

Customer Service Charter

At Dietitians Australia, we are committed to providing our members, potential members, stakeholders and colleagues the best possible service and outcomes. This Customer Service Charter is outlines what you can expect from Dietitians Australia, and what we ask of you in return.

ABOUT DIETITIANS AUSTRALIA

Dietitians Australia is the peak industry body for dietetic and nutrition professionals, representing over 8000 members in Australia and overseas. Our vision is to be the leading voice of nutrition and dietetics.

OUR MISSION

Our mission is to champion the professional nutrition and dietetic workforce to empower people and communities.

OUR VALUES

Integrity

We aim to conduct all business with integrity, maintaining honesty and strong moral principles as guidance.

Courage

We will be the courageous voice when advocating for the profession and our members. We will own our actions and recognise their implications.

Transparency

We will carry out our business in the interest of our members, maintaining open and transparent interactions in our dealings with customers.

Equity

We will provide service to our customers in an equitable manner, remaining fair and impartial throughout our processes.

OUR CUSTOMERS

We understand the importance of having respectful and positive relationships with our customers.

Our customers include members, potential members, stakeholders, the general public and our colleagues.

OUR PROMISE TO YOU

At Dietitians Australia, we are committed to providing excellent service that is always timely, transparent and respectful.

Responsiveness

The Dietitians Australia national office is available Monday to Friday 9 am–5 pm (excluding public holidays). We understand your time is valuable, and endeavour to respond to you in a timely manner within business hours.

Telephone

We aim to answer phone calls promptly, introduce ourselves and endeavour to deal with the enquiry directly. If not possible, you will be transferred to the appropriate member of staff to assist you.

If we are unable to assist you on the day, we will take a message and ensure that the appropriate person receives it.

If you leave a message, we aim to return your call at the first opportunity within one business day.

Via email

We aim to respond to emails within two business days. If a full reply is not possible within this time, we will respond to you setting out a timeframe for a full response, as well as providing details of a contact person within the organisation.

In writing

Where a written response is required, we will respond to correspondence within 10 business days. If a full reply is not possible within that timeframe, you will receive a written notification detailing when you can expect a full reply.

Social media

We welcome and encourage interesting and lively discussions that are conducted in a professional and respectful manner between our followers on our various social media channels. View our [social media policy](#).

Face-to-face

When you meet us face-to-face, whether at our annual National Conference, in the national office, or at your local Branch event, you will be welcomed by warm, approachable, professional and respectful Dietitians Australia staff, members and volunteers.

Transparency

In line with our strategic values, we endeavour to carry out all business in an open and transparent manner, and aim to provide consistent and clear information across all our communications.

Professionalism

We will carry out business to high professional standards, treating our customers with respect in all dealings.

Respect

We will always act in a respectful manner, listen to you, recognise your needs and work with you to assist with any issues you may be experiencing.

Privacy and confidentiality

We acknowledge and respect the privacy of our members, customers and stakeholders that engage with Dietitians Australia and have systems in place to ensure the protection of confidential information. All personal information we receive is treated with strict confidence in accordance with [our Privacy Policy](#). Members have the right to access and alter their information at any time.

If you chose to opt out of any marketing materials we endeavour to ensure you will not receive any further communications, unless of critical importance.

WHAT WE ASK OF YOU

We understand that the reasons you may need to contact us are varied. Regardless of the enquiry, we ask that you remain polite, professional and respectful and trust that we are doing our best to assist with your enquiry.

You can assist us in providing excellent service by:

- notifying us when your details and/or circumstances change
- ensuring any information you provide is accurate and complete
- providing us with honest, constructive feedback on our services
- acting in a professional and respectful manner towards our team

CONTACT US

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