contact details and the appropriate staff member will make contact.	Within five working days
Complaints	Information on how to make a complaint about the service they have received will be provided to the people we support.	Acknowledgement within five working days. Formal response within 30 days
Newsletters	Newsletters will provide information to customers and families on latest news, policies and procedures and community activities.	Four per year
House meetings	House meeting will be held with the people we support and their families and primary contacts. The meetings will be an opportunity to raise matters important to the people we support.	Four per year
Forums	DHS Disability Services will hold up to four forums per year with families and primary contacts.	Four per year
Contact person	A key contact person will be assigned to each person we support.	
Organisation feedback	DHS Disability Services will seek regular feedback from the people who use our service. Information collected will be published and quality improvement plans developed.	Annually
Privacy	We respect and protect the privacy and dignity of people with disability. We collect, store and update personal information to assist in providing services to meet their needs. This is done with strict confidentiality, guided by the Department of Premier and Cabinet's Information Privacy Principles.	