

ISS Australia – Client Charter

Introduction

This Client Charter sets out the commitment of ISS Australia to provide our clients with professional and quality services.

To help you understand what to expect from ISS Australia, 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 legal, social work, mediation and tracing services for children, families and individuals who are separated by international borders.

We work in partnership with members of the international ISS network who are located in more than 130 countries world-wide.

Our commitment to you

We will provide you with a quality service where we:

- Treat you with courtesy, respect and without harassment
- Provide a clear explanation of the services you will receive
- Act in a professional manner in accordance with our code of conduct and various professional regulatory standards
- Respect the different backgrounds and experiences of our clients
- Collect, store, use and disclose your personal information only in accordance with our privacy and data integrity policies.

Our services standards

The staff and management of ISS Australia are committed to providing a service that is professional, high quality and responsive to your needs.

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

- Professional and responsive services from our staff
- The opportunity to participate, whenever possible, in decision making around your case
- Your privacy and confidentiality to be respected in accordance with our privacy and data integrity policy
- Non-discrimination and equitable service with regards to attributes such as race, gender, religion, age, marital status, disability, and sexual preference
- Access to an interpreter if you need one; written materials may also be provided in your preferred language, subject to any funding constraints.

What we ask from you

ISS Australia will act professionally with you at all times and expects the same from our clients. ISS Australia asks the following from all of our clients:

- Treat ISS Australia staff with respect and courtesy and without harassment or intimidation
- Provide ISS Australia 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 by the due date.

ISS Australia has the right to refuse or to discontinue our services to you if you are abusive or violent towards us. While we recognise that many of our clients are in complex situations and may become emotional, personal abuse or violence cannot be tolerated as it breaches our overriding responsibilities to provide our staff with a safe working environment.

Privacy and confidentiality

All information you provide to ISS Australia is treated with confidentiality, in accordance with our privacy and data integrity policies. These policies outline how ISS Australia protects your privacy and personal information and also explain 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 professional and high-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 CEO who will carefully consider your concerns and respond within a reasonable period. If you are still dissatisfied with their response, you can then write directly to the President of ISS Australia who will respond within a reasonable period.