

Osteopathy Australia Member Service Charter

At Osteopathy Australia, we are committed to knowing our members and meeting their membership needs. We aim to provide each member with a personalised experience that makes it easier for them to manage their membership.

Our Charter sets out how we propose to meet these commitments to our members and fulfil our legal and regulatory obligations.

The following are the basic commitments we make to our members:

You can expect us to treat you with respect and courtesy. We will do this by:

- Being friendly, courteous, fair and impartial in our dealings with you
- Treating you with dignity and respect
- Being frank, honest and transparent in our advice
- Behaving with honesty and integrity
- Identifying ourselves when we talk to you
- Having trained and professional staff who will uphold the Code of Conduct.

Naturally, we also expect that you will treat all staff and volunteers with the same respect and courtesy.

You can expect us to explain your options to you. This means we will:

- Explain the Osteopathy Australia services available to you
- Give you complete information that is accurate, consistent and easy to understand
- Explain who is responsible, if not us, for setting rules or obligations impacting you or setting such requirements
- Explain what you need to know and what you need to do
- Explain which other organisations you will need to contact
- Correct any mistake openly, honestly and quickly
- Respond courteously and promptly to any complaint you have about our service

Contacting Osteopathy Australia - We are committed to:

- Enabling you to contact us in the way you prefer – by telephone, online, in writing or in person
- Being available from 9am to 5pm (EST) every business day for you to seek information, advice or report any difficulties
- Responding to your letters and emails in a timely fashion
- Maintaining a system to allow you to report complaints, raise concerns or suggestions for improvements.

Your privacy - We are committed to:

- Protecting your personal information from misuse, loss, or from unauthorised access or disclosure
- Providing you with access (online) to your personal information that we have on record and taking reasonable steps to keep your details accurate and up-to-date
- Not contacting you too often if you tell us you do not wish to receive such contact from Osteopathy Australia.

Billing and Payments - We are committed to:

- Providing you with invoices that are accurate and easy to understand
- Providing you with a range of easily accessible payment methods which allow you to be in control of your payment
- Providing services that are reasonably priced or free if possible

Your concerns and complaints - We are committed to:

- Dealing with your concerns or complaints promptly, fairly, completely and courteously, informing you of how we propose to act, how long it should take and what the results are
- Reviewing your complaint through Osteopathy Australia's Board if you feel that it has not been resolved to your satisfaction
- Email the CEO directly (ceo@osteopathy.org.au) to report complaints or suggestions for improvements
- Advising you of the appropriate body to take your complaint if it is not Osteopathy Australia or if you cannot directly resolve your complaint with us.

You can contact us by:

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| Phone | (02) 9410 0099 or 1800 467 836 |
| Fax | (02) 9410 1699 |
| Email | info@osteopathy.org.au |
| Mail | PO Box 5044 CHATSWOOD WEST NSW 1515 |
| In Person | Suite 4, Level, 11 Railway Street CHATSWOOD NSW 2067 |

| Service Area | Standard* |
|---------------------------|---|
| Accounts | We will respond to all accounts enquiries within 1 business day. Urgent enquiries please contact lwarwar@osteopathy.org.au |
| Brochure Orders | Brochure orders are processed once payment has been received by Osteopathy Australia. Packaging and postage will be completed within 3 business days of payment receipt. Please allow for postal delivery times. |
| Classified Ads | Classified advertising is free for Osteopathy Australia members who post their own advertisement. Conditions apply and are available under Classifieds on Osteopathy Australia's website. By placing a free member advertisement, you accept the terms and conditions. Classified advertisements are approved within 1 business day of receipt. |
| Complaints | Osteopathy Australia is keen to improve our services. We are happy to receive feedback if you have suggestions for improvement. Complaints can be lodged by telephone however we would prefer email. Direct your email to the CEO: ceo@osteopathy.org.au Your email or telephone call will be acknowledged within 2 business days; however, it may take up to 4 working days to respond with further information. We aim to resolve every enquiry within 14 working days. If you remain concerned with the outcome of the investigation, we can forward the enquiry to the Osteopathy Australia Board. |
| eFlyers | eFlyer orders are processed once we are in receipt of payment. Prior to broadcast, all editing, booking dates, attachments must be received. The speed of this process will depend largely upon the editing process required. Broadcast of an eFlyer is possible within 5 business days. Depending upon availability of dates, eFlyer advertisements can be booked months in advance. |
| Email Query | Simple emails generally will be responded to within hours of receipt. These enquiries may be answered immediately or within 3 hours; more complex emails may require Osteopathy Australia to confirm information with third parties. This can take up to 5 business days. All emails will have their receipt acknowledged within 1 working day and a further timeline provided if the question cannot be resolved immediately. If we cannot resolve your query within 5 business days, we will contact you regularly to inform you of progress to date and probable timelines. If an enquiry relates to another service standard, the relevant timelines will apply e.g. an accounts enquiry. |
| Membership Detail Changes | Most membership detail changes can be self-completed instantly online via the website. If you ask staff to assist with detail changes, these need to be received either by post, fax, email or phone. Once received by Osteopathy Australia these changes will be made within 2 business days. |
| Telephone Calls | Most enquiries can be answered immediately, unless staff are in a meeting or unavailable. If a staff member is unavailable for that business day, you will be informed when you can expect a returned call, i.e. the next day. Simple enquiries may be answered immediately, transferred calls or messages will be responded to within 3 business hours if staff are available. Others may require Osteopathy Australia to confirm information with third parties and therefore can take up to 5 business days to respond. You will be advised of the timeline in during contact. If we cannot respond within 5 working days we will contact you to inform you of the progress to date. |
| Telephone Call Referrals | Members who contact Osteopathy Australia for information about services provided by a third party, e.g. Medicare, will be given basic information. However, generally we will refer you to a specific number within that service. |

**Please note that as certain obligations, payments or information needs to be provided by the member to facilitate many of these services, the standards can only apply once all member's obligations for such a service have been met e.g. an eFlyer advertisement will not be processed until full payment has been received by Osteopathy Australia.*