

Our Commitment to Quality and Customer Service

The Disability Trust seeks to achieve the best possible service and supports to meet the needs of you and your family. We are committed to continuously improving our services and to implementing quality systems and processes to support best practice in our operations.

Our aim is quite simply to exceed your expectations.

Listening and Responding

You come first. We actively listen to your ideas and suggestions for improving our services and are open to innovation and new ideas.

The Trust seeks feedback from all stakeholders including you and your family, staff and people we work with in the wider community. This occurs formally through annual surveys and stakeholder consultations. In our day to day contacts we support partnerships with our customers around individual goals and needs. We believe that our customer relationships and our commitment to communication is at the heart of our quality service model.

Our People and Culture

We support and train our staff to put people first. As a values led organisation we encourage a culture where staff have the right skills and are empowered to take responsibility for the results of their actions.

We support team work and collaboration as the best way to meet customer needs.

Our Policy and Practice

The Trust continually looks to ways to improve the design and delivery of our services to meet your needs. We embed our practices in a policy framework to ensure consistency each and every time we deliver a service. We train our staff to the highest possible standards in line with this policy framework.

Enhancing Our Systems and Processes

We continually seek to develop and improve performance, processes, products and services. Ideas for innovation are at the core of our desire to be the very best.

We document and track identified areas for improvement and we ensure new quality initiatives are fully implemented.

Delivering on Promises

Delivering on our promise to you is the most important outcome of our quality commitments. We have processes to check that we do what we say we do. This includes internal and external audits of our systems and performance monitoring of our people.

The Disability Trust meets all relevant industry standards and complies with all prescribed legislation.

You can give us feedback by visiting our website www.disabilitytrust.org.au or phone 1300 DISABILITY.