



Customer Service Charter



Indigenous Business Australia (IBA) assists Aboriginal and Torres Strait Islander peoples to buy their homes, own their own businesses and invest in commercial ventures that provide strong financial returns. We make an impact by being a stepping stone for Indigenous Australians to access the wider finance sector and achieve true economic independence.

The following are the commitments we make to our customers.

What you can expect from IBA

You can expect us to:

- be helpful and courteous
- treat you with respect and honesty, and be fair and impartial in our dealings with you
- provide you with clear and accurate information
- ensure that you can access our services
- respond to you promptly
- respect your privacy
- listen to your feedback and be responsive, and
- culturally appropriate.

What we ask of you

To assist our staff in delivering the highest quality of service, we ask that you:

- treat our staff with courtesy and respect
- provide us with accurate information, and
- advise us when your personal details change.

How you can tell us what you think of our services

We aim to continuously improve our products and services. Your feedback is important to us as it can help us make improvements for the benefit of all our customers.

We also like to hear about a job well done.

If you have a compliment, suggestion or complaint you can:

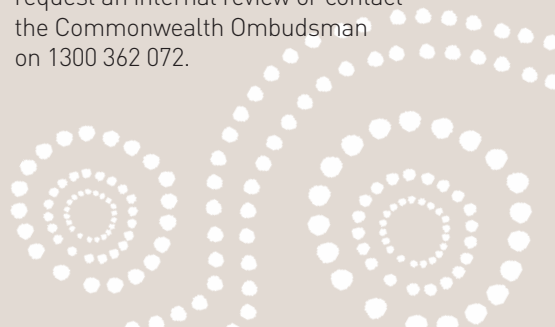
- discuss the issue with the staff member or their supervisor directly
- phone **1800 107 107**
- send an email via our website: **iba.gov.au/email-us**
- write to **PO Box 650, Fyshwick, ACT 2609**

Complaints

Upon receipt of your complaint we will:

- acknowledge your complaint within five working days
- make appropriate enquiries including seeking your input, with respect to your complaint
- keep you informed of our progress in response to your complaint
- try where possible to resolve your complaint, and
- provide reasons for our decisions.

If you're not satisfied with the way we handle your complaint, you may request an internal review or contact the Commonwealth Ombudsman on 1300 362 072.



Your privacy

The *Privacy Act 1988* regulates how IBA should handle your personal information, and provides ways for you to access and correct the personal information held about you.

As an individual, you have the right to know:

- when your personal information is being collected by IBA
- who will have access to this information
- what the information will be used for, and
- whether it will be disclosed to someone other than IBA.

You also have the right to not identify yourself or to use a pseudonym, when dealing with us.

For further information on how IBA handles your personal information, and the sorts of personal information that is collected and stored, please refer to our Privacy Policy on the IBA website. For more information about privacy, see the Office of the Australian Information Commissioner at oaic.gov.au or call 1300 363 992.

If you are concerned about how your personal information is being handled, you can contact:

IBA Privacy Officer
PO Box 650, Fyshwick ACT 2609
privacy@iba.gov.au
1800 107 107

Freedom of information

The *Freedom of Information (FOI) Act 1982* enables members of the public to access particular information from IBA.

For more information visit iba.gov.au/about-us/foi or contact:

IBA FOI Coordinator
PO Box 650, Fyshwick ACT 2609
foi@iba.gov.au
1800 107 107





Australian Government
Indigenous Business Australia



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IBA has taken all reasonable steps to ensure that the contents of this publication do not offend Aboriginal or Torres Strait Islander peoples.