



Service Charter Policy

Adelaide Workers' Homes is committed to deliver services in a timely manner.

We will:

- Provide you with considerate, respectful and efficient customer service
- Listen to you so we can help you in the best way possible
- Give you easy to understand accurate information
- Respect your privacy and manage your personal information
- Act with honesty and integrity
- Strive to improve our customer service

The best way you can help us to achieve these outcomes is by being courteous, respectful, and providing us with accurate information.

Policy information

Version:	1
Approved:	June 2023
Amended:	
Reviewed:	
Review frequency:	24 Months
Responsible team/position:	Audit and Risk Committee
Approval required:	Board