

# injury matters service charter

**Injury Matters** aims to provide high quality services to the Western Australian community in a safe environment through our range of programs, while respecting the diversity, dignity, and privacy of those engaged with our organisation in an inclusive manner. These rights and responsibilities extend to our clients, their carer/s, participants, volunteers, contractors, team of staff and those engaged with our organisation, programs, or services as appropriate.

YOUR RESPONSIBILITIES	STAFF RIGHTS
<ul style="list-style-type: none"> <li>• Respect the rights of anyone representing or engaging with our services and programs, including their support networks.</li> <li>• Engage with us in a fit state, and not under the influence of illicit drugs or alcohol.</li> <li>• Maintain the privacy, dignity, and safety of others when engaging with our programs and services.</li> <li>• Inform us of any difficulties, issues, barriers, or concerns regarding our services.</li> </ul>	<ul style="list-style-type: none"> <li>• Fair and respectful treatment at all times by everyone engaged with Injury Matters.</li> <li>• Access to training, contemporary information, and resources.</li> <li>• Support for your wellbeing within the Injury Matters team.</li> <li>• Safety from violence and abuse from anyone engaged with Injury Matters.</li> <li>• Freedom to provide feedback without fear of judgement, recourse, or risk to your position.</li> </ul>
YOUR RIGHTS	STAFF RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Fair and respectful treatment at all times by everyone engaged with Injury Matters.</li> <li>• Freedom to provide feedback about any aspect of Injury Matters, without fear of recourse, with any complaints being investigated appropriately and in confidence.</li> <li>• Ability to exercise your right to decline or withdraw from our services at any time.</li> </ul>	<ul style="list-style-type: none"> <li>• Respect the rights of anyone who engages with our services and programs, including their support networks.</li> <li>• Exemplify the Injury Matters vision and values in your conduct without prejudice.</li> <li>• Be transparent in your professional conduct at all times.</li> <li>• Maintain the privacy and dignity of others.</li> <li>• Know and follow our policies and procedures.</li> </ul>

## Road Trauma Support WA Clients

Injury Matters' Road Trauma Support WA program aims to provide respectful, nurturing, and confidential support services to anyone in WA affected by road trauma. Our services often include one on one counselling appointments, with this service requiring rights and responsibilities additional to the ones outlined above. These rights and responsibilities extend to our Road Trauma Support clients, their carer/s, support networks, staff and anyone engaged with our program services as appropriate.

CLIENT RIGHTS AND RESPONSIBILITIES	STAFF RIGHTS AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Security in your privacy, safety, and confidentiality at all times in our services.</li> <li>• Access to a safe environment in which to receive quality, respectful, and empathetic services.</li> <li>• Prior notification, with every attempt made to contact as soon as possible, if an appointment time is to be changed for unforeseen reasons.</li> <li>• Complete attention, without interruption, from staff during your appointment.</li> <li>• Keeping your scheduled appointment time, or advising us as soon as possible if you are unable to attend.</li> </ul>	<ul style="list-style-type: none"> <li>• Security in your safety, dignity, and privacy while performing your duties and thereafter.</li> <li>• Input into service quality standards and having any concerns managed in a positive manner.</li> <li>• Ability to refuse or withdraw a service to a client within policy guidelines.</li> <li>• Abstain from imposing personal beliefs and values onto our clients, participants, or others.</li> <li>• Commitment to not engage with Injury Matters clients or potential clients outside the service while employed with Injury Matters or thereafter.</li> </ul>

## Contravention of Service Charter

Where Injury Matters believes a member of staff, volunteer, participant, client, their carer/s or support person/s has contravened this charter, we reserve the right to ask them to modify their behaviour. Where someone is considered to be at risk of harm, or there is unsafe or serious misconduct, they will be required to cease their participation and presence with our program or service.

## Further information

We welcome your comments regarding our service charter. If you believe we have not adhered to our policy, or have any queries, please contact us via email [info@injurymatters.org.au](mailto:info@injurymatters.org.au) or by phone on (08) 6166 7688. We will take all reasonable efforts to promptly determine and remedy any concerns.