

Our Service Charter...



- *The Customers, Voluntary & Paid Workers, Suppliers and other Partners of Meals on Wheels SA (MoWSA), share a right to be treated fairly and with dignity & respect.*
- *MoWSA has an unerring focus on delivering appropriate customer service and offering real value. As a commitment to deliver on this we have created this charter, which is intended to be a living document, regularly informed and updated, as we keep listening to feedback.*

Our research tells us that our customers regard highly these aspects of our service and that we all have a role to play in meeting these expectations...

- **Personal Contact**
- **Quality**
- **Value**
- **Timeliness**
- **Packaging**
- **Variety**
- **Choice**
- **Presentation**
- **Follow - up**

To deliver on these important aspects of our service...

All customers can expect:

- Prompt, friendly, courteous and efficient service
- Clear, timely and accurate information
- MoWSA to listen and respond to concerns and needs
- Respect for both people and privacy
- To be appropriately informed on the progress of an enquiry made

Meals on Wheels will:

- Greet all in a friendly way
- Clearly identify ourselves
- Clarify our mutual needs
- Provide a contact and feedback process
- Respond to any contact made
- Seek outcomes
- Communicate clearly
- Work together to solve problems

Customers, Volunteers & Paid Workers, Suppliers and Partners can help by:

- Providing prompt & honest feedback
- Treating all with mutual respect
- Respecting the rights of voluntary and paid workers
- Working with others to find solutions
- Providing accurate and complete information regarding all our dealings

People Value:	MoWSA's commitment is to:	How MoWSA will be judged:
<ul style="list-style-type: none"> • Personal Contact 	<ul style="list-style-type: none"> • Greet everyone in a friendly way • Provide opportunities for contact and feedback 	<p>We will be judged in a number of ways;</p> <ul style="list-style-type: none"> • At the points of contact with us, people will be able to judge and comment on how we are handling their needs. • People have the right at any time to speak to us, or ask to speak to a supervisor, about any issue of our service. • We have an obligation to note and act on any concerns. • People have free access at any time to our Customer Feedback Process. • This process, is a feed back opportunity as well as an opportunity for information on who you could contact to take any matter, further. • During the year, we will conduct formal and informal research into our service to ensure we are meeting what is required. • All should be encouraged to record a comment, compliment or complaint with us, at any time. • To discuss any issue; <ul style="list-style-type: none"> • Make a Freecall to 1800 854 453, or • email info@mealsonwheelssa.org.au, • Or request a feedback form.
<ul style="list-style-type: none"> • Quality 	<ul style="list-style-type: none"> • Work to ensure that everything we prepare is done with the highest possible standards of freshness, ingredients, preparation, cooking, serving and delivery. All done in accordance with all regulatory requirements. • Ensure our internal systems, process and interactions, have the same 	
<ul style="list-style-type: none"> • Variety 	<ul style="list-style-type: none"> • Continue to maintain regular rotation of our menus, enabling our customers to enjoy a nourishing meal that is fresh, tasty and offers something different! • Utilise our internal processes to assist in enabling variety to be achieved. 	
<ul style="list-style-type: none"> • Value 	<ul style="list-style-type: none"> • Ensure that we maintain our proven record of preparing & delivering meals that are nourishing, great to eat and well priced...thus delivering great value! • Manage our internal processes, directed towards achieving value. 	
<ul style="list-style-type: none"> • Choice 	<ul style="list-style-type: none"> • Work with all towards our commitment to provide our customers with a regular choice of meals. • Drive internal processes to assist in enabling choice to be achieved. 	
<ul style="list-style-type: none"> • Timeliness 	<ul style="list-style-type: none"> • Continue to ensure that our meals are delivered at the time we commit to. • Respond to issues in a timely manner. 	
<ul style="list-style-type: none"> • Presentation 	<ul style="list-style-type: none"> • Work to ensure that the meal our customers receive, is not only nourishing but truly 'looks and smells good enough to eat'! 	
<ul style="list-style-type: none"> • Packaging 	<ul style="list-style-type: none"> • Work to ensure that our meals are packed in a way that is convenient, easy to use and helps to present our meals in an appealing way. 	
<ul style="list-style-type: none"> • Follow - Up 	<ul style="list-style-type: none"> • Ensure we get back to people, to "close the loop". 	