

Service Charter

Providing excellent health and wellness services



Our commitments to you

1. Our purpose is to provide you with excellent lifestyle, health and care options.
2. We treat you with respect and dignity.
3. We ask if there is anything else we can do for you.
4. Our services and accommodation options are easy to understand, with no hidden fees.
5. Our staff are highly qualified and trained.
6. We maintain your health information so that we can support your current or changing needs.
7. Your privacy and health information are protected and kept confidential.
8. We will support you to be safe, while maintaining your independence and wellbeing.
9. Technology is a business priority, to make our services more convenient and accessible for you.
10. We acknowledge and respond to feedback and complaints fairly and quickly.

Feedback and complaints

We like to hear what we are doing well and where we could improve. If we receive your feedback or complaint on a weekday, you will receive an acknowledgement within 24 hours. If you contact us on a weekend, you will receive acknowledgement on the next business day.

You can:

- Call us on **1300 669 189** during business hours
- Write a letter to the General Manager Service Delivery at: **PO Box 76, Burswood, WA, 6100**
- Complete the online feedback form: **www.scrosswa.org.au** or **www.southernplus.org.au**
- Email us at: **feedback@scrosswa.org.au** or **feedback@southernplus.org.au**
- Speak directly to any staff member