

## Client Service Charter

The Compass Housing Services Co Ltd Trading as Home in Place (Home in Place) Client Service Charter details the level of service Home in Place employees are expected to provide and therefore that our clients can expect to receive. We value our clients and have adopted this charter as an expression of our firm commitment to providing a high standard of service, and as a way of providing greater detail about our values, standards and protocols.

### Client Service Commitment

Home in Place will treat our service users, partners, and stakeholders with empathy, respect, cooperativeness and diligence.

### Our Client Service Standards

Home in Place actively pursues the highest level of service standards in the provision of housing and other services to our clients. Our services are delivered in accordance with Home in Place approved policies and procedures. We monitor and review our performance in accordance with our commitment to continually improve the service we provide.

#### Clients can expect that:

1. Home in Place employees will demonstrate respectful, fair, ethical and professional behaviour in all dealings with clients.
2. Home in Place employees will display objectivity and unbiased attitudes in their decision making and provide reasons for any decision we make.
3. Home in Place employees will be positive and helpful, and will endeavour to provide accurate advice, and respond to questions in a timely manner.
4. Home in Place employees will respect our clients' privacy and confidentiality.
5. Home in Place employees have the right to be treated with respect and will reserve the right to disengage with any client who is excessively abusive, belligerent or hostile.
6. All employees will comply with all laws, contracts, policies, procedures, guidelines and other relevant obligations to the best of their ability.

#### Clients can help us by:

1. Treating our employees and contractors respectfully, honestly and courteously.
2. Being aware that we are required to administer policy within our guidelines, as well as those set by state and federal governments.
3. Telling us if your personal circumstances change at any time so that we can keep your personal information accurate, complete and up-to-date.
4. Allowing staff and contractors reasonable access to your home when inspections or maintenance is scheduled.

5. Abiding by the Complaints and Appeals procedure when bringing matters to our attention for review and action.

## Client Service Protocols

6. Any client who contacts any Home in Place office or Home in Place employee, by phone or in person, will be offered the appropriate assistance so their inquiry is dealt with as close to the initial point of contact as possible. Employees are to ensure one of the following procedures is followed;
  - Inquiry is addressed at initial point of contact,
  - Client is connected with an employee capable of addressing the inquiry,
  - If no employee capable of addressing the inquiry is available, a message should be taken and forwarded to the relevant employee for action,
  - if necessary an appointment is scheduled, and
  - only in exceptional cases should the client be given another number to call or told to go to another office.
7. In the event a client arrives without an appointment and a relevant employee is unavailable, an appointment will be scheduled for a convenient time.
8. Messages will be returned by a relevant employee on the day they were left wherever possible, and no later than the next working day.
9. Employees are responsible for ensuring that, during any planned periods of absence longer than one working day, relevant voicemail and email automatic replies are updated to provide clients with information about the duration of the absence and who to contact in the interim.
10. Supervising and facility managers will ensure that office messages are checked during periods of extended absence.
11. All clients being tenants/residents will be offered a contact person who handles general inquiries and triaging issues or a specific tenancy relations officer and any changes to that arrangement should be notified to the tenants/residents at the first practicable opportunity.
12. The benchmarks of the complaints and appeals system are to be strictly adhered to.
13. All departmental and branch meetings will have a permanent agenda item – ‘Excellence in Client Service’ and promote continuous improvement in this area.

## Service Improvements

If you find you are dissatisfied with the service we have provided, we encourage and appreciate your feedback.

Your feedback, and any compliments or complaints, provide us with an opportunity to improve our service to you – and it’s nice to know when you think we have done a great job.

Consistent with our commitment to continual improvement, we will review our Client Service Charter regularly. We encourage input and feedback on the Charter from our clients, staff and other key stakeholders.

## Resources and related documents

For a full list of related policies and procedures please refer to Home in Place Delegations Policy – Annexure 4 Quality Assurance Document Board Delegated Approval Matrix

### *Related documents*

- Code of Conduct Policy
- Conflict of Interest Policy
- Social Media Policy