

Ability WA Commitment



This document lists the promises our customers and our staff have with each other about how we will work together and how we will treat each other.



This document is signed by:

- Our customers before starting services.
- Our staff when they start working at Ability WA.



You will be asked to sign this when you choose to use our services.



It is important we understand how we can work **together** to build a positive relationship.



Ability WA promises to:

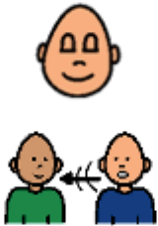
- Be respectful and compassionate.
- Be welcoming and professional.
- Listen to your questions, concerns and suggestions and answer as soon as we can.
- Give you information about our services in an Easy English document.
- Give you trained staff to work with.
- Give our services in a safe environment.





- Treat you as an individual.
- Follow the UN Convention on the Rights of People with Disabilities and National Quality and Safeguarding Framework.

You promise to:



- Be honest and respectful.
- Be open to talk about how we will best reach your needs and goals.
- Be willing to tell us where we can be better and give us time to make changes.

By signing this document, you and Jacquie confirm that you both have a full understanding of the Ability WA Commitment and how we will work together.

A handwritten signature in blue ink that reads "Jacquie Thomson".

Jacquie Thomson
Chief Executive Officer

Customer details:

If the person signing the form is not the customer, please provide the customer's details below. The customer is the person having services at Ability WA.

Customer's Full Name	
Date of Birth (DD/MM/YYYY)	
Mobile Number	
Other Phone	
Email address	

Name and Signature of person giving consent	
FULL NAME (please print)	
Please Tick	
<input type="checkbox"/>	Customer
<input type="checkbox"/>	Customer Representative*
<input type="checkbox"/>	Legally Appointed Guardian
Signature	
Date	
Address	
Mobile Number	
Email	

*Note: For customers aged 18+ with limited decision making capacity, or 18+ without decision making capacity, a Customer Representative includes: An Enduring Guardian, Guardian, Spouse / Defacto, Adult son or daughter, Parent, Sibling, Unpaid primary care giver, Other person with close personal relationship. For a customer aged under 18 years, a Customer Representative includes a Parent or Guardian, or the nominated person in the Guardianship Protection Order.