

Our Service Charter

Cancer Council Tasmania wants to provide the highest quality service we can. The purpose of the Cancer Council Tasmania Service Charter is to outline how we interact with people within and outside of our organisation.

Who we are and what we do

Cancer Council Tasmania is a charity working to minimise the incidence and impact of cancer on all Tasmanians through our work in cancer prevention, support, research and advocacy.

When we interact we will

- Be respectful
- Communicate in an honest and clear manner
- Welcome you warmly and thank you sincerely
- Ensure your enquiry is handled effectively by the most appropriate person

We are responsive

- We will respond promptly
- Be knowledgeable about our programs, services and products
- Provide accurate, appropriate and evidence based information

We maintain confidentiality

- We have systems in place to ensure that we protect confidential information
- We handle all your information in accordance with the Privacy Act 1988

We are transparent and honest

- We are open about our processes, governance and financial information
- Our program and service information is generally available on our website and in community correspondence /publications
- Our staff and volunteers must disclose conflicts of interest

We welcome feedback

- We will listen to you
- We will handle your feedback in a fair, confidential and responsive manner, free from repercussion or prejudice

You can help us by:

- Giving us all the relevant information we need to help you
- Letting us know if we need to provide for your individual requirements
- Asking us to provide further information or to explain anything you are not sure of
- Being courteous and respectful