



Service Charter

Diversity
Value and Innovation
Value and Innovation
Leadership
Professionalism
Client Centred
Quality and Transparency
Inclusive
Safe and Secure Environment
Safe and Secure Environment





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Drummond Street Relationship Centre (since 1966), formerly the Charity Organization Society (1887-1947) and the Citizen's Welfare Service of Victoria (1947-1996), has a remarkable history as one of the longest serving welfare organisations in Victoria. An examination of its history not only provides a unique historical account of its role in the development of welfare and social work practice but also traces the major social issues and events which impacted on the lives of Victorian families for well over a century.

Throughout its history, Drummond Street Relationship Centre has had a proud tradition of independence of thought and action, supporting and calling attention to the lives and needs of those who have been "voiceless" in our wider society. This independence has allowed a distinctive role in advocacy and success in numerous instances of charity and government policy reform.

In so many areas of social work practice its origins can be seen within the documented history of this organisation and the services it has developed and delivered.

Vision

Every person who attends any of our programs or services will be encouraged and supported to enjoy positive connections with their peers, their family and their wider community.



Mission

“Building better relationships” by:

1. Utilising a public health perspective ensures our efforts have both the dimensions of focus and spread as appropriate, and allows us to embrace the spectrum of interventions from prevention and early intervention through to clinical interventions. Our intention is to be responsive to the diverse and changing needs of families and communities
2. A commitment to social justice and to supporting communities in taking action to address family and community needs. This will be done through community development programs, and group work programs.
3. The whole practice of the agency will be based on evidence informed practice, incorporating research undertaken by ourselves as well as connecting to other evidence bases.
4. Making a contribution to the development of the welfare sector through the dissemination of programs and practice via education and training.
5. Establishing and maintaining networks and partnerships to meet complex and changing needs. We aim to build the resource base of individuals, couples families and communities by strengthening their capacities and by assisting them to enhance their own networks and partnerships. We aim in particular to work with those in the community considered socially marginalised or resource poor in order to lessen the impact of social exclusion.

The values that underpin all aspects of our work:

Leadership

In the face of social, economic and cultural change, our longevity as a leader in the provision of welfare rests in our unwavering commitment to respond creatively to the changing needs of families and communities.

Client centred

DSRC's services and practice are developed and delivered on the basis of our client's needs, strengths and aspirations.

Safe and secure environment

DSRC provides a physically and emotionally safe, secure and supportive environment, ensuring the privacy of all those who use our services.

Diversity

We avoid using limiting definitions of "family" and deliver equitable services that promote the needs of ALL families. DSRC's services and practice are appropriate and responsive to the diverse, complex needs and backgrounds of families in our community.

Inclusiveness

We take extra care to ensure access and actively work to remove barriers so everyone can enjoy the full range of DSRC services.



Professionalism

DSRC maintains accountable, professional standards of service delivery. We employ highly committed professionally trained and qualified staff, who are enthusiastic about their work with individuals, couples, families, groups and communities.

Quality and transparency

DSRC ensures it delivers the highest quality of services and practice. Our work is founded on research, practice wisdom and the voice and needs of our clients.

Value and Innovation

DSRC will utilise its resources with intelligence by adding value where existing services are appropriate rather than duplicating and we will aim to innovate where service gaps or deficiencies exist.

Drummond Street Relationship Centre Service Charter



DSRC Outcomes

The following represents for the organisation the five key outcome priorities for action over the next three years.

1. Robust Organisation

Drummond Street Relationship Centre is a robust organisation which is:

- financially viable and sustainable
- has a sound infrastructure to support all operations
- accountable and delivers quality and excellence
- is staffed by committed, skilled, professional and capable staff
- has comprehensive and transparent systems and operational policies and procedures
- provides safe, welcoming, secure and well maintained facilities
- has state-of-the-art program venues and equipment

2. Sound Evidence Base – research, evaluation and education and training

Drummond Street Relationship Centre has a demonstrated commitment to utilising and contributing to the evidence base within all aspects of its program development and delivery. This incorporates:

- continually improves and builds on existing strengths
- comprehensive scoping and mapping of the communities we service for needs, social trends and participation
- developing partnerships and participating in service networks to ensure community and family needs are strategically addressed
- research, literature and evidence reviews informing all development activities
- a commitment to meeting unmet need and service gaps and removing barriers to access
- a commitment to innovate, evaluate and disseminate

3. Strong Communities – building the capacity of communities

Drummond Street Relationship Centre recognises the link between families, culture and community. We are committed to strengthening the social world in which families live, work and play. This includes:

- The macro level society and dominant culture in which we live and negotiate
- The micro level and the way in which we belong and participate within our local community, chosen community and community of origin

Drummond Street Relationship Centre is committed to building the social capital of our communities at both the micro and macro level.

