

## **Bundaberg and District Neighbourhood Centre Settlement Grants Program Client Service Charter**

The staff of the ***Bundaberg and District Neighbourhood Centre*** 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 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:***

- a) To be treated courteously, sensitively, openly and honestly
- b) To be provided with accurate, consistent, timely and clear information
- c) To have suggestions and complaints taken seriously and learnt from
- d) To be looked after by trained staff
- e) That the information provided to us will be kept confidential. However, to ensure that we are accountable for the funding that we receive from the Australian Government, we may be required to disclose your personal information to the Australian Government and to other persons in the context of the services provided to you. Where we do so, we will make sure that we comply with the requirements of the *Privacy Act 1988*, a copy of which is available on request.
- f) That an interpreter will be arranged should one be needed to use our services
- g) 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:

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

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

- a) Please discuss the issue with the person who provided the service or their Manager or Supervisor
- b) If you would prefer not to discuss the matter with the person concerned or their Manager, or you feel he or she has not resolved the issue, please contact us by telephone on **07 4153 1614** or drop a written note into the Suggestions Box in the waiting area.
- c) Anonymous complaints will be treated equally, but identifying yourself to us will enable us to respond to your concerns.