

# SERVICE CHARTER



Coast & Country  
**PRIMARYCARE**  
Better Health – Better Life

This service charter outlines the approach we take when interacting with the people we work with, their family and carers and key stakeholders to ensure we are providing a superior level of customer service. You can expect to receive this level of service from all Coast & Country Primary Care programs and services.

## **OUR VISION**

Better health Better life.

## **OUR ROLE**

Improving primary health and wellbeing in our communities.

## **OUR VALUES**

We aim to incorporate our core values into all of our interactions.

### **RESPECT**

Respect is the fundamental aspect of any interpersonal interaction. We treat everyone with respect, by being courteous, non-discriminatory and by acknowledging that everyone makes a contribution and has a valued role.

### **INTEGRITY**

We conduct ourselves with integrity, professionalism, and without compromise; ensuring we make ethical decisions for the interests of the people we work with. We strive to communicate honestly and endeavor to inspire trusting relationships.

### **EXCELLENCE**

We exceed expectations through best practice and progression. We believe that attention to detail and being meticulous is important in providing any service. We are committed to constant and earnest effort to accomplish what is undertaken by being thorough and detailed in our approach.

### **COLLABORATION**

We provide an open and collaborative culture that builds relationships and provides a rewarding place to work. We view our relationships with the people we work with, their family and carers and our key stakeholders as partnership; with all working together to achieve the best outcome.

### **INNOVATION**

We pride ourselves on offering innovative solutions to meet the current and future needs of the people that we work with. We recognise that there is not one single solution to suit everyone and therefore, we adjust our service approach in response to each persons individual needs.

### **ACCOUNTABILITY**

We are proactive in our approach, taking the initiative to build and maintain relationships and ensure we are always acting in the best interests of the people that we work with. We practice continuous improvement and accept responsibility for our actions.

## COMMUNICATION

Our office hours are 8:30am to 5:00pm Monday to Friday. Within our office hours we aim to:

- answer all incoming calls promptly.
- respond to phone enquiries within three hours.
- respond to emails within one business day.

Some team members may be available outside of these hours, depending on the requirements of the individual service or program. As some team members work part time, please contact our office for urgent matters.

We encourage open communication with the people we work with, their family and carers and key stakeholders and invite you to call us or email us with any enquiry you may have.

We are committed to principles of privacy and confidentiality. In line with legislation, we keep personal information private in order to safeguard dignity and maintain your right to privacy.

We are also happy to welcome you to our offices or, where appropriate, we can meet at a suitable location of your choosing.

The Bridges After Hours GP Clinic at Erina and Kanwal are open Monday to Friday nights, Saturday Sunday and most Public Holidays. Please see our website for opening hours.

## COMPLIMENTS AND COMPLAINTS

We value and encourages feedback, both positive and constructive. Your feedback will assist us in the continued improvement of our service and program delivery. If you would like to provide feedback about the quality of service received from us, or anyone acting on our behalf, we encourage you to let us know.

To provide feedback, lodge a complaint or offer a compliment please feel free to contact us via the information below.

## COMPLAINTS RESOLUTION

To assist us in efficiently resolving your complaint, please ensure you provide us with as much information as possible when contacting us.

This information includes but is not limited to:

- Your name and contact information
- The service or individual to which your complaint is directed
- The nature of your complaint
- Any supporting documentation
- The resolution you are seeking

All complaints are treated fairly and confidentially and will be thoroughly investigated. We will work towards reaching a mutually agreeable resolution with you.

# START A CONVERSATION



CCPC acknowledges  
Traditional Land  
Owners



All welcome here



H/O is located at  
167B The Entrance Road,  
Erina NSW 2250



02 4365 2294



ccpc@ccpc.com.au



coastcountryprimarycare



www.ccpc.com.au



Coast & Country  
**PRIMARYCARE**  
*Better Health - Better Life*