

# CLIENT SERVICE CHARTER

## Our Vision

KENG aspires to create an inclusive empowered community

### *Our Mission*

Connecting People, Building Futures

### *Our Values*

The core values which guide KENG's service delivery are:

**Empowerment:** We are committed to assisting individuals to make positive choices in their lives

**Collaboration:** We value the contribution of volunteers, students and community partners and promote a culture of teamwork

**Inclusive:** We acknowledge Australia's first people, respect and value diversity and are committed to equality

**Responsive:** We are creative and receptive in seeking opportunities to meet individual and community needs

**Integrity:** We respect confidentiality, accountability and regard honesty as a priority

**Quality:** We implement evidence based best practice and strive for continuous improvement

**Sustainability:** We are constantly evolving and adapting our practices to ensure longevity and viability

### *Aim*

The KENG Client Service Charter provides an outline of the level of service individuals can expect from our organisation.

### *What you can expect from us*

#### **Responsive services**

We will develop and deliver services that are responsive to the needs of the community by:

- Continuously seeking feedback about our programs and services
- Undertaking surveys and forums with the community to listen to your views
- responding to your concerns and
- addressing any complaints through our grievance procedures, and ensuring that making a complaint does not unfairly impact on your access to or experience of service

## **Courtesy and respect**

We will treat you with courtesy and respect and would ask that this be reciprocated.

## **Quality Programs and services**

We will develop and follow organisational policies and procedures and program standards and conduct reviews and evaluations to ensure that our programs and services are of the highest standard

## **Accountability**

We are accountable to the community and funding providers. We will be open and transparent in our decision making processes and provide feedback to our members and key stakeholders about our activities and programs. We will also ensure that you are aware of your right to complain to other external bodies if required.

## **Confidentiality**

We will treat your personal and confidential information with sensitivity. We will store any individual information in a secure place and use your personal and confidential information responsibly.

*How you can assist us*

### **Be respectful of others**

Act in a way which respects the rights of other clients and Centre staff

### **Tell us your needs**

Help us to understand your needs so that we can develop and deliver appropriate responses. You can do this by participating in case management meetings (as appropriate), providing feedback regarding programs and services and participating in our forums and consultation activities.

### **Tell us how we are doing**

If something happens that you like or do not like about our organisation, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

- Talk to a staff member or manager
- Contact us by email: [admin@keng.org.au](mailto:admin@keng.org.au)
- Call us on 07 3808 1684
- Write to us at:

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