



Client Service Charter

Our Commitment to You

TOMNET is committed to delivering a high standard of service to our clients regardless of age, gender, sexuality, race, creed, language, ethic or cultural background, religion, disability or socio-economic disadvantage. As part of our service, we wish to inform you of the standard of service delivery you can expect when seeking assistance from TOMNET.

Our Standards of Service Delivery

- Our services are available to everyone eligible to receive them, free from any form of discrimination. We will treat you and any support person you bring with you, with respect and dignity at all times.
- Our staff is aware of the cultural diversity of our communities and will provide services in a fair and equitable way.
- We constantly seek your feedback on our service delivery so that we can tailor our support to best suit your needs and build upon your strengths.
- We will give you any information you need about the service to help you understand what we do and to assist you to make decisions that affect you.
- We respect your privacy and the confidentiality of your information, therefore we will not give your information to any other parties without your consent unless required to do so by law, as specified in our Privacy Policy.
- We will provide you with opportunities to make a complaint about our service or our staff if you have not received the level of service you expected. Our Managing Complaints Policy states how we will resolve complaints fairly and appropriately in a timely manner.
- We will provide our service in a manner that protects the safety and wellbeing of those accessing them.
- Our staff are highly qualified and recruited based on their skills, knowledge and experience in this field. They are supported by the organisation to constantly update and refresh their skills in order to maintain a high level of service delivery to you and to effectively undertake their roles.
- Our organisation vision, mission and values guide our provision of service to you and we constantly measure how successful we are being in meeting our Service Agreement and funding obligations by using your feedback and other data that we collect.
- Our organisation provides effective and efficient governance and management of all of our funded programs so that you can be assured of receiving the highest quality service possible.