

Customer Service Charter

Policy Ref: C124

Version:	1.0.3	Created Date:	10/09/2015
Created By:	Pauline Samantha	Approved By:	CEO
Last Modified By:	Alicia Briston	Last Modified Date:	14/02/2024

PURPOSE

Emphasises to staff the importance of customer service to achieve efficiency, professionalism and integrity in the carriage of their duties. In practice this means that employees are required to be courteous, considerate and sensitive to the needs of their clients at all times.

SCOPE

All YRHAC employees.

POLICY

At all times YRHAC will

- deal with clients in a polite and helpful manner
- constantly look for ways in which YRHAC service can be improved
- listen to clients and take their views into account
- provide clients with sufficient information
- treat client fairly and take into account clients' particular needs
- respect clients' right to confidentiality.

Customer service charter

Our Service Guarantee. All customers and tenants can expect:

Access

As a service provider, YRHAC will make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person's country of birth, language, culture, race or religion.

Equity

As a service provider, YRHAC will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them.

Communication

As a service provider, YRHAC will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Providers shall also consult with their clients regularly about the adequacy, design and standard of services. YRHAC is committed to developing and maintaining ongoing dialogue and good relationships with our residents, Indigenous communities, and the wider community.

Responsiveness

As a service provider, YRHAC will be sensitive to the needs and requirements of clients from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.

Effectiveness

As a service provider, YRHAC will be focused on meeting the needs of clients from all backgrounds.

Efficiency

As a service provider, YRHAC will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.

Accountability

YRHAC has guidelines and procedures in place to ensure compliance with its policies and with good corporate governance practices.

As a service provider, YRHAC will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

PROCEDURES

All YRHAC staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.

Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by YRHAC in consultation with people from those backgrounds.

YRHAC shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.

YRHAC shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.

YRHAC shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators.

YRHAC shall, where appropriate, consult with other providers and government agencies to ensure coordination of services appropriate to clients' needs.