4. Strong Families – diverse approach for diverse family needs -

Drummond Street Relationship Centre recognises both the importance of the “family” and the increasing complexity of family life in Australia. We will provide a range of programs and services which:

- Responds to the diversity of family types
- Encompasses a strengths-based approach which supports families to achieve what is achievable rather than create artificial and unreachable standards and expectations of the perfect family
- Are developmentally and culturally appropriate and target key transition points in the family life cycle
- Recognise and respond to the whole family
- Employs a Public Health approach to strengthening families providing programs targeting prevention, early intervention, treatment and rehabilitation programs

5. Connected Individuals – capacity for intimate and social relationships

Drummond Street Relationship Centre will provide programs and services which promote individuals' capacity to enjoy and sustain social and intimate relationships. This includes:

- Understanding and responding to the needs of couples
- Understanding and responding to the diverse needs of women, men, children, young people, our older citizens, people of different cultures, sexuality, spirituality and experiences
- Providing opportunity for relationship skill development (communication, social and emotional competencies, social problem solving)
- Facilitating social participation
- Assisting people to remove or manage their particular self-perceived barriers to reciprocal nurturing relationships (such as chronic illness, disability, mental health issues, trauma and abuse, intergenerational patterns of relating, drug and alcohol use, gambling)
- Address negative behaviour, attitudes and experiences which negatively impact on positive relationships (violence, managing conflict, past relationship grief)



DSRC Service Standards

All Drummond Street Relationship Centre employees should understand and recognise that we have both 'internal' and 'external' customers to whom we provide a service:

1. **'Internal customers'** include our work colleagues, managers, subordinates and all other Drummond Street Relationship Centre employees that we deal with.
2. **'External customers'** include our clients (individuals, families and communities), our donors, government departments, people who hire or use our facilities and our suppliers.

All Drummond Street Relationship Centre employees must fulfill their customer service obligations with the same high standards of customer service, regardless of whether the customer is a colleague or an external client. All customer relations at Drummond Street Relationship Centre should be managed using the following core set of assumptions:

- **Courtesy:** can be demonstrated through a helpful and pleasant manner and listening carefully to requests and clarifying our understanding.
- **Respect:** valuing the feelings, opinions and views of all staff and respecting constructive feedback.
- **Maturity:** demonstrating a mature and professional approach to our work in a genuine and friendly manner.
- **Confidence:** doing our job thoroughly and organising our work and systems so that they, and we, are reliable.
- **Accuracy:** developed by implementing and adhering to checking and monitoring processes.

Customer Service Standards

Drummond Street Relationship Centre is committed to provide:

- Dependable, high quality services.
- Accessible and engaging to at risk and/or non-engaging populations and does not discriminate on any basis for service
- Culturally sensitivity
- Courteous, helpful assistance.
- Provision of accurate and comprehensive information about our services.
- Providing safe services, equipment and premises.
- Confidentiality of customer information, such as records of service provision, job applications etc.

Drummond Street Relationship Centre asks that employees do not display the following behaviour towards fellow colleagues or clients:

- Aggression
- Rudeness
- Abruptness
- Intolerance
- Hostility
- Anger

All Drummond Street Relationship Centre employees should commit to meeting the following minimum service standards:

- Provide courteous, helpful assistance as required.
- If you don't know the answer, find out.
- Answer incoming phone calls in a timely and friendly manner, using an appropriate greeting.
- Respond to messages or pass information on as soon as possible.
- Maintain confidentiality and privacy of customer information.

RESPONSIBILITY

- Individual staff members
- Senior Managers
- Chief Executive Officer
- Board

SUPPORTING DOCUMENTS

A number of sources of authority are particularly relevant to service users' and other citizens' rights in relation to DSRC. These include:

1. Legislation
 - Equal Opportunity and Anti-discrimination Acts
 - Other acts specific to particular services
2. Professional codes of ethics and codes of conduct
 - Australian Association of Social Workers Code of Ethics
 - Australian Psychological Society Code of Ethics
 - Ethical Conduct in Youth Work
3. Funding and service agreements with funding bodies
4. DSRC Policy and procedure documentation