

# DISCO Client Service Charter



## **Who we are:**

DISCO is a community based, youth organisation with the objective of helping young people from 15 – 24 years of age. DISCO provides assistance in a variety of ways and is supported by State and Federal Government funding and the generation of income through its own fee for service activities.

DISCO as an organisation prides itself on supporting all stakeholders whether it be young people, parents, teachers or school administrators, employers or community members.

Managed by a Management Committee and supported by ordinary members made up of industry, education and a youth representative, DISCO programs are monitored to ensure both education and industry work closely together to maximise the objective of giving each young person the best chance to make a smooth transition either through school or from school and gain the necessary experience to work towards a successful future.

## **DISCO is responsible for:**

- Enhancing and respecting the independence and dignity of all clients
- Ensuring that access to services is decided only on the basis of need and the capacity of the service to meet that need
- Informing young people about their options and detail each of DISCO programs
- Informing clients of their rights and responsibilities in relation to DISCO services
- Involving the clients and possibly other stakeholders (parent, school representative etc if appropriate) in decisions on the assessment and service delivery plan
- Negotiating with the client before a change is made to the service being provided
- Being responsive to the diverse social, cultural and physical experiences and needs of all people associated with DISCO
- Informing clients about the service to be delivered
- Informing clients of the standards to expect in relation to services they may receive
- Ensuring that clients continue to receive services agreed to with the relevant officer taking the client's changing needs into account
- Respecting the privacy and confidentiality of all people connected to DISCO
- Allowing clients access to information held about them developed by DISCO, where appropriate
- Taking into account the consumer's views when planning, managing and evaluating service provision.

## **Our services are focused on:**

- Treating you fairly
- Deliver services professionally, ethically and with integrity
- Recognise and respect your individual rights and needs
- Respect everyone's uniqueness, views and experiences
- Work in partnership with Schools, Industry and Community to deliver your needs
- Acknowledge and respond to your service request
- If we cannot help with you matter, refer you to an agency that can

## **As an organisation we value:**

- Professionalism – providing quality services with integrity and accountability for outcomes
- Performance – providing efficient and effective services and pursuing continuous improvement
- People – developing and supporting our organisation and responding to the needs of individual clients, recognising diversity and culture
- Partnerships – engaging with School, Community and Industry to provide effective services

## **You can help us deliver our service by:**

- Actively participate in the services delivered to you by DISCO to ensure they are effective, appropriate and acceptable
- Negotiating with us about an appropriate response to your request for service
- Providing us with timely, necessary and accurate information
- Letting us know if you need an interpreter or other services
- Being honest and reasonable when dealing with us
- Treating our staff with courtesy and respect

## Privacy and Security

- Wherever possible we will treat information received by us confidentially, subject to legislative requirements
- We will protect the security of all information held in our possession and not allow it to be used for any purpose other than what we obtained it for

## How we measure our service?

We measure the quality of our services through the following standards:

- An annual review of our standards
- An annual review of our performance against the service standards
- Feedback from School, Community and Industry members through informal and formal processes
- Client feedback through both informal and formal processes
- We report on our performance through data input and an Annual Report to key stakeholders

## Your feedback is important to us:

We welcome feedback on our performance. If you have any suggestions to improve our service or comments about what we do well, please let us know by:

- Contacting any DISCO office
- Write to us by post, e-mail or send us a fax
- Complete our Compliments and Complaints Card
- Completing a survey available at all DISCO Offices

Sometimes your feedback may be an expression of dissatisfaction about a service, procedure, practice or a policy. We will try to resolve your concern as quickly and informally as possible. However, if we are unable to resolve the issue to your satisfaction you may choose to request a review which will be handled by the President of our Management Committee. The President of the Management Committee can be reached by sending an e-mail to the address below.

### Contacting us:

#### DISCO Toowoomba

Suite 3, Level 1 453 Ruthven St  
/ PO Box 1353  
Toowoomba QLD 4350  
Ph: 4638 3088 Fax: 4638 7602

129 James St  
/ PO Box 1353  
Toowoomba QLD 4350  
Ph: 4632 9065 Fax: 4638 7602

#### DISCO Dalby

169 Cunningham St Dalby  
/ PO Box 1247  
Dalby QLD 4405  
Ph: 4662 2147 Fax: 4638 7602

E-mail: [info@disco.org.au](mailto:info@disco.org.au)

#### DISCO Gatton

119 Spencer St  
Gatton QLD 4343  
Ph: 5462 1400 Fax: 4638 7602

***'Partnering Schools, Linking with Business, Supporting Youth'***