

## breakthru Customer Service Charter

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This Customer Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service.

### About us

breakthru is a for purpose enterprise which has worked with 1000's of Australians over the past 20 years to access the services they need to live their best life. We provide a range of supports to bring your choices to life across Queensland, New South Wales and Victoria. These supports include support coordination, vocational, mental health/wellbeing, disability and training.

You can find information about our services on our website [breakthru.org.au](http://breakthru.org.au) or by asking one of our staff.

### Our commitment to you

breakthru is committed to providing the highest quality supports and services that we can. We will work with you to ensure that you get the supports that are available and help you to live the best possible life in line with your goals.

### What you can expect from us

When you are in contact with our organisation, we will:

- Treat you with courtesy and respect at all times
- Treat you fairly and without discrimination
- Inform you of and uphold your rights and responsibilities
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the supports you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Communicate openly, honestly and in a timely manner

### How you can help us

You can help us provide a quality service if you or your support person:

- Provide us with the necessary information about yourself and your situation to best support you
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better

## How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve our services.

We also want to know if you are not happy with the support you have received, or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- Talking directly to staff member or volunteer you feel most comfortable
- Ask to speak to a more senior staff member
- Contact our head office on phone 1800 767 212
- Sending a letter to breakthru Head Office: Suite 10.01, Level 10, 52 Alfred Street, Milsons Point, NSW, 2061

## How we manage complaints

We want to resolve complaints openly, honestly and quickly.

We will acknowledge your complaint and respond within 10 working days.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as:

National:	Complaints Resolution & Referral Service (DES Customers) Ph: 1800 880 052 or <a href="http://www.jobaccess.gov.au">www.jobaccess.gov.au</a> NDIS Quality & Safeguarding Commission Ph: 1800 035 544 or <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a>
Queensland:	Dept. of Communities, Child Safety & Disabilities Service Ph: 1800 080 464 or <a href="http://www.communities.qld.gov.au">www.communities.qld.gov.au</a>
New South Wales:	NSW Ombudsman Ph: (02)9286 1000 or 1800 451 254 or <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>
Victoria:	Victorian Mental Health Complaints Commissioner Ph: 1800 246 054 or <a href="http://www.mhcc.vic.gov.au">www.mhcc.vic.gov.au</a> Victorian Disability Services Commissioner Ph: 1800 677 342 or <a href="http://www.odsc.vic.gov.au">www.odsc.vic.gov.au</a>