

# WorkCover Assist

## Service

### **Our mission**

To provide courteous, timely and useful assistance to all users of WorkCover Assist.

### **Our objectives**

Our objectives include:

- to equip workers with sufficient information to ensure their active and effective participation in the conciliation process
- to promote resolution of workcover disputes in a timely manner
- to provide an efficient and effective service

### **Our values**

We are committed to acting in accordance with our values. These are:

- Constructive: we are constructive in the way we provide information, advice and service
- Accountable: we are accountable for what we do and say. We live up to our promises
- Transparent: we work in a transparent way and in an environment which is open and honest
- Effective: we are effective by working collaboratively to deliver high quality services
- Caring: we demonstrate care by showing empathy in our dealings with everyone

### **Our service commitment to you**

We aim to provide you with a quality service, where we:

- treat you with courtesy and respect
- respond to your enquiries promptly and effectively
- provide you with accurate, helpful and easy to understand information
- respect the privacy and confidentiality of your personal information

### **How you can help us help you**

To help us help you, we ask that you:

- treat us with courtesy and respect
- tell us if you have special needs
- tell us if you need the assistance of an interpreter
- provide us with feedback on our service