

**Our vision is to help every client live their best life. We are here to help.**

**Our Customer Service Charter outlines our commitment to you and what you can expect in your interactions with us.**



DUNGOG & DISTRICT

**Neighbourcare**

*Your helping hand at home*

## Customer Service Charter

### Our Customer Service Principles



**Responsive:** we will respond to you promptly. We aim to respond to phone enquiries, emails and mail correspondence within one working day and provide accurate and up to date information when you need it.



**Professional:** we will always treat you with courtesy and respect. Our services will be delivered with integrity and honesty.



**Accountable:** we will explain our services, so you understand their benefits and how they meet your needs. We will fulfil our obligations under the various laws, regulations and standards we operate within. You will receive the same excellent standard if you receive services from a third party on our behalf.



**Transparent:** we are open and transparent about our processes. We publish all our service information on our website. We aim to provide consistent and clear information across our communication channels. Our staff must disclose possible conflicts of interest. We will give you access to your personal information and provide timely and accurate information to help you make informed decisions.



**Consultative:** we will foster a coordinated and integrated approach to delivering our service. We aim to tailor our services to your needs, including linkages and referrals to other agencies.



**Innovative:** We will use your feedback to inform our decisions. We will be innovative in designing new and improved ways of delivering services.

### Our Staff

At ADSSI, we recognise that our staff and volunteers are the backbones of the organisation. Our staff and volunteers are skilled, motivated, professional and courteous. A happy, skilled, and well-supported workforce helps ensure that our clients receive the best care and services possible. In providing services to you, we will ensure that our staff and volunteers:

- deliver quality service with courtesy and respect;
- are well supported and trained;
- are committed to and have the capability to understand your needs;
- have up to date knowledge of policy, and follow current procedures and practices;
- protect any confidential information you provide; and
- communicate openly and honestly promptly.

### If we don't meet your expectations

We encourage you to give us feedback about the care and services you receive from us, including when you are unsatisfied. We are committed to ensuring all complaints are taken seriously and handled efficiently, fairly and confidentially.

**If the service received does not meet your expectations, please tell us as soon as possible by calling us on 4992 3348 or email us at [info@neighbourcare.org.au](mailto:info@neighbourcare.org.au)**

**ADSSI**  
Limited

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