**THE ELLA CENTRE SERVICE CHARTER** 

This service charter outlines the standard of service you can expect to receive from the Ella Centre and our guiding principles on how we will support you.

**Our purpose**

The Ella Centre exists to provide people with disabilities, dementia, older people and their carers with activities, services and supports which increase their enjoyment of life and enable them to participate in the community. We provide our service users with valued and fulfilling activities and services respecting their dignity and independence. We ensure carers are valued, supported and have confidence in their futures.

**Our values**

* **Inclusion**
* **Integrity**
* **Innovation**
* **Accountability**

**Principles**

1. **Respectful** - People accessing our services will be treated at all times with dignity and respect.
2. **Non discriminatory** - In providing services we will not discriminate on the basis of age, gender, race, ethnicity, sexual orientation, religion or disability.
3. **Holistic and person centred** - We will take into account the needs of the whole person and tailor services for that person to create the best possible outcomes.
4. **Culturally appropriate and responsive** - We will at all times be culturally appropriate, respectful and accessible: ensuring that people from all cultural backgrounds are given adequate access to services.
5. **Strengths based -** In providing services we focus on the needs and strengths of people, families and communities involving them in service planning, evaluation and delivery.
6. **Collaborative** - To have an advocate or interpreter of your choice at any time. We will work in collaboration with government and other agencies to ensure sustainable benefits for people using our services.
7. **Ensuring Confidentiality** - We will protect people’s rights to confidentiality and privacy taking into account relevant legislative requirements. We will let you know why we collect information and how it will be used.
8. **Participatory** - People using our services will have opportunities to provide feedback on service quality, assist in the planning, development and evaluation of services and will have complaints acted upon fairly, appropriately and in a timely way. To have disputes heard without fear of recrimination or discrimination.
9. **Inclusive -** We work with people to identify and explore opportunities for greater participation in the community, enhancing their right to choose the pathways that work best in their own situation.
10. **Quality of service** - We will ensure that all staff and volunteers are suitably qualified or experienced and are competent and appropriate for the roles they undertake. We will have systems in place including documented policies and procedures in line with the NSW Disability Service Standards and the Commonwealth Home Care Standards.

**How you Help us get your support  right**

***HELP us by***

* Telling  us  your  specific  needs so we can make sure we try to meet them
* Letting  us know if you need  an interpreter to use our services
* Treating  our staff with courtesy and respect -  as we do
* Providing  us with all information and details we ask you for
* Advise us of any changes in your circumstances as soon as possible
* Give us feedback on the service you are receiving- we listen

If you are not getting the service you need then please let us know.

Call or email or ask to speak to your Service Coordinator

Contacts  Ph: **97985140**

Email: [feedback@ella.org.au](mailto:feedback@ella.org.au)