

HOW TO CONTACT US:

Riverland headspace

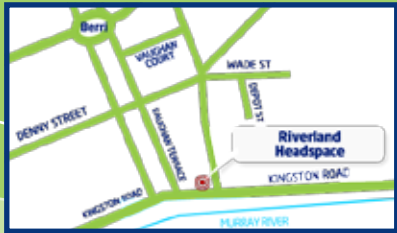
25 Riverview Drive
Berri SA 5343
Ph: 08 8582 4422 Fax: 08 8582 4322
Email: headspace@riverlandgp.org.au

Opening times:

Monday, Wednesday & Friday
9.00 am to 5.00 pm

Tuesday & Thursday
12.00 - 8.00 pm

Website: www.headspace.org.au/riverland/



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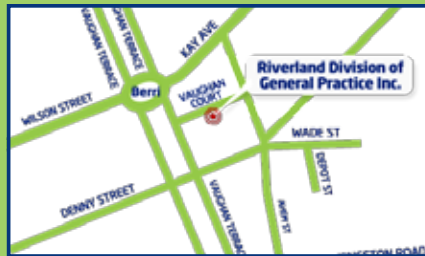
Riverland Division of General Practice Inc.

3 Vaughan Court
Berri SA 5343
Ph: 08 8582 3823 Fax: 08 8582 1390
Email: info@riverlandgp.org.au

Opening times:

Monday to Friday
9.30 am to 4.00 pm

Website: www.riverlandgp.org.au



Riverland Division of General Practice Inc.

Customer Service Charter





CUSTOMER SERVICE CHARTER STATEMENT

This Customer Service Charter sets out what the Riverland Division of General Practice provides and the standard of service to which we commit.

STRATEGIC PURPOSE

To be the leader in promoting health through General Practice.

To promote the pivotal role of General Practice and the development of strong partnerships, leading to improvement in health outcomes in the Riverland community.

WHO ARE WE

The Riverland Division of General Practice (RDGP) is a health organisation which implements a range of services and programs that:

- Demonstrates creative leadership
- Works together (collaboratively and collectively)
- Engages a team of dynamic, multi-skilled professionals
- Supports the role and function of General Practice
- Enhances health service delivery in the Riverland

Services include:

- Information
- Assessment, delivery and referral
- Provision of resources
- Education and training

OUR CUSTOMERS

Our customers are:

- General Practice
- Riverland Community
- Organisations involved in health and human service delivery
- Federal, State and Local Government

SERVICE STANDARDS

To support Customer Service Standards RDGP will:

- Provide equitable access to services
- Recruit and train appropriately skilled and qualified people
- Offer a professional, reliable and confidential service
- Seek and consider views in relation to products and services
- Provide you with accurate information
- Respond to customers promptly

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

To support RDGP's Customer Service Charter, customers can:

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



TELL US WHAT YOU THINK

RDGP aims to continuously improve our products and services. Your feedback is important to us.

If you have a compliment, complaint or suggestion you can:

- Speak to a staff member or manager
- Contact the Chief Executive Officer
- Fill in a Service Improvement Request Form available from our website www.riverlandgp.org.au, or contact the RDGP office on 8582 3823 to request delivery of a form
- RDGP 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 your contact details if you require a response.

If you are not satisfied with the way we handle a complaint, you may contact the Commonwealth Ombudsman on 1300 362 072

