

# 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

Behaving with honesty and integrity

- > Identifying ourselves when we talk to you
- > Have 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 what you need to know and what you need to do
- > 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 easily contact us by telephone, online, in writing or in person
- > Being available from 9am to 5pm (EST) 5 days a week for you to seek information, advice or report any difficulties
- > Responding to your letters and emails
- > Quality improvement and have an email where you can report complaints or suggestions for improvements [ceo@osteopathy.org.au](mailto:ceo@osteopathy.org.au).

## 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 access to invoices that are accurate and easy to understand
- > Providing you with a range of easily accessible online payment methods which allow you to be in control of your payments
- > 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
- > Maintaining an email for quality improvement [ceo@osteopathy.org.au](mailto:ceo@osteopathy.org.au), where you can report complaints or suggestions for improvements
- > Advising you of the appropriate body to take your complaint to if it is not Osteopathy Australia or if you cannot directly resolve your complaint with us

## You can contact us by:

Phone: (02) 9410 0099 or 1800 467 836  
 Fax: (02) 9410 1699  
 Email: [info@osteopathy.org.au](mailto: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	All accounts enquiries will be attended to within 21 working days. Urgent enquiries please contact <a href="mailto:accounts@osteopathy.org.au">accounts@osteopathy.org.au</a>
Brochure Orders	Brochure orders are processed once payment has been received by Osteopathy Australia. Packaging and postage will be completed within 7 working 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 3 working days 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. Please email <a href="mailto:ceo@osteopathy.org.au">ceo@osteopathy.org.au</a> for quality improvement or complaints.  Your email or telephone call will be acknowledged within 2 working 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.

Service Area	Standard*
eFlyers	<p>eFlyer orders are processed once we are in receipt of payment. Prior to broadcast, all editing, booking dates and attachments must be received. The speed of this process will depend largely upon the editing process required.</p> <p>Broadcast of an eFlyer is possible within 7 working days. Depending upon availability of dates, eFlyer advertisements can be booked months in advance.</p>
Email Query	<p>All emails will have their receipt acknowledged within 1 working day; however, it may take up to 5 working days to respond depending on the enquiry. Simple enquiries may be answered within 1 day; more complex emails may require Osteopathy Australia to confirm information with third parties. This can take up to 5 working days.</p> <p>If we cannot respond within 5 working days we will contact you to inform you of progress to date. If an enquiry relates to another service standard, the relevant timelines will apply e.g. an accounts enquiry.</p>
Membership Details Changes	<p>Most membership detail changes can be completed instantly online via the website. If you request the 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 7 working days.</p>
Telephone Calls	<p>Simple enquiries may be answered within 1 working day; others may require Osteopathy Australia to confirm information with third parties and therefore can take up to 5 working days to respond. If we cannot respond within 5 working days, we will contact you to inform you of the progress to date.</p>
Telephone Call Referrals	<p>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.</p>

*\*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.*