

# Every customer matters to us

## WE ARE HERE TO HELP!

IMPACT is committed to providing excellence in Customer Service to all people connecting with our services, whether a person seeking advice, an existing customer or a business or organisation working for or with our organisation. We will respect people's dignity, lifestyle, culture and choices and follow our **IMPACT** promise.

### Introduction

- you will be welcomed on arrival
- your calls will be answered promptly
- your messages will be followed up within one working day
- you will be greeted in a friendly and professional manner by any staff you meet
- our staff will always introduce themselves when answering a call
- you will know our staff by either name badge and/or uniform identification

### Meaningful Communication

- our staff will listen to you with full attention
- we will be open and honest
- we will ensure discretion is used with any sensitive matters
- your privacy and confidentiality will be considered and afforded
- you will be given clarity in respect to eligibilities for programs and services
- we will ask relevant questions to ensure full understanding of your requirements

### Performance

- you will be referred to the appropriate service within IMPACT or if unable to assist internally, referred to another appropriate service or given other options
- you will be provided relevant and useful information
- we will develop and review action and support plans throughout your time with us
- we will do what we say
- we will check in on you if that is your wish
- we will provide advocacy if requested

### Appropriateness

- our staff will be suitably skilled, screened and trained in their respective programs and areas
- you will be able to access an appropriately experienced staff member
- our environment will be safe and respect your privacy and sensitivity
- we will seek your consent before progressing with any plan of action

### Customer feedback

- we will take all comments seriously
- we will welcome and encourage your suggestions and feedback to help improve our services
- we will deal with any concerns or complaints promptly and keep you informed

### Thanks

- we will ensure you feel welcomed, safe and supported
- we will express gratitude for choosing to connect with IMPACT

#### BUILD TRUST IN RELATIONSHIPS

Cultivate habits that build positive interactions and experiences with others



#### EMPOWER OTHERS

Walk beside someone as they increase their autonomy, self-determination and decision-making capacity



#### BE COMPASSIONATE

Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live



#### CELEBRATE UNIQUENESS

Be part of a place that is built on dignity and respect, applauds individuality and where everyone is welcome



## Our Core Values



#### WORK TOGETHER

Leverage collective genius to find new ways to think big, experiment and solve shared problems



#### CREATE POSITIVE IMPACT

Show commitment and drive to energise, engage and inspire others to achieve our shared vision



#### STRIVE FOR EXCELLENCE

Pursue continuous growth, high performance and improvement

