

# ICV



# Service

# Charter



## Who we are

Indigenous Community Volunteers (ICV) is a not-for-profit, non-government organisation promoting human and community development through volunteers.

We provide opportunities for Aboriginal and Torres Strait Islander people to develop community and human capacity in order to improve their quality-of-life, health, social and economic wellbeing and inclusion within Australian society.

We enable Aboriginal and Torres Strait Islander people to work in partnership with the broader Australian community, governments, and the private sector to harness opportunities and overcome disadvantage through community and human development projects.

More details about us can be found at [www.icv.com.au](http://www.icv.com.au).



## **Our Promises to you**

### **Respecting your rights and culture**

We will

- Respect and uphold your human rights and dignity
- Respect your culture and language
- Respect your privacy and the confidentiality of your personal information
- Respect your right to provide feedback on our service



### **Making it happen for you**

We will

- Do our best to meet your needs
- Get back to you quickly when you contact us
- Eliminate unnecessary red tape and paperwork

### **Getting it right**

We will

- Give you clear and accurate information
- Give you consistent advice
- Make accurate and timely payments and acquittals of our expenditure



### **Being genuinely interested in you**

We will

- Treat you with courtesy and respect
- Provide service with a smile
- Listen to your feedback and ideas
- Respond to your complaints promptly



## You can help us by

- Treating our staff with courtesy and respect
- Being honest and open in your dealings with us
- Responding quickly to our requests
- Providing us with accurate information
- Providing us with feedback on our services
- Contacting us if you believe we have made a mistake

## Feedback

We value your feedback. It helps us understand what is important to you and how we can provide better service. If you have been pleased with our service, please let us know. This gives us an opportunity to recognise the great staff and volunteers in our team. If you are not satisfied with our service, please also advise us. We take your complaints seriously and can use them to improve our service. If you have a complaint, we recommend that you first try to resolve it with the ICV staff member with whom you have contact. If you are not satisfied, talk to their manager. If you remain unsatisfied, put your complaint in writing and send it to us at [feedback@icv.com.au](mailto:feedback@icv.com.au).

## CEO's message

At ICV we have a goal of 'making it happen' for Aboriginal and Torres Strait Islander people. And our philosophy is that we do things 'with' Aboriginal and Torres Strait Islander people, not 'to' them and not 'for' them. We promise to deliver courteous, respectful, high-quality and timely service to all our clients.



Stephanie Harvey – CEO



For more information go to [www.icv.com.au](http://www.icv.com.au), contact [feedback@icv.com.au](mailto:feedback@icv.com.au) or call 1800 819 542.