

CLIENT SERVICE COMMITMENT



We value our clients and have developed a clear set of standards which outlines our commitment to providing excellence in customer service and guides staff in the consistent provision of a quality service.

Client service values

We treat our clients, service users, partners and stakeholders with respect, empathy, equality and a sense of responsibility. Our customer service values align 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 endeavor to provide accurate advice and answer questions in a timely manner.
- we will respond promptly to 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.

Fair and equal services

We are part of a diverse community, and we 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 communications and facilities that can be accessed easily.

Accountability

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

Confidentiality

We treat personal and confidential information with sensitivity. Confidentiality ensures that information is accessible only to those authorised to have access to it and that it is protected. We collect, store and use personal and confidential information responsibly. 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
- 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

Tell us how we are doing

Your comments, ideas and feedback helps us improve our programs and services. If you have a complaint, we appreciate you providing us with the first opportunity to resolve it. 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 or ask to speak to a manager
- email us at quality@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.
- Submit feedback via our online portal using the QR code provided

