

At Junction Australia, we recognise the inherent dignity of every person and the importance of demonstrating this in all that we do and say.

We are committed to delivering high quality, flexible and responsive services that are underpinned by our core values of:

RESPECT **TRUST** **Inclusion** *Integrity*

We show respect by:

- Communicating with courtesy, patience, professionalism and taking the time to listen to you
- Acknowledging your experiences, views and culture and giving you information about any options available to you
- Being honest and open with you about things that may affect you
- Keeping personal information about you confidential. While this is subject to any overriding legal requirements we have to share information to keep you or other people safe, we show respect by following legal procedures properly and with integrity
- Keeping our appointments with you and keeping you informed if a situation changes
- If you leave a phone message for us, returning your call within 2 business days*
- If you send us an email or letter, replying to you within 2 business days*

We show trust by:

- Appreciating that you are best positioned to know what your needs are, and how your needs might be met
- Letting you choose from the options available to you in your situation
- Following the South Australian Information Sharing Guidelines for Promoting Safety and Wellbeing when dealing with confidential information about tenants

*We respond to maintenance requests in priority of urgency, from the day and time you report the issue. Please refer to our Repairs & Maintenance Priority Guide for more information

We show inclusion by:

- Welcoming your feedback, including your ideas, complaints and compliments and giving you a variety of ways to provide your feedback
- Involving you in decisions that need to be made about your tenancy and keeping you informed during the decision making processes
- Treating you fairly and without discrimination by making sure our services are open to eligible people regardless of their characteristics, preferences or culture

We show integrity by:

- Being transparent and accountable for what we do - even if we make mistakes
- Acting without bias and pre-judgement, while demonstrating flexibility to ensure equal opportunity and responsiveness to different needs
- Consistently fulfilling our legal obligations, following best practice standards and ensuring our own policies and procedures are adhered to in our service delivery
- Letting you know when we are unable to provide the services and support you need, and doing our best to assist you to find alternative services
- Providing you with accurate and relevant information
- Taking breaches of this charter and your complaints seriously