

OUR CUSTOMER PROMISE

We will uphold your rights and promise to:

Professional



- treat you with respect and dignity
- be courteous, friendly and authentic
- not make assumptions about you or your ability

Responsive



- deliver great service
- introduce ourselves and make you feel welcome
- listen and always get back to you

Open



- be transparent and honest
- respect your privacy
- welcome all feedback (good or bad) and act on it

Meaningful



- learn about you
- deliver services that support you to reach your goals
- support you to achieve independence

Inclusive



- promote inclusion and make information accessible
- support you to make your own choices
- consult with you to improve our services

Safe



- provide a safe environment
- make your wellbeing a priority
- comply with the NDIS code of conduct

Explore
potential



- focus on your ability and what you can achieve
- be innovative and open to new opportunities
- support and encourage learning and growth

CUSTOMER RESPONSIBILITIES – We ask that you promise to:

- Treat staff with respect. Activ will not tolerate verbal or physical abuse towards our teams.
- You and any visitors cannot be under the influence of drugs or alcohol whilst receiving services from Activ.
- You must notify us immediately when your support needs or contact information changes.
- When you receive a new funding plan or a change is made, you must notify us.
- You are required to pay all invoices on time. If you are facing financial hardship, contact us immediately to make a plan.
- When there is a problem, let us know and be willing to work together to come to a solution.