

This Client 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. Clients will be made aware of this Charter upon contracting Horizon SDA Care services, either in hard copy or online.

About us

Horizon SDA Care is an organisation committed to providing quality, certified and approved Specialist Disability Housing for the disabled community throughout Queensland.

You can find information about our services on our website www.hpacare.com.au or by asking one of our staff.

Our Opening Hours are: Monday to Friday 9:00am to 5:00pm.

Our Office is located at: 22 Saint Quentin Ave Maroochydore 4558 Qld

Contact us on: 07 54432109

Our commitment to you

Horizon SDA Care Pty Ltd is committed to providing the highest quality services that we can. We will work with you to make sure you get the support and accommodation that is available, is right for you.

What you can expect from us

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

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and their facilities
- Respect your privacy and confidentiality
- Ensure you don't face physical, sexual, emotional or verbal abuse
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services 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
- Ensure your complaints are dealt with fairly and promptly
- Provide the quality certified SDA registered accommodation which best matches your requested location and type

How you can help us

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

- Provide us with complete and accurate information about yourself and your situation
- 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
- Provide us with feedback about our service and how we can work better
- Inform us of your preferred location and type of SDA accommodation which best suits your needs.
- Inform us if your situation changes

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Horizon SDA Care Pty Ltd services.

We also want to know if you are not happy with the service 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:

Filling in our Compliments and Feedback Form or

Directly on our Website or

- Talk directly to staff member or volunteer
- Ask to speak to a more senior staff member

Contact our head office on phone 07 54432109

- Write to info@hpacare.com.au or 22 Saint Quentin Ave Maroochydore 4558 Qld

How we manage complaints

We want to resolve complaints openly, honestly and quickly.

We will acknowledge your complaint and respond within 7 working days.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as NDIS Commission by calling 1800 035 544 (free call from landlines)

or completing a complaint form located at:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Refer to Horizon SDA Care: Complaints Management Policy

How you can participate in your services

We encourage our clients to participate in, and exercise choice over service decisions. We will ensure

you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.