

CLIENT SERVICE CHARTER

The Committee and staff of Albury Wodonga Volunteer Resource Bureau Inc are committed to abiding by the principles set out in this Charter, to ensure that our services are of a consistently high standard and founded on client satisfaction.

We will provide our services without discrimination, irrespective of a client's country of birth, language, culture, race, religion, age, disability or gender. In all our dealings we will strive to be informative, helpful and efficient, while at all times acting with due care and diligence.

What our clients can expect:

- To be treated courteously, sensitively, openly and honestly
- To be provided with accurate, consistent, timely and clear information
- To have suggestions and complaints taken seriously and learnt from
- To be looked after by trained staff
- That the information provided to us will be kept absolutely confidential, as required by the Privacy Principles set out in the *Privacy Act 1988*, a copy of which is available to view on request on line
- That an interpreter will be arranged should one be needed to use our services
- That all Australian laws will be respected and adhered to in our dealings

Help us help you:

So that we can provide a high quality service, it is essential that you:

- give us accurate and complete information about your circumstances
- let us know as soon as possible if you cannot keep an appointment
- let us know if you need an interpreter
- be courteous to our staff

If you are dissatisfied with our service or would like to suggest a change:

- Please discuss the issue with the person who provided the service
- If you would prefer not to discuss the matter with the person concerned or you feel he/she has not resolved the issue, please contact the Manager by telephone on **02 60210990** or fill in a client feedback form located in the waiting area or a letter addressed to the Committee of Management.
- Anonymous complaints will be treated equally, but identifying yourself will enable us to respond to your concerns