



Elephant In The Room Our Service Charter



NDIS Approved Provider

Elephant In The Room Training
& Consultancy is an NDIS
Approved Provider

About Elephant In The Room

Training and Consultancy

Our Core Values



We believe that every person should be listened to and be valued in their community



We believe in thinking outside the square. We use creativity and experience to develop practical solutions.

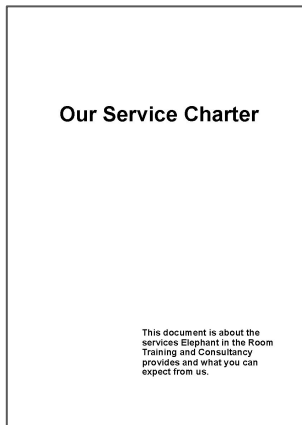


We believe that communication is key when working with individuals, families and service providers.



We work as part of a team with people, families, community and service providers to help support individuals with their choices.

About the Service Charter



This document is called our Service Charter



It tells you what to expect from us and what we expect from you



Our Service Charter is about the services we provide.

What you can expect from us?

When you use our service we will...



Our work is guided by the United Nations Convention on the Rights of Persons with Disabilities. This is an agreement that says people with disability have the same rights as everybody else.



Respect your beliefs and values



Support you to make your own decisions



Listen to the way you want to live your life



Be truthful and upfront



Include you in all discussions and give you up to date information about support options



Keep your information safe and only share it with people you want

What we expect from you?

To get the best from our service and our staff, please...



Respect us and other people using our service



Tell us how we can help you



Tell us when things change for you



Tell us what you think about us.

Improving our services



We want to provide you with a good service



We provide a service by working with a set of rules.

These are...



The NSW and Australian Disability Service Standards. We can give you a copy and talk to you about these rules.



NDIS Quality and Safeguarding Framework. We can give you a copy and talk to you about these rules.



We would like to know what you think?

You can tell us by talking to a staff member.



Emailing us on
info@elephantintheroom.net.au



Phoning us on
0499 383 882



Contacting us on our website
www.elephantintheroom.net.au



Writing us a letter
PO Box 152 Coonabarabran NSW
2357

A survey form titled "Tell us what you think" is shown. It features a small image of a woman with a question mark above her head. The question is "1. Do you think the idea is a good one?". There are three checkboxes: "Yes", "No", and "Not sure". The "No" checkbox is checked with a blue mark. A hand holding a black pen is shown writing on the form.

If you are not happy with our
service you can fill in a complaint
form



If your problem is not fixed you can
contact the NSW Ombudsman on
02 9286 1000 or use their website at
www.ombo.nsw.gov.au

Updating our Service Charter

2
years

We will update our Service Charter every 2 years.



We will ask you what changes you think we should make.

This is done by looking at:

A client evaluation form titled "Tell us what you think" is shown. It features a small image of a woman with a question mark in a thought bubble. The first question is "1. Do you think the idea is a good one?". Below the question are three checkboxes: "Yes", "No", and "Not sure". The "No" checkbox is marked with a blue checkmark. A hand holding a pen is shown writing on the form.

Client evaluation forms

and



Client complaints



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Please get in touch with us if you have any questions, ideas or comments.

Get in touch

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This easy read document was developed by staff from Elephant In The Room Training and Consultancy August 2017

