

# OUR PROMISE

## THE WAY WE WORK WITH YOU

This Charter explains our commitment to you, underpinned by our values of fairness and compassion and the way we will work with you to get you the best possible result. This promise applies to anyone who contacts us for information or assistance including existing and potential clients.

### WHAT WE DO



We will always act in the best interests to achieve the best possible result for you



We will provide you with accurate and quality assistance



Make you aware of your legal rights and obligations, and minimise jargon so that you always understand the assistance we give you

### HOW WE DO IT



No fees to you. These are incurred by your insurer



Maintain utmost confidentiality and act in a professional manner at all times



Ensure our offices are safe and friendly places for you to visit



Act in accordance with our quality assurance policies and procedures, to ensure you get the best service

### HOW WE WORK WITH YOU



We will provide a high standard of communications. We will have someone available to talk to you during business hours or we will return your call within 24 hours if you contact us outside of business hours



Communicate with you in a way that suits you best and reply promptly to all correspondence



We will treat you and all our clients with understanding and empathy at all times, respecting your cultural background, language and tradition



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