



Supporting our community on all sides

Client Service Charter

Our Vision	Our vision is for a unified, supportive community.
Our Mission	Our mission is to strengthen the community's capacity by responding to the diverse needs and interests of its members.
Our Values	Our values on which the culture of Community is based are those of the Client Service, Integrity, Passion, Inclusiveness, Creativity and Collaboration.

The Client Service Charter

The Client Service Charter outlines how clients of Community Qld can expect to be treated by our staff, and what is expected of our clients to achieve the best possible outcomes. It also clarifies our obligations to both clients and staff, guided by the UN Convention on the Rights of Persons with Disabilities, the Mental Health Act 2016 (QLD), and the Australian Charter of Healthcare Rights—ensuring dignified, safe, inclusive, and high-quality care.

What You Can Expect from Our Team

Guided by international and national frameworks, we commit to:

1. Equitable and Inclusive Care

- We will treat you with courtesy, respect, and professionalism
- We provide services without discrimination, acknowledging diversity in ability, age, culture, gender and beliefs

2. Safe, High-Quality, Least-Restrictive Care

- We deliver safe, high-quality, and professional services in all care settings
- We ensure our care and support services are free from abuse, neglect, and exploitation
- We adhere to recovery-oriented approaches and ensure that interventions, particularly in mental health services, are as least restrictive as possible

3. Respect, Privacy & Dignity

- We protect your privacy and confidentiality at all times
- We will treat you with respect and dignity during every interaction.

4. Informed Consent & Supported Decision-Making

- We presume you have decision-making capacity and always seek your informed consent
- For clients requiring support, we facilitate supported decision-making and honour advance directives and decisions
- You may withdraw from any services at your discretion

5. Clear Information & Communication

- We provide accurate, timely, and accessible information about your care, treatment options, rights, and available services
- We work to ensure communication is culturally appropriate and provided in formats that best suit your need

6. Partnership & Inclusion in Care

- We engage in shared decision-making, involving you, and, with your permission, your family, carers, or support people, in planning and delivery of your care.

7. Advocacy, Legal Rights & Oversight

- We ensure access to independent advisers, advocacy groups, tribunals, and second opinions where necessary especially for mental health clients.
- We inform you of your legal rights and guide you through accessing these supports.

8. Feedback & Complaints

- We encourage you to give feedback or lodge complaints, and promise to respond promptly, transparently, and respectfully.
- You have the right to appeal any decision made by Communify Queensland Ltd.
- We are committed to using your feedback to continually improve our services, and we guarantee this is free from retaliation.

What We Ask of Clients

To ensure a respectful, safe, and effective service environment, we ask that you:

1. Treat staff and others with courtesy and respect

- Help us maintain a safe and inclusive environment by engaging in calm, respectful, honest, and cooperative interactions
- Be aware that our staff are performing their duties with care, professionalism, and a focus on achieving the best outcomes for all clients

2. Engage actively in care

- Participate in service planning and decision-making
- Work with us to follow care strategies, e.g. medication and safety plans

3. Work collaboratively and safely with others

- Engage with our staff and fellow clients in a manner that is free from discrimination, aggression, harassment, or any unsociable behaviour

4. Provide accurate and timely information

- Help us to support you effectively by sharing relevant, up-to-date information about your circumstances when requested

5. Keep us informed of changes

- Notify us of changes in your health or situation
- Inform us ahead of time if you are unable to attend a scheduled appointment or activity

6. Let us know your needs

- If you have specific needs (e.g. cultural, communication, disability-related), please inform us so we can support you appropriately; this may include a support person, interpreter, advocate, or other assistance

7. Communicate feedback

- We value your voice, please share suggestions, compliments, or concerns so we can continually improve our services

Tell Us How We Are Doing

You can provide feedback in any of the following ways:

- Speak to a staff member in person or over the phone
- Email us directly
- Complete a *Compliment, Suggestion or Complaint* form
- Write to us via post

Our Contact Details

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Version 3_August 2025