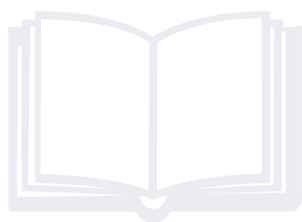




2025

RIVERSIDE ACCESS SERVICE CHARTER



DOCUMENT DETAILS

Version	Date Reviewed/ Amended	Person Responsible	Date for next review (Every 3 years)
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INTRODUCTION

Many young people become disengaged from education, vocations, their community, their family, friends, and mainstream society for several reasons including marginalisation, abuse, disability, learning difficulties, drug and alcohol abuse and behavioural issues coupled with social/emotional difficulties. We aim to help them reengage through real life learning and specialised support and then support them to achieve their goals.

We recognise the issues facing young people are as much social/emotional as they are directly related to their learning difficulties. Our program is designed to allow time and support for young people to regain confidence, stability and direction while also ensuring that they learn the skills to participate in mainstream living, community and educational or work environments.

ABOUT US

For some young people who have been marginalised from mainstream education and support services, Riverside Access offers a chance to engage in specific programs focused on the client's individual learning plan goals and the personal development required to reach these goals. These are designed to assist clients manage a range of issues through a real-life learning approach.

WHO WE SERVE

We serve young people who are disengaged from education/vocation/families/community/peers or need additional support engaging with education/vocation/families/community/peers. This includes young people who are looking for alternative education who may also have issues in other areas of their lives including anger management, school refusal, lack of motivation, mental health issues, issues within the family dynamic, disability and marginalisation.

We also serve families, carers and representatives of these young people.

OUR SERVICE COMMITMENTS

We work with young people with a range of social/emotional/psychological and learning difficulties (and those important to them) to develop and put in place individual plans to help them achieve their goals.

We will:

- provide choice and control in accessing the most appropriate program
- provide support to become more independent and included in the community and their family
- recognise and uphold informal support and care arrangements
- welcome, respect and value feedback
- raise awareness and knowledge in the community of how to support young people in being active and positive contributors to society
- put the safety and wellbeing of children and young people at the centre of planning and decision making.

All employees of Riverside Access are responsible for making sure that we deliver on these commitments.

We will share details of our progress and performance in our Annual Report.

HOW YOU CAN HELP US

To help us provide the best possible service, we ask that you tell us:

- about you, including any special requirements or if anything changes like your contact details
- about other people we can work with to better assist you
- if you are unsure about any information we provide
- in advance, if you cannot attend a meeting with us
- your ideas, suggestions and feedback so we can improve our service.

These simple steps will help to build long-term relationships of understanding and trust between us. We will listen and respond and we ask for your support and respect for our team as we work with you.

WORKING WITH AN ADVOCATE

If you feel you need more support in making decisions about Riverside Access and working with Riverside Access please ask us for more information on working with an advocate.

PRIVACY

We respect and protect the privacy and dignity of all our clients. We collect, store and update personal information to assist in providing services to meet their unique needs. This is done with strict confidentiality, guided by our *Privacy Policy*.

WE WELCOME FEEDBACK

We want to provide an excellent service today and in the future. To ensure we do this, we have a strong focus on listening to the young people we assist (and those important to them) to learn from their experiences, whether they are good or bad. Together, we all play an important role in helping to provide support for some of our most at risk and vulnerable young people. We respect and value feedback, and encourage people to share their concerns, complaints and suggestions with us.

YOU CAN:

Contact us by phone or in person

We will take your call or see you immediately whenever possible. If the person you want to talk to is not available straight away, you can leave a message and we will ensure they, or a Riverside Access representative, call you back within two business days. If a face-to-face meeting is preferred, we will make a time to meet.

Send an email to: info@riversideaccess.org.au

We will acknowledge your feedback via email within the next business day.

Call Riverside Access on 0406 304 888

MAKING A COMPLAINT ABOUT OUR SERVICE

Our goal is to understand and resolve concerns as quickly as possible, long before they become complaints.

If you would like to make a formal complaint about Riverside Access there are a number of ways to do this:

Talk to our staff. They will try to fix your complaint on the spot.

Call us on:

0406 304 888

Email your complaint to us at info@riversideaccess.org.au

Send a letter to:

Customer Complaints

Riverside Access

PO Box 6177

Hawthorn West VIC 3122

WE WILL WORK WITH YOU TO RESOLVE YOUR COMPLAINT

We will work with you (and those important to you) to resolve your complaint. Different types of complaints can be managed in different ways and the team member who is assisting you can provide you with information about the best way to resolve it.

Our approach is to:

- take immediate action if it appears that there is a high risk of harm, neglect or abuse
- acknowledge complaints within the next business day after we receive it
- contact you within two business days of acknowledgement
- resolve 90% of complaints within 21 business days of receipt. More complex complaints may take longer to address
- keep you informed about the progress of your complaint at every stage
- publish information on our complaints management performance

- we will contact you to talk to you or your representative about your complaint and may seek more information to help us better understand it.

With your permission, we will contact relevant people at Riverside Access, provide them with details of the complaint and ask for their feedback or comments. We will let you know what they say in response to your complaint and discuss with you how best to resolve it.

If you are not satisfied with the approach taken or the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled.

If you are not satisfied with the way your complaint was managed, you may seek assistance from the Commonwealth Ombudsman.

You can:

Call the office of the Ombudsman on:

1300 362 072

Visit the website:

[Commonwealth Ombudsman Website – Making Complaint Page](#)

THE VALUES THAT GUIDE OUR WORK

The commitments we make in our Service Charter are based on five values that guide all the actions and decisions of Riverside Access.

Assurance: We are committed to ensuring certainty of funding for high quality, equitable and effective supports that respect the diversity of all people.

Empowerment: We work locally and in partnership with participants, their families and carers to ensure they have choice, control and a voice in determining the supports, services and community activities they need in their lives.

Responsibility: We share a mutual responsibility with participants, the community and providers in providing high quality supports which maximise potential, independence, integration and inclusion in the community.

Learning: We see each task and interaction as an opportunity to learn and continually improve performance. We ask for and act on feedback, and constantly evaluate our performance.

Integrity: We aim to be fair and transparent. We will do as we say and say as we do so as to build trust and respect among young people, their families and carers, employees, providers and the community.

We welcome, respect and include diverse cultures, perspectives and life experiences as we develop our service.