

Our Voice Our Choice Service Charter

OVOC is committed to providing high quality services that meet your individual needs. Our service charter represents our commitment to you and is based on our mission, vision and values for our engagement with you.

Our Vision



A world full of Real, connected communities that celebrate diversity, humanity and accessibility.

Equality between all people in a non-discriminative world.

That we all enable everyone to feel valued in society.

Our Mission



To walk with, and alongside, people seeking Real Opportunity's.

Real inclusion, Real true-life experiences, with Real achievements, Real connections, Real homes, Real employment, Real choice and Real outcomes.

Our Values



- Professionalism and Dedication
- Continuous Improvement
- Quality, for every person, every time
- Accountability and Transparency
- Understanding and Compassion
- Creativity and Innovation
- Community Participation and Teamwork

Your Rights

Our laws need to respect the rights of people with a disability. You should be included in community life. You have the same rights as everyone else.

You should be:

- Safe in your home and anywhere else
- Treated with respect
- Part of your cultural community

You should be able to:

- Participate in your religion
- Express your sexuality
- Communicate in your family's language

You should be able to:

- Make complaints
- Able to say you want to go to another provider

You can:

- Tell us what you want and when you want it
- Tell us what type of worker you want
- Tell us how you want things done

We will always try and follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.

Your Responsibilities

You are responsible for:

- Respecting the privacy of others
- Treating others with respect and dignity
- Respecting the rights of others to feel safe
- Providing correct and necessary information to the best of your ability
- Respecting the cultural background of others
- Keeping appointments or informing us if you are unable to keep an appointment
- Ensuring a safe environment for staff
- Using the services and resources provided by OVOC and its staff for the purpose for which they were intended

Here at OVOC we will:

- Help you make an informed choice about your services by providing you with information about us and other services
- We understand the importance of communication, so if English is not your first language, we will provide an interpreter to ensure that your needs are understood.
- We will involve you in all decisions relating to your services, and respect the decisions that you make. We also want you to understand your rights and responsibilities, so we will provide you with a copy of this information.
- To make sure that you can contact us whenever you need to, we offer multiple ways to get in touch, such as calling, emailing, visiting our website or writing to us.
- To protect and respect your privacy, we will make sure that your confidential information is securely stored, and will only be shared with others if you give us permission or when it is medically necessary.
- We will provide you with services from workers who are qualified and skilled, and who match the requirements that you have set. We will make sure that your services and care are delivered in a way that respects your choices, capabilities, preferences, interests, opinions, cultural background and personal circumstances.
- To ensure that you are always kept in the loop, we will provide you with services and care as we say we will, and make sure you are informed of any changes that are made.
- We will treat you fairly and always with dignity and respect, and welcome your feedback in all areas of our service provision.
- In the event that you wish to make a complaint, we will explain the process and ensure that the complaint is dealt with to your satisfaction.
- We believe in acknowledging you as a person, and will assist you in accessing an advocate of your choosing.
- Most importantly, we will always strive to provide the highest quality services, and will ensure that our services meet and exceed the industry standards as set out in the Charter and the National Standards for Disability Services.

Feedback and Complaints

At OVOC, we welcome feedback, complaints and other input from the people we support so we can understand how to best meet identified needs and continuous improvement.

It is ok to complain if you are not happy. You can ask someone you trust to help you make a complaint if that makes you feel more comfortable, or you can ask an advocate to help you. An advocate is someone who speaks up for you if you cannot speak up for yourself.

If you are unsure who can help you, talk to your support worker or senior support worker and they will help you find someone.

We will always try to fix your problem and we will talk to you about your problem, and anything you say we will keep private.

You can contact us, give us feedback or make a complaint at any time by:



Calling us on 02 4072 7279



Emailing us at admin@ovoc.com.au



Writing to us PO Box 2110, Greenhills NSW 2323



In person at our Head Office: 1/10 Huntingdale Drive, Thornton NSW 2322



Our website: Under the Contact Tab, click Feedback

If you feel your complaint has not been resolved, you can contact the NDIS Commission on 1800 035 544 or online at

www.ndiscommission.gov.au/about/complaints

Advocacy Services

Disability Advocacy NSW
Phone: 02 4927 0111 or 1300 365 085
Email: da@da.org.au
Website: www.da.org.au

Mental Health Advocacy Service NSW
Phone: 02 9745 4277
Website: www.legalaid.nsw.gov.au

The Intellectual Disability Rights Service
Phone: 02 9318 0144 or 1800 666 611
Email: info@idrs.org.au
Website: www.idrs.org.au

The Brain Injury Association of NSW
Phone: 02 9868 5261
Email: mail@biansw.org.au
Website: www.biansw.org.au

Interpreter Services

Translating and Interpreter Service
Phone: 1300 132 621
Email: interpreters@immi.gov.au
Website: www.tisnational.gov.au

Community Relations Commission for a Multicultural NSW
Phone: 02 8255 6767 or 1300 651 500
Email: languageservices@crc.nsw.gov.au
Website: www.crc.nsw.gov.au

The Deaf Society
Email: info@deafsociety.com
Website: www.deafsocietynsw.org.au