

CLIENT SERVICE COMMITMENT



YWCA
CANBERRA

We value our clients and have developed a clear set of standards which outlines our commitment to providing excellence in customer service. It is expected that all staff, volunteers and managers actively pursue the consistent provision of excellence in customer service and that this forms a key component of team and individual work plans.

Confidentiality applies to the relationship of confidence. Confidentiality ensures that information is accessible only to those authorised to have access and is protected throughout its lifecycle. Confidential information may be marked as such or deemed confidential by its nature, e.g. it is information that is not available in the public domain.

Client service values

We will treat our clients, service users, partners and stakeholders with respect, empathy, equality, diligence and a sense of responsibility. Our customer service values aligned with our organisational values of courage, equality, respect, inclusion, reconciliation, responsibility.

What can clients expect from YWCA Canberra?

Quality responsiveness

We will attend to clients as quickly as possible. This means that:

- staff will be positive and helpful in response to enquiries from clients and will endeavour to provide accurate advice and answer questions in a timely manner.
- we will respond promptly to all letters within five (5) working days and emails within three (3) working days
- if you have positive feedback, we will ensure the information is passed to the relevant team member and their manager
- if a complaint is lodged we will work with you to understand and address your concerns.

Please ask for a copy of our complaints process for more information.

Fair and equal services

Our staff are aware of the diversity of our communities. We will provide services in a fair and equitable way that take account of diversity, such as gender and gender expression, culture, race and religion.

Because we want everyone to be treated fairly, we will ensure we have premises, communications and facilities that can be accessed easily.

Accountability

We will provide clients with up-to-date and accurate information. Whenever possible, our staff will explain our decision-making processes. If we cannot assist you, we will do our best to refer clients to someone who can. We will include our clients in the review of policies which affect them and will include feedback from clients in our continuous improvement process.

Confidentiality

We will treat personal and confidential information with sensitivity. We will collect, store and use personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent. For more information please ask for a copy of our Privacy Policy.

You can help us by

- telling us about what you need or ways we can work together better
- always acting respectfully and safely towards other people using the service and towards staff and volunteers
- giving us accurate information about yourself and your situation
- telling us if things change or if you cannot keep an appointment or commitment
- telling us what you think about our services and getting involved
- provide us with honest, constructive feedback on our service.

Tell us how we are doing

Your comments, ideas and feedback will help us improve our programs and services. If you have a complaint, we appreciate you providing us with the first opportunity to resolve it. We will handle comments, complaints or enquiries made via YWCA Canberra's social media such as Twitter and Facebook in accordance with a separate social media policy, not the Service Charter. If you have feedback about our service, please let us know.

We want to ensure we receive and respond to your feedback, so there is a range of contact options:

- talk to a staff member
- email us at canberra@ywca-canberra.org.au
- submit a feedback contact form via www.ywca-canberra.org.au
- call us on **(02) 6185 2000 (Monday to Friday 9:00am - 5:00pm)**.
- write to us at **YWCA Canberra GPO Box 767, Canberra ACT 2601.**

