

The CIIRu Charter

Department of Human Services' Values:

Professional Integrity

We treat all people with dignity and respect.

Collaborative relationships

We work together to achieve better results.

Quality

We always strive to do our best and improve the way we do things.

Client focus

We work towards improving the health and well being of our clients and community

Responsibility

We commit to the actions we take to achieve the best possible outcomes for our clients and community

The Corporate Integrity, Information and Resolutions unit (CIIRu) has developed the following service commitments to incorporate the Department of Human Services' Values into our day-to-day business.

CIIRu Purpose

Provide access to information and an avenue to resolve complaints for clients of the department and members of the Victorian Community.

CIIRu Specialist Areas

CIIRu provides services to the department, its stakeholders and the community in the following specialist areas:

Complaints Management

Promotes the department's commitment to international and Australian complaints handling standards *AS ISO 10002 – 2006 Customer satisfaction—Guidelines for complaints handling in organisations*

Freedom of Information (FOI)

Enables the public to request, receive access and make amendment to documents held by the department, in accordance with the *Freedom of Information Act 1982*.

Ombudsman Review

Coordinates responses and implementation of recommendations from Ombudsman enquiries and investigations involving the department.

Privacy

Supports department and funded agency compliance with the *Information Privacy Act 2000* and the *Health Records Act 2001*

Whistleblowers

Ensure the department meets its commitment to the principles of open, honest and accountable government as provided by the *Whistleblowers Protection Act 2001*.

Fraud Prevention

Focuses on prevention through a fraud risk identification and assessment program and raising awareness of fraud.

CIIRu Objectives

We support the department and stakeholders to improve the way we all do business by:

- Developing education and training resources to improve the ability of staff to work with clients
- Creating a central coordinating point for processes, procedures and whole-of-government projects
- Providing expert advice and support to staff, stakeholders and clients
- Support the department's risk management program through the identification and management of the likely impacts and consequences of business decisions
- Encouraging feedback from the public on our services and programs to guide continuous service improvement
- Providing access and creating pathways for CIIRu services

CIIRu Service Commitments

Serving program areas, regions and funded agencies

Knowledge

We will:

- Provide leadership, advice and support in our areas of expertise
- Use our knowledge to facilitate timely outcomes
- Continually develop and share our knowledge and expertise

Working Together

We will:

- Develop and maintain professional working relationships, internally and externally, to facilitate timely outcomes
- Consult to seek different perspectives and approaches
- Plan professional development opportunities that are inclusive

Communication

We will:

- Take the time to understand requests
- Respond to requests within a reasonable time
- Provide clear and relevant advice

Service Improvement

We will:

- Provide high-quality and value-adding policies, business processes and practices
- Share our learning with others to ensure improvements to the way we do business
- Effectively communicate with, and seek feedback from our stakeholders

CIIRu Service Commitments

Serving the community

When a member of the community contacts us we will:

- Provide information that is helpful, accurate, complete and easy to understand
- Be courteous and considerate in our communication
- Promptly refer requests to the appropriate point of contact
- Respond to requests within a reasonable time
- Provide clear, relevant explanations
- Ensure that commitments made are kept
- Keep them informed of progress or delays.

When a member of the community contacts us we would like them to:

- Be polite in their dealings with us
- Provide us with information to assist us with their enquiry
- Allow adequate time for us to respond to their request