

Client Charter

Last Updated Tuesday, 12 May 2009

Client Charter

Introduction

This Client Charter sets out the commitment of ISS to provide our clients with quality services. To help you understand what to expect from ISS, the Charter sets out the service standards by which we operate. It also explains what we expect from you as a client.

What we do

ISS Australia provides casework and advocacy services for children, families and individuals who are separated by international borders. We work in partnership with other members of the international ISS network who are located in more than 160 countries world-wide.

Our commitment to you

We will provide you with a quality service where we:

- Treat you with courtesy and respect
- Provide a clear explanation of the services you will receive
- Collect, store, use and disclose your personal information only in accordance with our Privacy Policy

Our services standards

The staff and management of ISS are committed to providing a service that is timely, open, accountable and responsive to your needs.

As a client, you can expect the following from ISS Australia:

- The highest quality of service, irrespective of your race, gender, religion, age, marital status, disability or sexual preference
- Access to an interpreter if you need one and written materials provided in your preferred language, subject to availability of funding
- The opportunity to participate, whenever possible, in decision making for your case
- Your privacy and confidentiality will be respected in accordance with our Privacy Policy.

What we ask from you

- Treat ISS staff with respect and courtesy
- Provide us with adequate and correct information so that we can deliver the best possible service to you
- Attend appointments at the agreed time and if you cannot attend, let us know as soon as possible that you need to reschedule
- For those services that have fees associated with them – pay your fees promptly, when payment is requested
- ISS staff have the right to refuse to provide you with services or to discontinue service provision if you are abusive or violent towards us.

Privacy and confidentiality

All information you provide to ISS is treated with confidentiality, in accordance with our Privacy Policy. This policy explains the nature and limits of confidentiality and ensures that ISS complies with privacy laws at all times. For a copy of our Privacy Policy, please see our website, www.iss.org.au, or ask us for a copy.

Suggestions and complaints

We welcome your feedback on what we do and how we can improve our services. If you are not satisfied with our dealings with you, please tell us so that we can continually improve.

Client feedback is sought regularly through our Client Feedback Form. If you wish to give us feedback at any time, please ask us for a form.

We are committed to providing quality services to all our clients but understand that sometimes people may be dissatisfied. If you are not happy with our services, you should speak to your caseworker about this.

If you prefer, you can write to the Executive Director who will carefully consider your concerns and respond within two weeks. If you are still dissatisfied, you can write directly to the President of ISS Australia who will respond within one month.

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