Customer Service Charter

Our Vision

Welcoming communities that value, respect and empower people with disability.

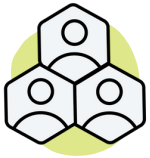
Our Mission

Helping people live great lives.

We Believe

Everyone Belongs.

Our Core Values



Individuality:
Valuing people, employees, partners and services

Empowerment:
Valuing abilities, goals and learning

Respect:
Valuing choice, culture and diversity

Belonging:
Valuing relationships and shared places

interchange
Everyone belongs

Get in Touch with Us:

Visit our website:
www.interchangewa.org.au

Speak to a friendly Interchanger

Call us:
(08) 9329 9399

Send us an email:
enquiry@interchangewa.org.au

Our Commitment To You

- Treat you with dignity, courtesy and respect
- Give you choice and control over your services
- Communicate openly and honestly with you
- Listen to your feedback and resolve problems quickly

Your Commitment To Us

- Let us know how you wish the supports to be delivered to meet your needs
- Respect our employees and other people we support
- Talk to us if you have any concerns about your supports