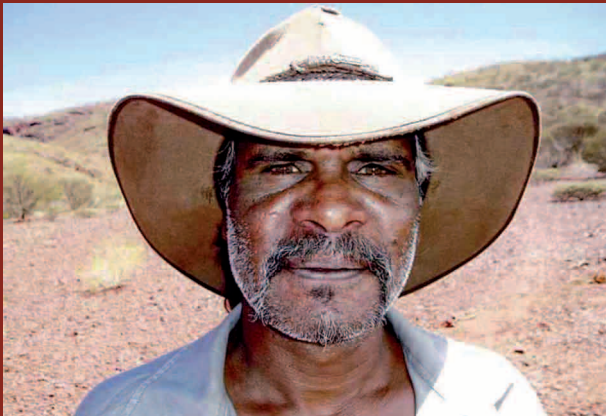


member service charter



GUMALA
Aboriginal
Corporation

(ICN: 2744)



OUR COMMITMENT TO MEMBER SERVICE

Gumala Aboriginal Corporation (GAC) is committed to the provision of timely, efficient, consistent and quality service which meets our members' expectations.

GAC places great emphasis on the efficient handling of complaints. We will always strive to meet our members' expectations.

In order to achieve this, members are encouraged to let their complaints be known to GAC and for GAC to work towards increasing member satisfaction and continuously improving its services by responding to member complaints as efficiently and effectively as possible.

WHO IS A MEMBER

In this Member Service Charter* (also known as Members' Code of Conduct), a member is a Traditional Owner who is registered on the list of current GAC members.

LORE AND CULTURE ISSUES

At all times, GAC acknowledges the importance of all aspects of Indigenous Lore and Culture issues throughout this Member Service Charter.

GAC employees undertake cultural awareness training, which provides them with a better understanding of Lore and Cultural issues.

When assisting GAC members, GAC employees will always treat members in accordance with GAC's Service Standards – but at the same time respecting the sensitivity and confidentiality of cultural issues.

OUR SERVICE STANDARDS

At all times we aim to:

- treat members courteously and with respect, and deal with members in a polite and helpful manner.
- listen to members, take their views into account, and provide members with necessary and relevant information.
- treat members fairly, take account of their particular needs, and act on our commitments in a timely manner.
- value members' privacy by treating all personal information confidentially.

When a member visits or telephones we aim to:

- attend the counter or answer the telephone promptly, courteously and deal with an enquiry directly without unnecessary referrals or transfers.
- if we cannot deal with the enquiry, we will provide the member with the name of the person the request or enquiry will be referred to – or if that information is not readily available, we will request the relevant person to contact the member directly.
- ensure that telephone calls will be returned at the first opportunity. However, where information is not readily available, verbal enquiries will be answered within five working days.

When a member writes or emails us, we aim to:

- respond to all written enquiries (excluding applications) within seven working days.
- ensure that acknowledgements are made by telephone or in writing as appropriate.
- ensure that all correspondence will be as prompt as possible, courteous and written in plain language.

COMPLAINTS

All complaints received by GAC will be taken with the utmost seriousness.

The manager of each business unit/department of GAC is responsible for handling complaints relevant to that unit/department.

Every effort will be made to resolve the complaint and provide a response within ten working days.

Experience has shown that the majority of complaints are satisfactorily resolved.

However, a person who is not satisfied with the outcome may request a review of the complaint within ten working days of receiving the original complaint's decision.

If the member is still not satisfied with the review of their complaint, the final step in the review process is to make an appeal to the Chairperson of the Board.

For all complaints, personally identifiable information concerning the complainant will be available only as needed for the purposes of addressing the complaint within the organisation and will be actively protected from disclosure, unless the member or complainant expressly consents to its disclosure.

We will take care to ensure that the reporting of complaints will not result in a member experiencing any form of victimisation or retribution as a result of the complaint.

Gumala will generally act on anonymous complaints if the matter is considered to be serious and there is sufficient information in the complaint to enable an investigation to be undertaken.

** This is an abridged version of GAC's Member Service Charter.*

OUR EXPECTATIONS OF THE MEMBER

In order to make our job easier in providing our services, we encourage members to:

- treat all GAC employees with respect.
- respect the privacy, safety and needs of other members of the community.
- provide accurate and complete details.
- phone to make an appointment for a complex enquiry or a need to see a specific GAC employee.
- phone the GAC employee nominated on correspondence sent to the member and quote the file number on the letter.

Where a member has been personally abusive or uses bad language, the communication may be terminated immediately by the employee.

The Chief Executive or the General Manager may decide to limit or cease responses to any member who is abusive in their communication to Gumala, or who fails to accept that Gumala has done all that it can to assist.

PERSONAL INFORMATION

GAC has a commitment to the protection of personal information provided by a member to GAC in accordance with the requirements of the Privacy Act 1988 (Cth.) and all other relevant legislation.

HOW YOU CAN CONTACT US

- in person by visiting GAC's offices:

**1 Stadium Road, Tom Price, WA
from 8.30am to 5pm Mon - Fri**

- by telephoning:

**1800 486 252 (1800GUMALA)
from 8.30am to 5pm Mon -Fri**

- by mail:

**Gumala Aboriginal Corporation,
PO Box 61, Tom Price, WA 6751**

- by email: gac@gumala.com.au

- by facsimile: **(08)9188 1846**

- by visiting our website: www.gumala.com.au

“all together”

GUMALA