



Client Charter

"The charter is Our Commitment to you to continually improve Our Services to Meet Your Needs."

"Subject to Eligibility Qualifications as a Client of GGAC the following Entitlements and Obligations Apply"

In Providing Our Services You Can Expect That We Will:

- Deal with you in a friendly, courteous and professional way.
- Be fair, equitable, and unbiased in our service.
- Have staff who are fully informed on the provision of our services.
- Respond to your enquires and complaints in an accurate and timely manner.
- Treat your information confidentially; your personal information will only be made available with your permission or, for example, where there is a legal requirement to do so.
- Take into account any special needs you identify.
- Keep you informed about GGAC matters that involve you.

YOUR RIGHTS

You have The Right to:

- Expect high quality service that you qualify for.
- Health treatment based on clinical need regardless of your ability to pay or health insurance status.
- Receive family and community services according to available resources.
- Expect provisions of safe facilities and services.
- Receive information about decisions relating to the service you receive and the right to further information on request.
- Access to your personal records through Freedom of Information.
- Treatment with respect, dignity and consideration for privacy.
- If necessary, to have an advocate present while receiving service from GGAC.



- Services provided in a culturally respectful and sensitive way.
- An opportunity to discuss any questions or complaints you may have concerning GGAC service delivery (through GGAC complaints process).
- If unsatisfied with first stage of GGAC complaints process seek independent complaints organisation.

Your Responsibilities

You Have The Responsibility To:

- Work with the Co-operative by providing relevant information about your situation and circumstances that may influence your service.
- Treat Staff in a respectful, considerate and non aggressive manner.
- Understand the limits of our service and finite resources.
- Provide any feedback that will help us improve our service and solve problems.
- Respect and care for the Co-operative property and facilities.
- Keep staff informed about personal arrangements that may effect your appointments and services.

Communication:

- We will respond promptly and seriously to all complaints received. We are committed to rectifying problems.
- If you are not satisfied with our service and you cannot resolve the issue with the person you are dealing with you are entitled to make an official complaint that must be in writing to either the CEO, Secretary of the Board or Chairperson. You may ask for assistance in writing the complaint.

Dealing with Complaints:

- Talking to us and keeping us aware of your situation is the best way of obtaining good service.
- GGAC has implemented a complaints procedure that is open and transparent.
- The implementation of GGAC complaints procedure enables varies stages for community to have satisfied their concerns.



Steps for complaints procedure:

1. All community members are justified in submitting complaints to GGAC and expect expedient resolve; *it is asked that complaints that are lodged have foundation and not the result of misunderstanding or conjecture.*
2. Submit your complaint in writing outlining;
 - a. Person/s or circumstance that you wish to complain about.
 - b. As best you can provide date and times of the circumstances you wish to bring to the attention of the CEO, Secretary of the Board or Chairperson.
 - c. Provide as best you can as much detail regarding the circumstances behind your complaint.
 - d. Seek permission from other person's aware first-hand of their awareness of the circumstances behind your complaint.
3. You may use a client feedback form found at reception counter or by requesting feedback form from the person at reception.
4. Send a detailed letter addressed either to;

CEO, Secretary of the Board or Chairperson
Private and Confidential
PO Box 523,
Horsham Victoria 3402
Or
Hand to person sitting at reception

