

Charter of Participant Commitment

Brightt's Commitment to you

Grow the life you want!

As a provider of disability services in South Australia and Victoria this Charter of Client Commitment spells out our belief in the need to provide you with impartial and transparent advice and to deliver quality services. The Charter is commitment to always act in your best interest. Brightt undertakes the following.

Brightt 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 me 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.
- Involve you in decisions about the services you receive and support you to have a say.
- Inform you how you can make a complaint and provide information on how we will respond to that complaint.
- Provide support and care that recognises and acknowledges each person's preferences, choices, interests and capability.
- Support your rights to receive quality support in an environment which promotes your participation and independence.
- Provide services that meet or exceed relevant industry standards such as the National Standards for Disability Services.



Amanda Clarke

Managing Director of Brightt

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