

# Our Commitment

## Your Life – Your Choice



Community Bridging Services (CBS) Inc.



As leading providers of disability services in South Australia this Charter of Client Commitment enshrines our belief in the need to provide you with impartial and transparent advice and to deliver quality services. The Charter is our commitment to always act in your best interest. Together we undertake the following;

**We will provide you with the highest quality of service, listen to your needs and work with you to access the services of your choice.**

**You can expect us to:**

- make it easy for you to contact us
- help you to access and use our services
- tell you about your rights and responsibilities
- arrange for an interpreter or other language services, if you need this
- do the things we say we will do, like getting back to you when we say we will
- be polite and respect your views, opinions, personal circumstances and cultural diversity
- protect your personal information and only use it for the right reasons
- provide you with advice on other supports and services that may be available
- provide staff that have the appropriate skills and competencies to meet your needs
- treat you with dignity, fairness and respect, without discrimination or victimisation
- give you opportunities to be involved in decisions about the services you receive, and support you to have a say
- tell you how you can make a complaint
- provide support and care that recognises and acknowledges each person's preferences, choices, interests and capability
- support your rights to receive quality care and support in an appropriate environment which promotes your participation.
- provide services that meet or exceed relevant industry standards such as the National Standards for Disability Services and the Charter of Rights and Responsibilities for Home Care (Aged Care Act)

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Community Bridging  
Services (CBS) Inc.

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Community Support Inc.

Nick Mihalaras  
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**For more information visit:**

[communitybridgingservices.org.au](http://communitybridgingservices.org.au)

[csisa.org.au/](http://csisa.org.au/)

[oranaonline.com.au/](http://oranaonline.com.au/)

[rsb.org.au/](http://rsb.org.au/)