



# SERVICE CHARTER

This charter sets out:

- the AAT's commitments to our users
- how to give us feedback
- our contact details.

## Our service standard

We aim to provide a mechanism of review that:

- is accessible; and
- is fair, just, economical, informal and quick; and
- is proportionate to the importance and complexity of the matter; and
- promotes public trust and confidence in our decision-making.

## Our commitments

### We will treat you with respect and courtesy

- We will be polite, respectful and courteous and use language that is clear and understandable.

### We will make ourselves accessible

#### Access to staff and premises

- Staff will answer telephone queries from 8:30 am to 5:00 pm on working days. You can contact us on 1800 228 333 from anywhere in Australia. If you are calling from outside Australia, telephone +61 9276 5000
- If you do not speak English, you can call the [Translating and Interpreting Service](#) and ask them to call us: Within Australia, telephone 131 450. From overseas, telephone +61 3 9268 8332
- If you are deaf or have a hearing or speech impairment, you can contact us through the [National Relay Service](#)
- All correspondence will include our contact details
- Wheelchair access and portable hearing loop systems are available at each registry
- Hearings will be held in capital cities and in regional centres (where possible)
- We conduct many hearings by phone or video-conference.

### **Access to interpreters, representation and information**

- If you need an interpreter we will provide one free of charge
- You may have someone represent or assist you, depending on the type of decision being reviewed
- We have information about our procedures available from our offices and on our website ([www.aat.gov.au](http://www.aat.gov.au)).

### **We will deal with you fairly**

#### **Opportunity to be heard in proceedings**

- You or your representative will have a reasonable opportunity to present your case.

#### **Reasons for AAT decision**

- We will give you the reasons for making the decision in your case. These may be given orally or in writing.

### **We will operate in an efficient manner**

#### **Application and enquiries**

- We will acknowledge receipt of applications
- We will respond to enquiries within a reasonable time.

#### **Privacy and confidentiality**

- Some hearings are open to the public, but the AAT can order that a hearing be held in private or the identity of a person be kept confidential. Some types of hearing, including Centrelink and child support first reviews and refugee hearings, are private
- We are bound by the Australian Privacy Principles set out in the *Privacy Act 1988*. Further information about how we handle personal information is available on our [website](#).

### **Your responsibilities**

So that we can meet our commitments, you will need to:

- comply and cooperate with any relevant practice directions or specific directions given by the AAT
- let us know in advance if you need any assistance with language and/or access to our offices
- take reasonable care for your own (and others') health and safety when at the AAT and cooperate with any reasonable AAT instruction, policy or procedure
- keep appointments unless it is not possible to do so, in which case you should tell us well beforehand
- give us complete and accurate information
- tell us promptly of any changes to your contact details
- if you are a department/agency, use your best endeavours to assist the AAT in making its decision
- be polite, respectful and courteous. We will restrict how we deal with people who are abusive or threatening to our staff or members.

## Comments on our service

We value your feedback on the quality of our services as it allows us to understand what is working well and where improvements can be made. You can provide feedback by using the [online feedback form on our website](#).

### How to make a complaint

It is important to understand that you cannot complain to us about an AAT decision. If you or your representative think the decision is wrong, you may have a right to apply for a further review, or to appeal to a court.

If you are not satisfied with the AAT's service, you can make a complaint by using the [online feedback form on our website](#).

To enable us to properly investigate your complaint, please give us as much information as possible, including:

- your name and contact details (unless you wish to remain anonymous)
- if applicable, the relevant AAT review number
- details of your complaint, including relevant dates and names of AAT staff or members (if known)
- details of any previous interaction with us in relation to the issue
- the outcome you are seeking.

See our Complaints Policy for more information.

### How long will it take to resolve a complaint?

If you make a complaint, we will aim to respond within 20 working days. If your complaint is complex it may take longer to resolve.

### If you are still not satisfied

If you are not satisfied after we have investigated your complaint, you can contact the Commonwealth Ombudsman. Please note that the Ombudsman cannot review an AAT decision or investigate the conduct of members.

For more information, visit the Ombudsman's website ([www.ombudsman.gov.au](http://www.ombudsman.gov.au)).

## How can I find out more about the AAT?

A wide range of information about the AAT and our procedures is available on our website ([www.aat.gov.au](http://www.aat.gov.au)).

You can also call us on **1800 228 333** (calls are free from landline phones, however calls from mobiles may be charged).

Non-English speakers can call the [Translating and Interpreting Service](#) on 131 450 and ask them to call the AAT. If you are deaf or have a hearing or speech impairment, contact us through the [National Relay Service](#).