



OzHelp Client Service Charter

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. All OzHelp clients, including prospective clients, will be made aware of this Charter upon accessing OzHelp's services, either in hard copy or online.

About us

The OzHelp Foundation receives grant funding from government, industry regulators and philanthropists to provide services to certain industry groups. OzHelp is a not for profit service that delivers mental health and wellbeing training and education, support and counselling, and health screening in workplace settings.

The OzHelp Support Line number is open **Monday-Friday, 9am-5pm AEST (or AEDT), on 1300 694 357.**

Our Head Office is located at Unit 6/41 Tennant Street, Fyshwick 2609 ACT.

You can find information about our services on our website ozhelp.org.au or by asking one of our workers.

Our commitment to you

OzHelp values and respects its clients by providing high quality and best practice services to support them to develop optimal wellness and the capacity to attain their full potential.

What you can expect from us

When you are in contact with our organisation, we will:

- Always treat you with respect
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and its facilities
- Respect your privacy and confidentiality
- Ensure you don't face physical, sexual, emotional or verbal abuse
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly.

How you can help us

You can help us provide a quality service if you:

- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards OzHelp workers
- Provide us with feedback about our service and how we can work better.

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve OzHelp's services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can also give us this feedback by:

- Talking directly to an OzHelp worker
- Asking to speak to a more senior staff member
- Completing a feedback form at <https://ozhelp.org.au/feedback/>
- Contacting our head office on phone 02 6251 4166
- Writing to coo@ozhelp.org.au or the Chief Operating Officer, OzHelp Foundation, PO Box 1655, Fyshwick ACT 2609

You may also choose to provide your feedback anonymously, online at <https://ozhelp.org.au/feedback/>, or by completing and submitting a form into a Suggestion Box at the OzHelp's Reception's waiting room.

How we manage complaints

We want to resolve complaints openly, honestly, and quickly.

We will acknowledge your complaint and respond within ten working days.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as the ACT Human Rights Commission by calling 02 6205 2222 or writing to humanrights@act.gov.au or GPO Box 158, Canberra ACT 2601.

How you can participate in your services

We encourage our clients to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, and culturally appropriate service strategies, where needed.