



THE AUSTRALIAN
ASIAN ASSOCIATION OF WA. INC.

CLIENT SERVICE CHARTER



Australia Asia House
275 Stirling Street
Perth WA 6000
Tel: (08) 9328 6202
Email: austasia1@inet.net.au

Client Service Charter

This Charter sets out our commitment to provide you with a high level of service.

- We pride ourselves as a CaLD organisation promising to deliver the most efficient, sustainable and competitive service across the Perth Metropolitan area.
- We provide prompt, accurate and relevant assistance to newly arrived migrants, refugees, already settled migrants and their families within the parameters of our resources.
- We act and treat everybody in a fair, courteous, reasonable manner without prejudice and always respect all clients and stakeholders.
- We treat personal information gathered in accordance with the Australian Privacy Legislation ensuring upmost confidentiality.
- We always behave honestly, ethically and professionally at all times, maintaining the integrity of the Association.

You can help us by:

- Treating our staff with courtesy and respect.
- Consulting us with your requirements in order for us to match our services to your needs.
- Always providing us with positive and negative feedback in order to improve and adjust our services promptly and accurately.