

Service Standards Charter

Our commitment to you.

This charter outlines Community Based Support's service commitment to you. It explains what you can expect when you engage and communicate with us. The charter also suggests how you can help us to provide a quality service.

When you engage with CBS, you can expect:

- To be treated with dignity, respect, and compassion
- Professional, friendly, and well-trained staff
- That your privacy and confidentiality will be protected
- Support that respects your culture, lifestyle, and preferences
- Services that are accessible and inclusive for all

Your privacy and information

We safeguard your data in line with the law. We comply with:

- Privacy Act 1988 (Cth)
- Personal Information Protection Act 2004 (Tas)
- Australian Privacy Principles and Health Complaints Act

How you can help us

We'll do our best to support you. You can help by:

- Providing us with accurate, up-to-date information
- Asking us to explain anything you're unsure about
- Letting us know if your needs or situation changes
- Giving us feedback or taking part in surveys
- Treating our team members with courtesy and respect

Feedback and complaints

If you have feedback, good or bad, we want to hear it. You can:

- Speak to any staff member
- Use our website or feedback forms
- Call, write, or email us

Visit cbsaust.org.au/feedback for more details on our complaints process

Getting in touch with us.



By Phone

- We're available from 8:30am – 5:00pm, Monday to Friday
- We aim to answer your call promptly
- If we're busy, you'll be offered the option to leave a message and we'll return your call as soon as we can
- We accept calls via the National Relay Service and the Translating and Interpreting Service



In Person

- You'll be welcomed with a friendly and respectful approach
- Our staff are here to help with payments, questions, and information
- Our offices are accessible and we can provide printed information for later reference



Online/In writing

- We respond to online enquiries within a reasonable time
- Our website is regularly updated and designed to be accessible
- Your enquiry will be acknowledged and passed on to the right team
- You'll receive a respectful and timely response

In-home and community care: What you can expect.

Professional conduct & respect

- We arrive on time (within 10 mins of schedule) and notify you if delayed.
- We wear visible ID and introduce ourselves by name.
- We always knock and wait before entering private areas.
- We treat you with dignity, respecting your culture, lifestyle, and preferences.

Communication

- We speak clearly and respectfully.
- We listen to your needs and respond with care.
- We document everything accurately to ensure transparency and high-quality care.

Dignity & choice

- We support your independence and respect your choices.
- Personal care tasks are only done with your informed consent.
- Your routines and preferences guide how we work with you.

Health & safety

- We follow hygiene practices and use PPE when needed.
- We report any safety issues promptly.
- Medication assistance is delivered safely, following approved procedures.

Reliability & continuity

- We aim to provide a consistent care team.
- If someone is unavailable, we notify you and arrange a replacement.
- We minimise disruptions to your routine.