

Rights & Service Charter

This Client Service Charter outlines your rights, how you will be treated and what you can expect from Soul Support Coordination services. It also sets out your responsibilities and how you can give us feedback on any aspect of my/our service to you.

Soul support Coordination provides high-quality services to individuals seeking services Australia wide via phone, email or Telehealth (Zoom or another live chat platform). More information is available about my services on my website www.soulsupportcoordination.com.au or by simply calling me, Jocelyn, on the number below.

My commitment to you is that I am completely committed to providing high-quality services that are responsive to your individual ongoing needs. I focus on a person's individual strengths so that together we can promote your independence and maximise your abilities moving into the future.

What can you expect from Soul Support Coordination:

- I will ensure that your supports (any providers) services that you use, will promote, uphold, and respect your rights
- I will always provide the least intrusive options to you when supporting you to reach your goals.
- I will always strive to provide the very best service that I possibly can to you
- I will always work with integrity and transparency.
- I will always treat you fairly, with respect and without discrimination
- I will always inform you of your responsibilities and your rights
- I will protect your personal information and only use it in the context of helping to connect to the right services etc (for the right reasons)
- I will support you to connect with suitable 'other' services where needed
- I will ensure I provide you with information on how to provide me/us with feedback on my /our service and how to make a complaint
- I will always ensure that you are always at the centre of any decision making, ensuring I provide choices for you, ensuring you are supported to exercise 'informed choice'.

Jocelyn Gill

0402-252-475

soul support
COORDINATION