



**Ai GROUP**

Supporting Australian industry for

**150 YEARS**

1873-2023



The Australian Industry Group (Ai Group)

# Member & Client Service Charter

## Our commitment to you

The Australian Industry Group is committed to providing exemplary customer service to our members and clients, fulfilling our purpose to empower industry success for a better Australia.

## In line with our corporate values, we commit to being

- **Curious** about your business, the challenges you face and the opportunities available to help you achieve solutions;
- **Collaborative** in the way we work with you, helping you to connect with the people at Ai Group and beyond who can assist you;
- **Caring** in the way we deal with your concerns and issues.

## In addition, we also commit to being

- **Member and Client Focused:** Tailoring our services and advocacy to focus on your needs, we will listen and engage with you on issues that affect your business and provide a strong, influential, informed and respected voice to governments and other stakeholders. We pride ourselves on accurate and insightful advice. We also respect your confidentiality and have strict protocols in place to effectively manage anti-competitive behaviour.
- **Clear and Reliable:** Providing relevant, timely and easily accessible information, resources and services. This also includes clarity around our membership offering and timely and clear estimates for fee-for-service work.
- **Responsive:** Responding promptly to enquiries and service requests, whether received via our website, email, by telephone or to our member-only Workplace Advice Line.
- **Accountable:** Taking responsibility for the services we provide and communicating promptly should changes occur.

## To achieve this, we will

- embody our values of curious, collaborative and caring while providing a safe and positive working environment which allows our people to perform at their best;
- continue to adopt technology to help us manage interactions and improve services;
- seek feedback from you on how we're doing to continuously improve our offering.

## Feedback

Successful working relationships require cooperation from all parties and we ask that you treat our people with the same courtesy and respect that we expect of them.

We are committed to a workplace free from harassment, discrimination and bullying. We hold all Ai Group representatives to this stand and expect the same from all we do business with.

We welcome your feedback and encourage you to contact Chief Executive Innes Willox at [ceo@aigroup.com.au](mailto:ceo@aigroup.com.au)