

# Service Charter

**The Mission:** Our Mission is to empower individuals, families and communities to meet the challenges of life and relationships.

**The Vision:** A community of kindness and justice reflecting Christ's mission

## ABOUT US

CatholicCare Social Services Toowoomba is a not-for-profit organisation committed to providing clients with a personalised, professional and ethically-based service.

## OUR STAFF

- ❖ Our staff provide a professional service and endeavour to understand our clients' needs and goals, and uphold their dignity and well-being.
- ❖ We actively seek to provide or assist our clients with access to services, information and resources.
- ❖ We promptly respond to client requests.

## INCLUSIVITY

- ❖ We welcome and value everyone for who they are, from all backgrounds and pathways.
- ❖ We provide services to all members of the communities we support.

## PRIVACY

- ❖ All staff members sign a Code of Conduct and Ethics
- ❖ Centacare has established quality assurance to assure the privacy of information.
- ❖ Permission is sought from clients where personal information is shared with other relevant bodies.

## INTEGRITY

- ❖ We are fair, impartial and timely in performing our duties, making decisions and allocating resources.
- ❖ We strive to deliver a culturally sensitive service.

## RESPECT

- ❖ We treat clients, colleagues, and members of the public fairly, with dignity and respect.
- ❖ We are helpful, honest and fair in our dealings.
- ❖ We explain decisions that affect our clients and tell them things they need to know.
- ❖ We safeguard and uphold the rights and dignity of all clients.

## FEEDBACK

- ❖ We want to know what you think of our service. It is only with your help, we are able to improve our service.

## COLLABORATION

- ❖ We develop effective working relationships and partnerships to achieve the best outcome possible.