

# Client Service Charter

## Purpose

This Charter is ACTIA's commitment to continually improve our services while meeting the needs of the Territory.

This Charter sets out the standards that you can expect from ACTIA when you access our services or contact us.

This Charter outlines ways you can help the ACTIA continue to meet your expectations in delivering first class service standards.

## Vision

ACTIA's vision is to provide high quality risk management and insurance services to the ACT government in order to protect the Territory's budget.

## Business

ACTIA business is to act as "The Insurer of Territory risks" including:-

- Claims Management
- Provision of Insurance Cover
- Risk Management Consultancy and Advice
- Ministerial advice

## Objectives

1. To carry out the business of Insurer of Territory Risks.
2. To take out insurance for Territory risks with other entities.
3. To satisfy or settle claims in relation to Territory risks.
4. To develop and promote good practices.

## Commitment

Our commitment to you:

1. To be available and accessible to clients
2. To provide prompt and fair claims assessment
3. To provide quality products and services
4. To provide accurate and clear information
5. To respond promptly to your enquiries
6. To always keep information private and confidential

## Our Quality of service

We strive to provide a consistently high quality of service to our clients. We invest time to fully understand your needs and build an effective working relationship.

At all times, you can expect our staff to:

- be responsive to your needs
- act in a professional and courteous manner
- demonstrate integrity
- respect the confidentiality of information you provide to us

## Our communication

We encourage open communication with our clients.

Whatever the stage of our interaction we will:

- stay in touch with you and regularly update you on the status of your matter
- encourage you to call us or write to us with any enquiries you may have

- aim to answer your calls or respond to your email or letter promptly. If no-one is immediately available to address your query, we'll find an appropriate staff member to contact you as soon as possible
- be happy to welcome you to our Nara Centre office or meet at your office. You can make an appointment by calling the staff member you are dealing with or the office manager on (02) 6207 0184.

## Our decision-making process

We'll make timely decisions and do our best to meet your turnaround requirements. If we're unable to do so we will explain why and tell you when you can expect to receive a response.

When making decisions, we often need to request information from you. We will ensure that our requests for information are stated clearly.

If you submit a claim we'll advise you promptly whether ACTIA can respond or whether we require further information from you.

## Providing information about our services

We will inform you about our services and any new developments within ACTIA, by:

- publishing updates on our products
- publishing an annual report including our financial statements
- maintaining the ACTIA website

## Consultation about our service

We'll consult our clients regularly about how well our products and services are meeting their needs and conduct research periodically to seek their views on particular issues.

## Helping us to meet our service commitments

We need to work in partnership with you to meet our service commitments.

You can help us by promptly:

- providing information that is complete and accurate
- advising us of any changes in information

We'll seek to advise you upfront of all information requirements. Sometimes we may have to ask you for further information, which we could not have anticipated originally. If we require additional information, we'll inform you promptly.

## How to give us feedback

We welcome your feedback as an opportunity to improve our service.

If you're unhappy with our service for any reason, we'll seek to address your concerns.

You can provide feedback through any of the following channels:

- inform the staff member who is handling your matter, or their manager. [Comprehensive ACTIA Contact List](#)
- call me any time to discuss.



**John Fletcher**  
General Manager

PH: (02) 620 70268 | Email: [John.Fletcher@act.gov.au](mailto:John.Fletcher@act.gov.au)  
GPO BOX 158 CANBERRA ACT 2601