

## OUR SERVICE COMMITMENTS

*Our service commitments support excellence in service delivery and complement the Australian Public Service Values and Code of Conduct.*

## WHAT YOU CAN EXPECT FROM US

**Professionalism**—we deliver our services fairly and effectively and treat you with courtesy and respect.

**Responsiveness**—we listen to you, meet agreed timeframes and respond appropriately to feedback and enquiries. We use this information to understand your needs and to drive innovation.

**Easy access to services**—we provide you with quick and easy access to the right services and publish relevant and consistent information to assist informed decision making.

**Accountability**—we are accountable for our decisions and actions. We aim to be a trusted partner to our stakeholders by delivering services to clients in a commercially sound and transparent way.

AFSA is committed to achieving and maintaining a high level of service for our clients. We strive to provide helpful information but cannot offer legal advice, legal interpretations or opinions.



## HOW TO CONTACT US

### Insolvency

- 📄 [www.afsa.gov.au](http://www.afsa.gov.au)
- ✉ [www.afsa.gov.au/contact-us](http://www.afsa.gov.au/contact-us)
- ☎ 1300 364 785



IS

### Personal Property Securities Register

- 📄 [www.ppsr.gov.au](http://www.ppsr.gov.au)
- ✉ [www.ppsr.gov.au/contact-us](http://www.ppsr.gov.au/contact-us)
- ☎ 1300 007 777 (1300 00 PPSR)



### Hours of operation (AEST and AEDT)

- Monday to Friday 8.30 a.m. to 8.00 p.m.
- National public holidays—closed



Please check our website for office hours during the Christmas/New Year period.

### Help in other languages

Information in languages other than English can be found on our website.



If you have difficulty speaking or understanding English, you may call the Translating and Interpreting Service (TIS) National on 131 450 for the cost of a local call.



Australian Government

Australian Financial Security Authority



# CLIENT SERVICE CHARTER

This charter describes our agency, purpose and goals and the service commitment we make to our clients.

## OUR VISION

*The Australian Financial Security Authority is a dynamic organisation that facilitates improved and equitable financial outcomes for consumers, business and the community through excellence in service delivery.*



## WHO WE ARE

AFSA is an executive agency in the Attorney-General's portfolio. We manage the application of bankruptcy and personal property securities laws through the delivery of high-quality personal insolvency and trustee, regulation and enforcement, and personal property securities services.

## OUR PURPOSE

To provide improved and equitable financial outcomes for consumers, business and the community through application of bankruptcy and personal property securities laws, regulation of personal insolvency practitioners, and trustee services.

## OUR GOALS

We deliver our purpose through our goals.

**Goal 1: Foster confidence** in the personal insolvency and securities programmes we administer.

**Goal 2: Deliver value** to support equitable financial outcomes for our clients.

**Goal 3: Effective services** which continually improve your interactions with us.

**Goal 4: Quality information** to empower clients and stakeholders to make informed decisions.

Specific qualitative and quantitative performance measures have been developed to ensure that we achieve our goals. Detailed information about our services and performance measures can be found in our Corporate Plan on the AFSA website [www.afsa.gov.au](http://www.afsa.gov.au).

## OUR SERVICES

### Insolvency and trustee services

Our comprehensive personal insolvency and trustee services include providing practical information about options to deal with unmanageable debt and acting as trustee for personal insolvency administrations.

### Regulation and enforcement

Our key roles include regulating personal insolvency practitioners and investigating alleged Bankruptcy Act and Personal Property Securities Act (PPS Act) offences and where appropriate referring for prosecution.

### Personal property securities

Our expertise allows us to deliver a range of services including responding to applications made under the PPS Act and providing sector specific information to assist users to effectively use the Personal Property Securities Register (PPSR).

## HOW YOU CAN HELP US

We strive to provide excellent service to our clients. To assist us, we ask that you:

- consult our comprehensive websites for relevant information
- contact us if you need assistance with our information or services
- provide feedback if our services are not performing as expected
- adhere to the bankruptcy and personal property securities legislation and associated regulations
- provide complete, timely and accurate information
- allow us adequate time to respond to your requests
- treat our staff with respect and courtesy.

## FEEDBACK

We value your feedback as it helps us to understand your experience as well as assisting us to better meet your needs.

If you wish to provide feedback or lodge a complaint, you can do so:

- by completing the online feedback form available on our website
- through one of the channels outlined in the 'How to contact us' section of this publication.

Further information regarding AFSA's complaint handling procedures can be found on our website.

### Complaints about other industry professionals

If you are concerned about an action taken by a private bankruptcy trustee, debt agreement administrator, or other practitioner, you should read the *Resolving complaints about trustees and administrators* page on our website.

### Other avenues for review of complaints

If you are not satisfied with the way in which your complaint has been dealt with, there may be other avenues for your complaint to be reviewed.

Type of enquiry	Agency	Phone
General complaint	Commonwealth Ombudsman	1300 362 072
Where you believe your privacy rights have been infringed	Office of the Australian Information Commissioner	1300 363 992
In certain specific circumstances where legislation allows	Administrative Appeals Tribunal	1800 228 333

### Review of trustee and administrator decisions

AFSA may review some decisions made by trustees and administrators. For further information about this process, please read the *Can I appeal?* page on our website.