

# Elements of a Charter

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Source: Client Service Charter Principles, Commonwealth of Australia, 2000

## Objectives of the charter

Service charters are intended to ensure that organisations:

- Focus on clients
- Manage the expectations of clients
- Measure and assess performance
- **Initiate performance improvement not just of processes but also of outcomes**

# What are the key elements of a Charter?

- **Information:** Clarity about who is eligible, when and where the service is available, any pre-requisites (e.g. papers to bring with you)
- **Standards:** Commitments on the level and quality of service to which users are entitled.
- **Redress:** How to complain and what redress to expect in the case the service deliverer falls short of the standards it promises




# Elements of a Charter

- what the organisation does;
- contact and communication with the agency;
- the standard of service clients can expect;
- clients' basic rights and responsibilities;
- how to make a complaint.




# What the organisation does

- organisation's name and logo;
- what the organisation or program covered by the Charter does;
- who the clients or potential clients are;
- relationship to parent organisation.

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## **Contact and communication with the agency**

- relevant contact details; postal or street address, phone, fax, email and Web site;
- hours of opening;
- online services whenever applied



# The standard of service clients can expect

- the quality of the *relationship* with the client (compliance, advice, staff manner);
- the quality of the *services* provided (responsiveness, clarity, accuracy, appropriateness)
- the *timeliness* of service delivery (speed and availability of service).

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# Clients' basic rights and responsibilities

- the **right** to review, appeal and complain; to privacy, confidentiality, and to see information related to the service or user
- the **obligation** to treat organisation staff with courtesy; to attend scheduled appointments punctually; to respond to requests for information by the organisation accurately, thoroughly and in a timely manner;



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# How to make a complaint a complaint

- A service charter *must* contain information on the feedback and complaints processes.  
(with attention to the following aspects)
  - procedure
  - ease of use
  - instrument for service improvement