

DDB Customer Service Charter

Our Vision

Every person affected by an occupational dust disease receives timely, accurate and effective services delivered with empathy and integrity.

At the Dust Diseases Board we want to make sure that you receive a high standard of service from us. This service charter sets out how we will do this.

About the DDB

Our Purpose

The DDB is funded by NSW employers to deliver a sustainable compensation scheme for NSW workers with a dust disease and their dependants

Our Services

- Payment of compensation benefits to eligible workers and dependants
- Payment of medical and related health care expenses of affected workers
- Medical examinations of workers exposed to dust in the workplace
- Information and education

Our Values

Integrity
Respect
Ethical Behaviour
Accountability
Excellence

We do what we say we will do
We value all people
We are honest and fair
We take responsibility
We aim to deliver our best

Our Commitment to You

We will provide

- Easy access to our services, information and resources
- Information on the services we offer and your rights and responsibilities.
- A respectful, courteous and professional service.
- Responses to your enquiries and requests for information in an accurate and timely manner.
- Access to services between 9.00am and 5.00pm Monday to Friday (except public holidays).
- A qualified interpreter, if you require one.
- Access to the National Relay Service if you are hearing and/or speech impaired.
- A referral to an alternate contact point if we are unable to provide the service you need.

You can expect

- To be treated with courtesy and respect.
- To receive the same level of service as all our other clients.
- Our staff to observe the highest standards of ethical and professional behaviour.
- Our staff to be impartial and open with you in dealing with your enquiry or application.
- Your privacy to be protected.
- To be advised of the progress of your application or enquiry.
- To be provided with a clear explanation for any decisions we make
- Our staff to communicate with you clearly and concisely.
- To have a decision about your application for compensation reviewed if you disagree with that decision.

Our Service Standards

Telephone enquiries	<p>We will answer calls within 60 seconds.</p> <p>We will attempt to resolve your inquiry at the primary point of contact.</p> <p>If we need to return your call, we will do so within 2 business days.</p>
Written enquiries	<p>We aim to respond to all enquiries or concerns within 21 days</p> <p>If we need more time to respond to a complex enquiry, we will let you know how long it will take us to give you a response.</p> <p>We will identify ourselves, and provide contact details in our written correspondence.</p>
Payments	<p>We aim to pay your claims for payment within 14 days of receipt .</p>
Medical Examinations	<p>We will offer you an appointment to be examined by the DDB within 30 days</p>

Protecting your Privacy

Your personal information is protected by law. We cannot use nor disclose personal information we have about you unless you have agreed to its use or disclosure, or it is otherwise allowed under the Privacy and Personal Information Act 1998 and the Health Records and Information Privacy Act 2002.

If you disagree with a decision made by the DDB

If you think we have made an error in a decision, you can ask us to review the decision. The *Workers' Compensation (Dust Diseases) Act* provides that you may appeal a decision made by the DDB's Medical Authority or the DDB Board relating to your application for compensation to the District Court of NSW if you are dissatisfied with that decision.

Complaints and feedback about our services

The DDB values your opinion and wants to hear your views on the quality of the services we provide. If you wish to offer suggestions, compliments or feedback about the DDB's services, please contact the Director, Client Services by telephone or in writing.

If you are dissatisfied with our services, you may wish to lodge a complaint. We take all complaints seriously and will respond to them in a professional, fair and timely manner. If you have a complaint about our service or a staff member, you can contact us by telephone, e-mail or in writing. We will try to resolve your issue immediately. If we cannot resolve the issue straight away we will refer your complaint to the most appropriate person to help you.

How to contact us

The staff at the DDB are available to answer your questions about your compensation benefit or our services.

We can be contacted between 9.00am and 5.00pm on (02) 8223 6600 or toll free on 1800 550 027.

Our postal address is:
Workers' Compensation Dust Diseases
Board
GPO Box 5323
Sydney NSW 2001

Please quote your Board reference number when contacting the Board.

Our website address is:
www.ddb.nsw.gov.au

You can help us by:

- treating our staff with courtesy and respect
- being open and honest in your dealings with us
- advising us when your personal details change
- providing all the information and documents you hold or are aware of to assist with determining your application
- providing us with feedback on our services
- contacting us if we have made a mistake