



# Disability Services

## Information Sheet

### Customer Service Standards

Striving for excellence in customer service is important to the Department for Families and Communities.

#### Respect for People

We will:

- ▶ respect cultural and religious diversity
- ▶ respond to your cultural and language needs
- ▶ ensure that people with disabilities have access to our services.

#### Friendly and Helpful

We will:

- ▶ talk with you politely
- ▶ speak clearly and plainly
- ▶ listen and respond carefully and respectfully
- ▶ provide or link you with services that can help you.

#### Prompt and Efficient

We will:

- ▶ help you as quickly as possible
- ▶ provide clear and accurate information as quickly as possible
- ▶ keep appointments or contact you if delayed
- ▶ do what we say we will do.

#### Fair and Respectful

We will:

- ▶ be sensitive, open and honest
- ▶ maintain your privacy\*
- ▶ keep you informed and explain our decisions
- ▶ apply our policies consistently
- ▶ inform you of your rights and responsibilities
- ▶ provide you with opportunities to give us feedback.

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\* Except as required by legislation, a court order or the State Government Information Privacy Principles

## How you can help us

We ask you to:

- ▶ let us know if you can't keep an appointment
- ▶ provide us with accurate and up-to-date information
- ▶ tell us when your circumstances change
- ▶ tell us how we can improve our customer service
- ▶ treat our staff with respect
- ▶ let us know if you have a disability or need extra help.

## Improving our Service

We will:

- ▶ respond to the feedback you give us
- ▶ acknowledge and endeavour to fix mistakes
- ▶ give our staff the skills and training to provide better service to you
- ▶ improve access to all services and information for people with particular needs
- ▶ regularly monitor and review our customer service standards.

## For More Information

For more information or to provide feedback, contact:

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