

## Contact DUO

**T** 6287 2870 **F** 6287 2680  
**E** support@duo.org.au

PO Box 3510  
MANUKA ACT 2603

25 Blaxland Cres  
GRIFFITH ACT 2603



duo.org.au



## Advocacy

It's your right to access an advocate of your choice.

If you need assistance to access support from other services or agencies, speak to your Coordinator or Manager for details.

## Comments, Compliments & Complaints

We value your comments and are always pleased to receive ongoing feedback on what we're doing right and what we can be doing better.

Contact **DUO**:

**T** 6287 2870

**E** support@duo.org.au

Alternatively, contact the **ACT Health Services Commissioner**:

**T** 6205 2222

**E** human.rights@act.gov.au

# CUSTOMER SERVICE CHARTER

duo.org.au

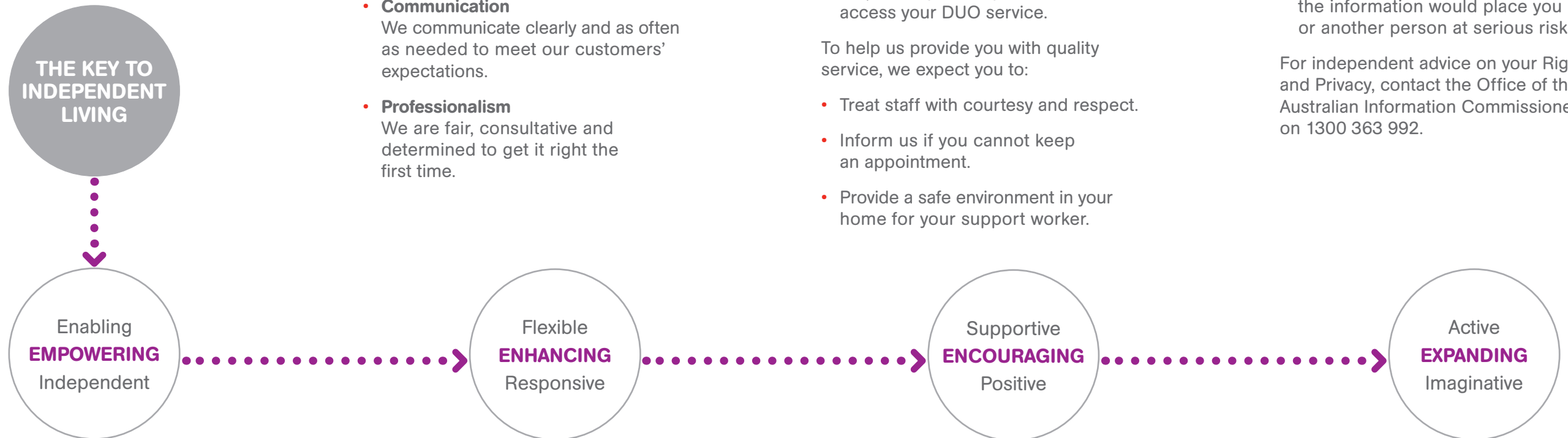


## Welcome

*DUO is a leading provider of personal, home and community support services in and around Canberra.*

Every year we make a positive difference by delivering quality flexible services to more than 4000 people in our community. We do this through supporting the independence and quality of life of all people, including children and adults with disability, those living with mental health conditions, those who are frail and elderly, and their families and carers.

## Values



## Our Customer Service

We pride ourselves on our responsiveness to our customers' preferences – you're in safe hands knowing that we put the people we support at the centre of all we do.

We are committed to providing quality customer service that tries to satisfy our customers' service requirements.

We believe the key elements to providing quality are:

- **Responsiveness**  
We seek to understand our customers' requirements in order to meet or exceed them.
- **Communication**  
We communicate clearly and as often as needed to meet our customers' expectations.
- **Professionalism**  
We are fair, consultative and determined to get it right the first time.

## Rights & Responsibilities

To provide you with quality service, we respect your right to:

- Participate in decisions and planning.
- Receive a quality service that protects your privacy and confidentiality.
- Know what personal information is being collected and why.
- Have access to your records.
- Be kept informed about services including advocacy services.
- Have your complaints, comments and questions responded to speedily and respectfully whilst you continue to access your DUO service.

To help us provide you with quality service, we expect you to:

- Treat staff with courtesy and respect.
- Inform us if you cannot keep an appointment.
- Provide a safe environment in your home for your support worker.

## Privacy & Confidentiality

Part of providing good service means that:

- We protect your privacy and personal information.
- Meetings are attended only by those directly involved in your care/ service provision.
- Your records are treated confidentially, stored securely and read only by staff directly involved in your care/ service provision.
- We ask for your consent before your information is shared with another organisation, unless we cannot secure your consent, and failure to share the information would place you or another person at serious risk.

For independent advice on your Rights and Privacy, contact the Office of the Australian Information Commissioner on 1300 363 992.