

# WE WILL RESPECT...

## CUSTOMER SERVICE CHARTER

Our Customer Service Charter sets out the standard of accommodation you can expect from us.

## AHL'S COMMITMENT

AHL will work hard to ensure that our customer service and the experience of every resident every night in every hostel meet your expectations of safety and comfort.

**HAVE YOUR SAY!** Tell us if we're not keeping our commitments — or even if we are!  
Call **1800 640 836** or go to **ahl.gov.au/contact**



## YOUR SAFETY AND COMFORT

- A tidy, safe, welcoming place to stay
- Comfortable beds and clean rooms
- Good meals



## YOUR DIGNITY AND PRIVACY

- Being friendly and considerate
- Listening to your concerns
- Keeping your personal information safe
- Responding to your needs



## VALUE FOR MONEY

- Keeping down the cost of your stay



## YOUR LANGUAGE AND CULTURE

- Being aware of the languages you speak
- Communicating clearly with you
- Accepting and upholding your traditions



Australian Government  
Aboriginal Hostels Limited

