

Customer Service Charter

Customer Service Statement

This Customer Service Charter sets out what FocusOne Health provides and the standard of service to which we commit.

Strategic Vision

We are the leading partner in improving the health and wellbeing of our community.

Strategic Purpose

We achieve our vision by supporting and providing effective, efficient, innovative and quality primary health care services with General Practice, Primary Health Care Providers and our Community Partners.

Who We Are:

FocusOne Health is a Primary Health Care organisation with a focus on providing integrated and coordinated locally focused and responsive services in line with locally identified health needs. FocusOne Health supports its membership - the Primary Health Care workforce including GPs, Specialists, Nurses and Allied Health Professionals - to enhance the patient journey and improve patient care.

Current funding from both government and non-government sources enables FocusOne Health to focus on targeted groups within the community including:

- Aboriginal people, through Closing the Gap Riverland supporting access to mainstream services and chronic disease management
- Those experiencing mental health issues by providing counseling and group work responses
- Young people as the lead agency for **headspace** Berri, addressing general health, mental health, education, training and employment, and alcohol and other drugs issues
- Engaging with the broader community to promote and encourage healthy lifestyle choices

Supports provided to the Primary Health Care workforce focus on:

- Facilitating Continuing Professional Education for the medical, nursing and allied health professional workforce
- Providing social and professional networking opportunities that contribute to an integrated and collaborative Primary Health Care workforce
- Ensuring access to relevant and current health and services information

Our Customers Include:

- The community
- FocusOne Health members
- Health and human service organisations
- Federal, state and local government

Service Standards:

To ensure excellent service we will:

- Provide fair and equal access to services
- Recruit and train appropriately skilled and qualified people
- Offer a professional, reliable and confidential service
- Engage with our clients to obtain feedback regarding our products and services
- Provide you with accurate information
- Respond to customers promptly

It is expected that our customers will:

- Treat our staff with courtesy
- Be patient as we process your enquiry

Tell us what you think:

We aim to continuously improve our programs and services. Your feedback is important to us. If you have any suggestions, a compliment or a complaint you can:

- Speak to a staff member or manager
- Contact the Chief Executive Officer (CEO)
- Complete a Service Improvement Request form, available by contacting FocusOne Health on 08 8582 3823

FocusOne Health will respond in writing within 7 working days of receiving your feedback. In most cases the complaint resolution process will be completed within a further 14 days. Please provide contact details if you require a response. If you are not satisfied with the way a complaint has been handled you may contact the Commonwealth Ombudsman on **1300 362 072**.

Our customer service principles are taken from the International Organisation for Standardisation (ISO) 9001:2008, against which we are accredited.