

Butchulla Native Title Aboriginal Corporation (BNTAC) Client Services Charter

At BNTAC, we are committed to providing the highest standard of client services to our community members, partners, and stakeholders. Our Client Services Charter outlines the principles and commitments that guide our interactions and service delivery. We aim to uphold these standards with respect, integrity and cultural sensitivity.

Our Commitments:

1. **Cultural Respect:** We are dedicated to upholding the cultural heritage, values, and traditions of the Butchulla people. Our services are culturally sensitive, and we strive to ensure cultural protocols are respected.
2. **Accessibility:** We are committed to providing services that are accessible to all. We will make reasonable accommodations to ensure that our services are inclusive and meet the diverse needs of our clients.
3. **Transparency:** We will provide clear and honest information about our services, processes, and decision-making. We aim to keep you informed and engaged in matters that affect you.
4. **Confidentiality:** We respect your privacy and will protect your personal information. Any data collected is handled in accordance with relevant privacy laws and regulations.
5. **Timeliness:** We will aim to provide efficient and timely service delivery. While some matters may take longer due to their nature, we will communicate timeframes and updates as needed.
6. **Feedback and Complaints:** We value your feedback, whether it's a compliment or a concern. We have a process for handling complaints and will use your input to improve our services.

Your Responsibilities:

1. **Respect:** We expect clients to treat our staff and partners with respect and courtesy, as we do for you.
2. **Honesty:** Provide accurate and truthful information to help us better serve you.
3. **Communication:** Keep us informed of any changes or circumstances that may impact our services to you.
4. **Feedback:** Share your feedback and concerns with us, as it helps us enhance our services.

Service Delivery:

Our services encompass a wide range of areas, including Native Title support, cultural preservation, community programs, and social enterprises. We aim to deliver these services with the highest level of care, professionalism and dedication.

Contact Information:

If you have any questions, feedback, or require assistance, please do not hesitate to reach out to our team. You can contact us by phone, email, or visit our office at the University of the Sunshine Coast, Fraser Coast Campus, Building C, Office 1.11.

Phone: 07 4338 7600 **Email:** administrator@butchullantac.org.au

Thank you for entrusting BNTAC with your needs and for being an essential part of our community. We look forward to serving you with respect and dedication.

Veronica Bird | General Manager Butchulla Native Title Aboriginal Corporation