

Customer Service Charter

June 2007



About Family Day Care Australia

Family Day Care Australia (FDCA) (formerly the National Family Day Care Council of Australia – NFDCCA) is family day care's national peak organisation.

We are here to support, enhance and resource family day care services, whilst leading the way for family day care in the Australian childcare industry.

We work on behalf of the family day care community – carers, coordination unit staff, families and operators/sponsors – to ensure the strength and continued growth of family day care in Australia.

Our vision defines the goals of the organisation and the purpose of our endeavour – which is to provide dynamic and responsive leadership and represent the interests of children and families, supporting and enhancing excellence in Australian family day care.

Our mission describes how we intend to go about achieving this undertaking – which is by encouraging competitive childcare businesses which provide quality outcomes for Australian family day care children through:

- o A national voice and media presence
- o Trends analysis and forecasting
- o The right products and services
- o Market intelligence
- o Business alliances
- o Influencing change
- o Industry consultation

Our values

Our values underpin who we are and how we deliver our service – as a team and within our communities.

- o **Integrity** - we conduct our business and ourselves honestly and reliably
- o **Ethics** - we are fair and just in advocating for family day care and our constituents, and in working with our clients and our staff
- o **Progressiveness** - we look towards the future, using new technology or methods and effecting change where necessary to achieve our goals
- o **Relevance** - we recognise the need to keep abreast of emerging trends and maintain strong links with other childcare peak bodies to deliver better outcomes for children in family day care
- o **Professionalism** - we are constantly striving to improve the way in which we operate to ensure we provide the highest standard of service to our constituents and the community
- o **Financial responsibility** - we implement sound financial management strategies to safeguard the economic future of the organisation
- o **Accountability** - we understand the need to be open and honest and are at all times accountable to our members for our actions

Our Service Commitment to You

We will:

- be friendly, courteous, fair and impartial in our dealings with you
- treat you with dignity and respect
- behave with integrity
- identify ourselves when we talk to you
- respond promptly to requests for information and follow up messages within 24 hours
- provide information that is current, accurate and easy to understand

Your Privacy

You have rights under the Privacy Act 1988 which prevents misuse of your personal information which is any information about an identifiable individual.

We will not give your personal information to any other organisation unless it is contracted to provide administrative services or activities on our behalf, and in its contract with us is bound to observe the same level of protection of your information as FDCA.

We will, with your help, keep your personal information accurate, complete and up to date.

You have the right to inspect the personal information we hold about you.

Your Responsibilities

We can provide a better service if you:

- have your Client Code (CA0 or SA0 number) handy when you call us if you are already a member or client (this code appears on letters we send you)
- provide us with complete, timely and accurate information
- understand that we may need time to fully and accurately answer queries; we will advise if extended time is needed
- advise us of any complaints or suggestions for improvement in a clear and constructive way
- advise us promptly in writing of significant changes to the service circumstances, including changes to the address, telephone number and/or closure of the service
- pay any fees by the due date

Measuring and monitoring our service

We aim to provide quality customer service by:

- responding to all written correspondence within fourteen (14) working days;
- processing product payments within seven working days

We will consistently monitor and review our performance against the standards of this charter.

We will monitor complaints and other customer feedback and work on improving our services.

Feedback and Complaints

We welcome all comments and suggestions about our service and performance.

If we fail to meet our service commitment you can put complaints about our service or performance in writing to the General Manager.

All complaints will be examined thoroughly and an appropriate response provided within 14 days of receipt.

How to Contact Us

The FDCA office is open Monday to Friday, 9:00am to 5:00pm, AEST.

Mail:

National Office
Family Day Care Australia
PO Box 571
Gosford NSW 2250

Street:

Level 3, 107-109 Mann Street
Gosford NSW 2250

T: Main Line: 02 4320 1100

T: Member Services 1800 658 699 (freecall)

F: 02 4324 7882

E: enquiries@fdca.com.au