



# BRAIN INJURY ASSOCIATION OF TASMANIA

*A voice for brain injury in Tasmania*

## Customer Service Charter

*"excellent customer service is the ability of an organisation to constantly and consistently exceed the customer's expectations"*

### Who We Are

The Brain Injury Association of Tasmania (BIAT) is the peak body formed to monitor and support the long term needs of people living with or affected by brain injury in Tasmania.

BIAT's vision is 'improved quality of life for all Tasmanians impacted by brain injury'; our mission is to be recognised as the authoritative and credible voice on brain injury in Tasmania.

The Association has three key strategic objectives:

- build strategic partnerships and undertake collaborative work to provide a strong voice for people affected by ABI;
- drive changes to improve the lives of people living with or affected by ABI; and
- raise community awareness of acquired brain injury (ABI) and its impacts.

BIAT advocates for Tasmanian Government policies, programs and services that reflect the needs and priorities of people living with or affected by brain injury. It provides input into policy, legislation and program development through active contact with Tasmanian Government ministers, parliamentary representatives, Tasmanian Government departments and agencies, and other disability and community organisations.

BIAT has a key role in activities that contribute to a community that is more informed about acquired brain injury (ABI). Through the provision of training, education and resources, BIAT works to promote awareness and understanding of the impact of ABI to families, communities, and service providers.

BIAT is also focused on ensuring that the Australian Government's proposed National Disability Insurance Scheme (NDIS) truly reflects the lived experience of ABI, in all its disparateness and diversity.

With our peak role and focus on ABI, we seek a society where:

- people affected by ABI feel understood, respected, and included;
- laws and systems are just and fair, and people with ABI access them without discrimination;
- health and community services for people with ABI are respectful, responsive, and meet demand;
- people with ABI participate fully in community life; and
- the incidence of ABI is much reduced.

The Association is managed by an independent Committee of Management of seven members who have been appointed for their mix of community and business skills, knowledge and experience specific to brain injury. The Committee of Management is supported by two staff, a full-time Executive Officer and a part-time Project Officer, who manage the day-to-day operations of BIAT. While the BIAT office is based in Hobart, we provide services to all regions of Tasmania.

BIAT receives re-current funding from the Department of Health and Human Services (Disability Services). Upon application, BIAT also receives annual funding from the Motor Accident Insurance Board Injury Prevention and Management Foundation.

## Philosophy

The Brain Injury Association of Tasmania operates under a community development philosophy. In broad terms, this means that BIAT aims to provide people living with or affected by brain injury in Tasmania with access to information, resources and services that encourage them to develop skills and make choices which allow them to build community support networks and control their own lives.

## Service Charter

At BIAT we are constantly striving to improve our service and forge closer relationships with the people we support and our key stakeholders. This Service Charter is an expression of our commitment to improving our services and communication with you. Our Service Charter sets out the range and standard of services provided by the Brain Injury Association of Tasmania.

The people BIAT support include:

- Individuals with acquired brain injury
- Family members and/or carers of people with acquired brain injury
- ABI service providers
- Members of the community who have an interest in acquired brain injury
- Organisations seeking training provided by BIAT
- Professional, academic and/or scientific bodies

BIAT's stakeholders include:

- Our funding bodies
- State Government agencies
- BIAT members
- BIAT Committee of Management

## Customer Service Standards

The Brain Injury Association of Tasmania, as a public funded agency, will provide high quality services in response to the needs of the community. To the best of their abilities staff will:

- Know and uphold the philosophy, mission statement and policies of the Brain Injury Association of Tasmania;
- Maintain a high standard of professional conduct;
- Maintain the highest ethical standards of honesty and fairness;
- Offer a flexible service which is responsive to individuals, families and other organisations who may use BIAT's services;

- Provide services which respect people's self-worth and dignity, preserving their autonomy and promoting their capacity for free choice;
- Ensure that services are accessible and equitable for people who may need them;
- Ensure that people with special needs are not disadvantaged in accessing BIAT's services
- Provide information that is accurate, reliable and in plain language;
- Produce material that is easy to understand, accurate and up-to-date;
- Recognise how personal values, opinions and biases can affect professional judgment;
- Be responsive to the needs of the community as they are known within the boundaries of the services BIAT provides;
- Respect people's individuality;
- Respect the confidentiality of information provided to us and ensure that access is properly controlled;
- Maintain the professional boundaries of the customer/worker relationship
- Respect colleagues and support them in maintaining our customer service charter; and
- Remain open to new ideas and suggestions from others and be willing to learn and implement as appropriate.

## When working with you we aim to:

- Always listen to you, talk to you and treat you with courtesy, respect and in a just and fair manner;
- Provide accurate, relevant, quality, timely and impartial information and/or referral;
- Answer telephone calls quickly and transfer a caller no more than once to have a query answered;
- Ensure that people attending the Association's office are acknowledged and assisted, recognising that in some instances the office may be unattended.
- Return telephone messages within 2 working days; and

- Respond to the vast majority of all written communications within 48 hours but in some cases involving more complex issues, or where research is required, we will aim to respond within 7 days.

### Help us to help you

BIAT staff members are committed to providing people with a high standard of service. To help us do this, we ask that you:

- Treat our staff with courtesy and respect
- Respond to reasonable requests for information in a timely manner
- Provide us with up-to-date information that is relevant to the service you seek
- Be actively involved in our consultation and planning processes
- Provide us with constructive feedback

### Feedback

Even with the best intentions, things sometimes go wrong. If our service to you does not meet the standard you expect, or if you want to tell us about any suggestions on how we might improve our services, please let us know by one or more of the following methods:

- Discuss the matter with a member of staff who will assist you or refer you to the appropriate person - Phone: FREECALL 1300 BIA TAS (1300 242 827)
- Write to or email the Executive Officer - Write: The Executive Officer, Brain Injury Association of Tasmania, PO Box 4580, Bathurst Street Post Office, Bathurst Street, Hobart, TAS 7000 or Email: [eo@biat.org.au](mailto:eo@biat.org.au)
- Write to the President - The President, Brain Injury Association of Tasmania, PO Box 4580, Bathurst Street Post Office, Bathurst Street, Hobart TAS 7000

## Confidentiality and Privacy

The Brain Injury Association of Tasmania is committed to the protection of customer personal information. BIAT is subject to the requirements of the Privacy Act 1988.

## Service Excellence

Our Charter will be reviewed and updated regularly to ensure that we continue to meet people's needs.