



National Blood Authority Service Charter

Who We Are and What We Do

The National Blood Authority (NBA) is a statutory agency within the Australian Government Health portfolio that manages and coordinates arrangements for the supply of blood and blood products and services on behalf of the Australian Government and State and Territory governments.

Our Standards of Service

The NBA is committed to providing a level of service that meets or exceeds the expectations of our stakeholders. We adhere to the [Australian Public Service Values and Code of Conduct](#) in all aspects of our business. When contacting the NBA you can expect us to:

- listen to you;
- be professional;
- be honest;
- treat you with fairness and respect;
- provide accurate and clear information in a timely manner;
- be accessible and responsive;
- treat confidential and private information in an appropriate manner; and
- respond to complaints promptly.

Help Us Deliver a Better Service

When you are dealing with the NBA you can help us deliver a better service by:

- treating us with respect and courtesy;
- being honest and ethical;
- meeting any of your obligations to our relationship with you;
- providing us with accurate and necessary information in a timely way; and
- allowing sufficient time for us to respond to your request.

Your Rights

When you are dealing with the NBA you are entitled to expect:

- a right to seek access to documents in accordance with the [Freedom of Information Act 1982](#);
- that personal information will be treated appropriately in compliance with the [Privacy Act 1988](#) and our [Privacy Policy](#);
- that information you provide to us which is appropriately classified as confidential will be kept in confidence, except where disclosure is required or authorised by law; and
- that any [public interest disclosures](#) will be handled in accordance with the [Public Interest Disclosure Act 2013](#).

Feedback on Our Service

We welcome feedback to assist us with our commitment to improving our service. If you've had a positive experience when dealing with the NBA or you have a suggestion on how we can improve our service, please let us know. You can do this directly with the NBA staff member you have been dealing with or by contacting the NBA on the contact details below.

Similarly, if you are not happy with our level of service and wish to make a complaint, we would like to hear from you. In such cases we recommend that you try to resolve the issue directly with the NBA staff member you have been dealing with or with their immediate supervisor. If you are not happy with the handling of your issue or with the outcome, you can contact the NBA Chief Executive to seek a review of the matter. We will respond to you within 28 working days of the NBA receiving the complaint in writing, with sufficient detail to investigate the issue.

If you have concerns about the way we have handled your inquiry, you may contact the Commonwealth Ombudsman. This service is free of charge and is available by calling 1300 362 072 or by visiting www.ombudsman.gov.au.

Compliments and complaints

We welcome feedback to assist us with our commitment to improving our service. If you've had a positive experience when dealing with the NBA or you have a suggestion on how we can improve our service, please let us know. You can do this directly with the NBA staff member you have been dealing with or by contacting the NBA on the contact details below.

If you wish to make a complaint we recommend that you:

- try to resolve the issue with the person you have been dealing with
- if you are not satisfied, talk to a manager or send us your complaint - visit our Contact Us page for NBA contact details.
- if you are still not satisfied with the outcome, you may write to the General Manager to seek a review of the matter and a response as soon as possible or within 28 working days of the NBA receiving a written complaint with sufficient detail to investigate the matter.

If you remain unhappy with our handling of the complaint or this outcome, you may take the complaint to the Commonwealth Ombudsman in your State or Territory. The Commonwealth Ombudsman may be contacted on 1300 362 072, or by writing to:

The Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601

or at <http://www.comb.gov.au>.

Review of the Service Charter and Performance Reporting

We continually look for ways to improve our service delivery to you and we will:

- review this Service Charter periodically;
- use your feedback to monitor, evaluate and improve on our performance; and
- report on our performance in our Annual Report.

Contact Us

Mail: National Blood Authority
Locked Bag 8430
CANBERRA ACT 2601
Australia

Telephone: 13 000 BLOOD (13 000 25663)

Email: support@blood.gov.au

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