

SERVICE STANDARDS

Hackham West Community Centre provides services in accordance with the following standards:

Access to Services

We ensure that access to services is fair and equitable

Information and Consultation

We ensure that Centre users are informed about their rights and responsibilities and the services and programs available, and given opportunities for consultation.

Efficient and Effective Management

We ensure that Centre users receive the benefit of well planned, efficient and accountable service and program management

Co-ordinated, Planned and Reliable Service Delivery

We ensure that Centre users have access to programs and services that are planned, reliable and meet ongoing community needs.

Privacy, Confidentiality and Access to Personal Information

We ensure that the rights to privacy and confidentiality of each Centre user is respected, and that procedures are in place to ensure that each Centre user can have access to personal information held by the Centre

Complaints and Disputes

We ensure that each Centre user has access to fair and equitable procedures for dealing with complaints and disputes.

Advocacy

We ensure that each Centre participant has access to an advocate of his or her choice.

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