

ISS AUSTRALIA CLIENT CHARTER

INTRODUCTION

ISS Australia's Client Charter sets out our commitment to providing our clients with 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 casework services for children, families and individuals who are separated by international borders. We work in partnership with other members of the international ISS network who are located in more than 140 countries worldwide.

OUR COMMITMENT TO YOU

We will provide you with a quality service where we:

- Treat you with courtesy and respect
- Provide a clear explanation of the services you will receive
- Collect, store, use and disclose your personal information only in accordance with our Privacy Policy.

OUR SERVICE STANDARDS

The staff and management of ISS Australia are committed to providing a service that is timely, open, accountable and responsive to your needs.

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

- The highest quality of service, irrespective of your race, gender, religion, age, marital status, disability or sexual preference
- Access to an interpreter if you need one and written materials provided in your preferred language, subject to availability of funding
- The opportunity to participate, whenever possible, in decision making for your case
- Your privacy and confidentiality will be respected in accordance with our Privacy Policy.

WHAT WE ASK FROM YOU

- Treat ISS Australia staff with respect and courtesy
- Provide us 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 promptly, when payment is requested
- ISS Australia staff have the right to refuse to provide you with services or to discontinue service provision if you are abusive or violent towards us.

PRIVACY AND CONFIDENTIALITY

All information you provide to ISS Australia is treated with confidentiality, in accordance with our Privacy Policy, which can be found on our website. This policy explains the nature and limits of confidentiality and ensures that ISS Australia complies with privacy laws at all times.

FEEDBACK & COMPLAINTS

We welcome your feedback on what we do and how we can improve our services. If you are not satisfied with the services we've provided to you, please tell us so that we can address any problems and improve our services. Client feedback can be provided to us in the "Contact Us" section of our website. If you prefer, you can address your feedback to the relevant service manager or contact our Chief Executive Officer. Our contact details are available on our website.