

THE TIPPING FOUNDATION

A Bill Tipping legacy working together with Vista

The Tipping Way

Service Model and Client Charter



We work
together so
everyone has
a fair go

The Tipping Way Service Model

1

How will we work with you?

We will listen to you, give you good information and connect you with people and services.



2

How can we work together?

We will talk to you and get to know what you want and need.



3

Planning to meet your goals.

We will work on a plan that is just for you. Your family, carers and others can take part in the planning.



4

Are we on track?

We will make sure everything is going well.



5

You've achieved your goals. What next?

Once you have achieved your goals you may like to set new ones.



Client Charter – Our commitment to you

1 How will we work with you?

- We will give you the information you need in a way that makes it easy for you to understand.
- We will make sure the places where we work are accessible for everyone.
- We will make sure you know all about your rights.
- We will tell you how our services can help you reach your goals.

2 How can we work together?

- Your privacy is very important so we will protect any information you give us.
- There will be one person at The Tipping Foundation who will be your best contact.
- We will pay attention to your individual needs.
- We will pay attention to your cultural needs.
- We will make sure your needs are met.

3 Planning to meet your goals.

- We will work with you to:
 - set goals
 - make a plan for reaching your goals.
- You will make choices and decisions that help you reach your goals.
- We will work with the people you want to help you reach your goals.
- We will work together to find a way to track the progress you make towards reaching your goals.

4 Are we on track?

- We will make sure we talk to you about how you are going.
- What you think is important to and we want you to tell us how we can make our services better.

5 You've achieved your goals. What next?

- When things change we will work with you to set new goals.
- We want to give you new and exciting options for the things you will do in the future.
- We will help you if you want to look at new services.

THE TIPPING FOUNDATION

A Bill Tipping legacy working together with Vista

Our Value

Respect

We respect each other by:

- Believing in human potential
- Acting with integrity
- Listening actively
- Learning and developing through experience



We know
NDIS
Just ask us!

Connect with us via:

 facebook.com/ewtipping

 [linkedin.com/
company/ewtipping](https://linkedin.com/company/ewtipping)

 twitter.com/ewtipping

tipping.org.au

Email info@tipping.org.au