



Enabling New
Beginnings

Windana
Support Centre



*Our Client Service
Charter in practice*

Our clients are important to us. We have set high standards that our clients can expect when dealing with us.

Our philosophy

Windana Support Centre is a refuge run by women for women and children. Our framework for service delivery is informed by a feminist perspective, which embraces social justice values, is child focused and culturally sensitive. We work with women and children using strength based practices and strive to create an environment where the strengths of women and children are celebrated, affirmed and consolidated upon.

The service is based on a hierarchical management model where staff and management committee members have recognised roles and responsibilities, every person's contribution is valued and equal participation in decision- making is encouraged and facilitated.

Windana believes that domestic violence results from the interplay of power imbalances, inherent inequities and particular attitudes expressed within society. Domestic violence can manifest in a number of different forms, including physical, emotional, social, psychological, sexual, spiritual and economic abuse.

Windana adheres to the belief that the use of violence by one person against another is unacceptable and that women and children have the right to be safe from violence. Windana is committed to actively participating in the prevention, intervention and education strategies that will put an end to domestic violence.

Our Values:

Client focus

- We consider the needs of our clients in everything we do.
- We actively seek to provide or assist our clients with access to services, information and resources.
- We promptly respond to client requests.
- We are committed to quality service provision.

Respect

- We treat colleagues, clients 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 clients.

Integrity

- We are fair, impartial and timely in performing our duties, making decisions and allocation resources.
- We maintain confidentiality.
- We provide honest, impartial and comprehensive advice when requested.
- Our decisions are based on careful identification and assessment of needs.
- We do what we say we will.

Collaboration

- We develop effective working relationships and partnerships to achieve the best outcome possible.
- We work with our clients to develop innovative and creative solutions.
- Clients are encouraged to provide feedback on service delivery to assist in the development of our policies, programs and services.

Learning

- We are committed to continually improving our services and delivering the best possible outcomes for our clients.
- We apply learning to what we do.

Accountability

- We act responsibly by ensuring that the way we make decisions, take actions and distribute resources is in a way that is accountable, fair and based on evidence and sound judgement.

Cultural awareness

- We ensure that all clients have equitable access to services and programs regardless of their cultural, linguistic and religious backgrounds.
- We value people's differences.
- We acknowledge that our clients come from a wide range of backgrounds, with a variety of views and expectations.
- We promote cultural competence.
- We will provide an interpreter if required.



Our commitment:

1 When clients telephone us, we will:

- Answer promptly
- Greet them and identify ourselves
- Return their call within one working day or within an agreed time

2 When clients write to, or email us, we will:

- Provide a response within 25 working days or
- Send an acknowledgement letter advising when they can expect a response

3 When we visit clients, we will:

- Give advance notice that we wish to visit
- Arrange a convenient time

4 When clients visit us, we will:

- Advise when we can spend time with them
- Attend any appointments within ten minutes of the scheduled time

** We will endeavour to meet this standard but there may be situations that arise precluding its achievement.

There will be exceptions to this standard related to statutory requirements.

Complaints & Feedback

TO:		ROOM	WALL	ROOM
WHOSE FAULT:	<input type="checkbox"/> MINE <input type="checkbox"/> YOURS <input type="checkbox"/> OTHER	MONTH	DAY	YEAR
DESIRED OUTCOME:	<input type="checkbox"/> APOLOGY <input type="checkbox"/> EXPLANATION	<input type="checkbox"/> LITIGATION <input type="checkbox"/> PROMOTION	<input type="checkbox"/> RESTITUTION <input type="checkbox"/> CHANGE	
COMPLAINANT: <input type="checkbox"/> ANONYMOUS				

Complaints/Feedback about service delivery

We encourage residents to talk to any of the workers at Windana if you have a problem or issue about what we are doing or any ideas about how we could do something better. You are the main people who can provide feedback on how successfully we are doing our work and how to improve the service we provide. There are a number of ways in which you can provide feedback:

1. You can provide us with **direct feedback** if you feel comfortable doing this.
2. If you are okay with the service but have an issue with one of the workers you can **talk to the manager**. She will act impartially and follow through with your complaint. If you have a problem with the manager or are not comfortable with discussing your complaint with staff, you can write a letter to our management committee. Just mark the correspondence 'private and confidential' and send it to: **The Chairperson, P.O. Box 589, Everton Park Q 4053.**
3. If you are dissatisfied with the outcome of a complaint, you can write a letter to: The Complaints Unit, Department of Communities, Child Safety and Disability Services, GPO Box 806, Brisbane Q 4001.
4. When you leave Windana, we will ask you to fill out a **feedback form**. This includes general questions about the service as well as leaving room for your comments.

