

Customer Service Charter

Our obligations under the Single Charter of Aged Care Rights and Australian Consumer Law

In addition to our obligations under the single charter of Aged Care Rights and Australian Consumer Law, Home Nursing Group has adopted the following Customer Service Charter.

Home Nursing Group:

- Believes older people deserve to be treated with respect always, befitting their dignity and status as elders in our communities, with wisdom, experience and stories to share
- Provides our customers with information and support to make choices and decisions about their own lives and their care services
- Listens to our customers and responds to their needs and goals
- Protects the privacy and confidentiality of all customers
- Delivers high-quality, safe, accountable and responsive services
- Does not discriminate on the basis of race, gender, marital status, sexual orientation or disability
- Welcomes and values all feedback, positive and negative

Home Nursing Group Service Standards

- Friendly, courteous, professional and respectful service
- Staff identification by personal introduction or name badge
- Prompt handling of all enquiries
- Less than two minutes waiting time on all calls
- Responding to telephone messages in an appropriate and timely manner
- Telephone advice in advance of any temporary change to your service times
- Consultation before any significant changes in how we deliver your services
- Acknowledgement of all correspondence within one working day, indicating when a full reply can be expected and the name of a person to contact for ongoing enquiries
- All complaints or concerns to be registered and investigated
- All complaints to be acted on, or acknowledged within seven working days
- The right of all customers to escalate complaints or concerns should they not be satisfied