

# Customer Service Charter

At Dietitians Australia, we are dedicated to supporting our community and helping you achieve the best possible outcomes. Our goal is to make every interaction smooth, positive, and informative. This Customer Service Charter explains what you can expect from us and how we can work together to deliver the best results. About Dietitians Australia

Dietitians Australia is the peak industry body for dietetic and nutrition professionals, representing over 9,000 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

### Lead with purpose

We passionately support our profession to be seen as the leaders in nutrition, dietetics and health. We advocate for our members to be recognised as experts.

### Be bold

We have the courage to embrace opportunities. We show resilience and adaptability in a changing environment. We explore innovative ideas with creativity, curiosity and positive energy.

### Commitment to excellence

We strive for excellence in everything that we do and how we do it. We adopt a growth mindset, continuously learning and improving.

### Act with integrity

We are authentic and act consistently with accountability to gain the confidence and trust of everyone.

### Collaborate for impact

We harness a collaborative spirit to embrace and respect diverse perspectives, as we create a community of impact.

The leading voice in nutrition and dietetics

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**E** [info@dietitiansaustralia.org.au](mailto:info@dietitiansaustralia.org.au) | **W** [dietitiansaustralia.org.au](http://dietitiansaustralia.org.au)

Dietitians Association of Australia | **ABN** 34 008 521 480

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## Our customers

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

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

## Our promise to you

At Dietitians Australia, we are committed to providing timely, transparent, and supportive service, helping you get the information or assistance you need.

### Responsiveness

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

#### Telephone

We answer phone calls promptly, introduce ourselves, and try to resolve your enquiry directly. If this is not possible, you will be transferred to the appropriate staff member. If we cannot assist on the day, a message will be taken, and the relevant person will follow up. Calls will be returned **within two business days**.

#### Via email

We will respond to emails **within two business days**. If a full reply requires more time, we will provide an interim response outlining a timeframe for a complete reply and a contact person within the organisation.

#### In writing

Written correspondence will receive a response **within 10 business days**. If a full reply will take longer, you will be notified in writing of when you can expect a complete response.

#### 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.

### Integrity

In line with our organisation's values, we endeavour to carry out all business with integrity and aim to provide consistent and clear information across all our communications.

## Professionalism

We will carry out business to high professional standards with a commitment to excellence, 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 personal information at any time.

If you choose 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

## Feedback

Feedback includes compliments, complaints, suggestions or any information about our website, customer service, or services. We not only respond to your feedback within the timelines outlined in this Charter, but also use it to continuously improve our services, ensuring your input helps shape the member experience.

You can provide feedback through one of our contact methods outlined below. We will respond within the timelines outlined in this Customer Service Charter.

## Contact us

**Dietitians Australia**

**P:** (02) 6189 1200

**P:** 1800 812 942

**E:** [info@dietitiansaustralia.org.au](mailto:info@dietitiansaustralia.org.au)