

SEARCH THE WAY

SP CD 01 STW CLIENT SERVICE CHARTER

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Drafted by	Justin Blacklock	Director Approved On	8.08.2017
Responsible person	Director	Scheduled review date	1.04.2018

OUR VISION

Our vision is “That every person has opportunities to **show** (through experiences), **know** (through reflection) and **grow** (through integration and continuation) their true potential in life.”



To achieve this vision, we seek to work in partnership with government, like-minded organisations, communities and individuals to identify needs and find solutions.

OUR VALUES (TIKANGA)

The core values on which the culture of Search The Way is based are those of: Safety, Teamwork, Encouragement, Enthusiasm, Respect and Service. These values ensure responsive and accountable service to the people Search The Way serves.

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The following Organisational Values “S.T.E.E.R.S.” (i.e. directs and guides) all STW decisions and tells others how STW will interact with those they serve:

- Safety – STW has a safety-first approach to all it does, to ensure it provides a safe learning and working environment for all.
- Teamwork – As the adage goes ‘Together Everyone Achieves More’. STW considers all its staff, volunteers, suppliers, clients, stakeholders as part of its team. It will consider, and where applicable involve, all interested parties in all aspects of its operations.
- Encouragement – a culture of encouragement to be all we can be, is fostered towards clients and amongst STW staff, to create an environment that empowers and enables continual improvement.
- Enthusiasm – STW believes strongly that people feed off your enthusiasm. STW will only deliver programmes that their whole team are enthusiastic about and deliver in such a way that clients will leave with a greater enthusiasm about their own life as a result.
- Respect – STW respects others and the environment they operate in and fosters a culture of respect in all its business interactions. This includes respecting the rights, wishes, culture and needs of its clientele, stakeholders and other interested parties. STW respects professional Codes of Conduct it adheres to and respects the requirements and expectations of local and national government departments, standard setting bodies, funding agencies, and professional organisations it is affiliated with and/or accountable to.
- Service – STW is committed to focusing on serving customers by understanding their needs, meeting their requirements and aiming to exceed their expectations.

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AIM

Search The Way's Client Service Charter provides an outline of the level of service individuals can expect when accessing Search The Way's services.

WHAT YOU CAN EXPECT FROM US:

Quality responsive services

We will respond to you as quickly as we are able. We often work in remote locations. This means that:

- we will aim to answer the phone calls promptly. If there is no answer please leave a message and we will respond when back in coverage during working hours.
- if the person you talk to cannot answer your enquiry, they will put you in touch with someone from within Search The Way who can give you an appropriate response. If Search The Way cannot assist you we will do our best to refer you to someone who can.
- we will respond to all your letters, emails and social media messages in a timely manner as we can, during working hours
- if you lodge a complaint, we have a dedicated complaints process which focuses on working with you to understand and address your concerns. Please see the contact details below should you wish to lodge a complaint.

Courtesy and respect

We will treat you with courtesy and respect.

Fair and equal services

Our staff are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way.

Because we want everyone to be treated fairly, we will ensure we have premises and facilities that you can access easily.

Accountability

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

Confidentiality

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We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent.

How you can assist us

Tell us your needs

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

Tell us if things change for you

Please tell us if there are changes we should know about, for example, changes to your contact details.

Tell us how we are doing

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

- Talk to a staff member or manager.
- Contact us via email on info@searchtheway.org.nz
- Call us or text us on 0278220011 (8 am – 6 pm, Monday to Friday). Note – we are often away working in remote locations, so if there is no answer please leave a message, with your contact details.
- Send us a message via social media i.e. Facebook Page: [@searchthewaynz](https://www.facebook.com/searchthewaynz).
- Write to us at:
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AUTHORISATION



Director
Search The Way Limited
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