

CUSTOMER FEEDBACK

As we continually strive to provide excellent customer service and quality outcomes for participants, we also value your personal experiences and feedback as this helps us to improve our services. Whether you have general feedback, compliment or complaint, we would like to hear from you.

You are able to provide written feedback using:

- Complaints, Compliments & Feedback form included in your Information Pack
- Online form using the following link <https://www.surveymonkey.com/r/TBMBB9B>
- Emailing complaints@aspireoptions.com.au
- Calling to speak with us directly on 1800 508 955

HOW DO WE RESPOND TO COMPLAINTS?

You can be guaranteed that we are committed to working with you to resolve your concerns or grievances with the quality of services or service experience and have processes in place to respond to and take appropriate action to address these issues.

When you have made a complaint using the channels listed above, we will acknowledge your complaint within two working days and in doing so will listen and respect your feelings, beliefs and experience and how this has impacted you.

Once we have acknowledged your complaint, we will take action to investigate to ensure that we take the steps necessary to resolve the concern. We endeavour to resolve all complaints as quickly as able as we are aware that this can cause worry and distress to you if it remains unresolved. Our policy for complaints management allows for 21 business days for full resolution where you will receive contact from our Directors to speak to you about what the outcome has been following investigation and what actions will be taken immediately and in the future to improve customer service and experience.

If you are unhappy with how Aspire Options has handled your complaint or feedback, or you are dissatisfied with the outcome you can contact:

National Disability Commission

Where they can escalate your concerns, dissatisfaction or complaint.

- www.ndiscommission.gov.au
- 1800 035 544
- National Relay Service
- www.relayservice.gov.au then 1800 035 544
- Translating and Interpreting Service 131 450

HOW TO CONTACT US

Phone	1800 508 955 (Monday – Friday)
Web	www.aspireoptions.com.au
Email	info@aspireoptions.com.au complaints@aspireoptions.com.au
In Person	12 Blake Street, Nathalia VIC 3638
Mail	PO Box 238, Nathalia VIC 3638



ASPIRE
OPTIONS



CLIENT SERVICES CHARTER



OUR VISION

We will become the most recognised, respected and successful disability services provider in regional Australia.

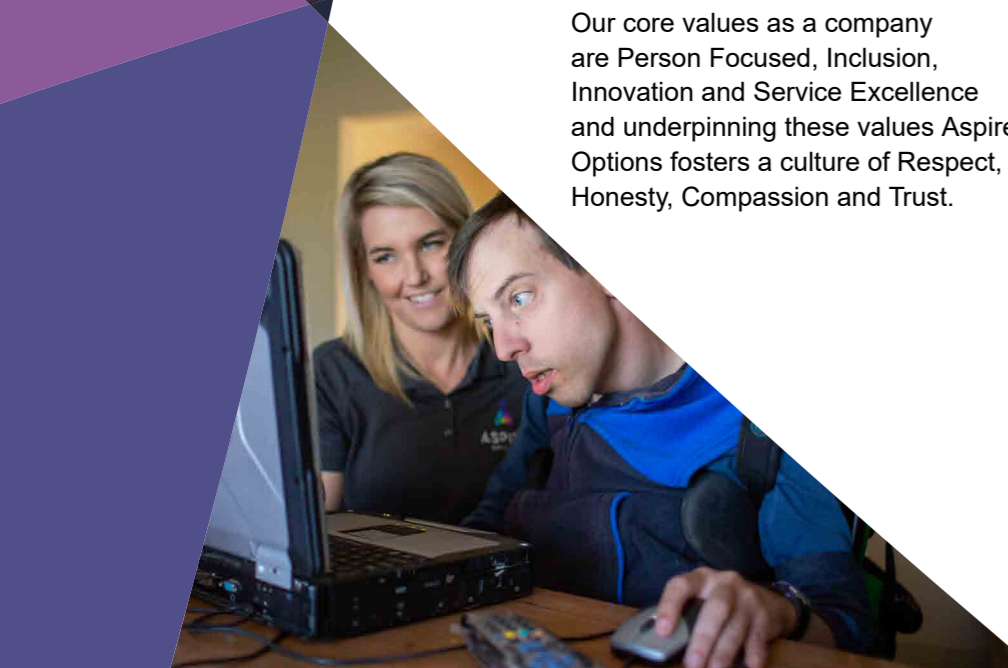
OUR PURPOSE

At Aspire Options we work with you to build a life full of possibility.

OUR COMMITMENT TO YOU

Our vision describes our aspiration as a company to lead the way in the delivery of services to people with disabilities that promote and celebrate their individual strengths and preferences and in doing so build their capacity to live a full and meaningful life.

Our core values as a company are Person Focused, Inclusion, Innovation and Service Excellence and underpinning these values Aspire Options fosters a culture of Respect, Honesty, Compassion and Trust.



PERSON FOCUSED

- We listen to people and respect their values and beliefs
- We respect the rights of people in terms of choice and control and in doing so promote dignity, privacy and independence.
- We empower people to build their capacity to achieve their goals and aspirations

INNOVATION

- We foster innovation in service delivery that will make a difference to people and our community.
- We are dedicated to creating systems and processes that innovate the way in which we deliver services to people and our community.
- We support and facilitate creativity amongst our workforce to promote service improvements and innovation.

INCLUSION

- We will raise the voice and profile of people with a disability in our community
- We embrace diversity in all forms and are inclusive of all people
- We respect and uphold the dignity and rights of each person

SERVICE EXCELLENCE

- We strive to meet and exceed the expectations of people in all aspects of our business
- We strive to maintain a highly experienced workforce that translates to exceptional outcomes for people
- We strive to be responsive to people and their needs
- We communicate openly and honestly with people to establish healthy and trusting relationships

WE ARE ALSO COMMITTED TO

- Recruiting consumer-focused staff, regularly reviewing their performance and developing their skills
- Ensuring information, resources and services are accessible to all
- Respecting and protecting your personal information and adhering to all legislative requirements
- Understanding and listening to your needs and preferences as expressed through consultation and feedback
- Using the right technologies to help us to improve the delivery of our services
- Monitoring and continuously improving the quality and safety of our services

HELPING US TO HELP YOU

You can help us to meet our commitments to you by:

- Being courteous, polite and respectful to our staff
- Being open and honest with us by providing accurate and complete details
- Letting us know when your situation changes
- Letting us know if you have concerns about services received, interactions with our staff or outcomes
- Helping us recognising our staff when they have provided excellent services

WHAT YOU CAN EXPECT FROM US

- We will respect you and your individual preferences
- We will provide prompt, friendly, courteous and efficient services and will at all times remain professional
- We will be realistic about what we can do and in what timeframes
- We will provide you with accurate and consistent information
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent service through continuous improvement, recruitment of highly skilled staff and implementation of new technologies
- We will actively seek your feedback on our services to ensure they meet your needs

MEASURING AND IMPROVING THE QUALITY OF OUR SERVICES

We will measure and improve the quality of our services by:

- Conducting an Annual Satisfaction Survey
- Obtaining feedback continuously through the use of feedback forms and satisfaction surveys
- Implementing supervision and training for our staff continuously
- Using key performance indicators in corporate and business planning
- Using internal systems to report and measure our performance
- Recognising our staff for excellent service and quality outcomes