

WE COMMIT TO PROVIDING:

- A response to members within 24 hours of their enquiries
- A trustworthy and reputable service
- Leadership and change in the medical community through advocacy
- An informed voice on public health matters
- Assistance and relevant information for members in need
- A reduction in the burdens associated with practising medicine
- Professional development and careers advice

We commit to being across the issues facing our members and we are able to provide dependable, quality information

We commit to being accessible and responsive to members' needs

We commit to listening to and respecting our members; in turn, gaining their trust

AMA VICTORIA LTD
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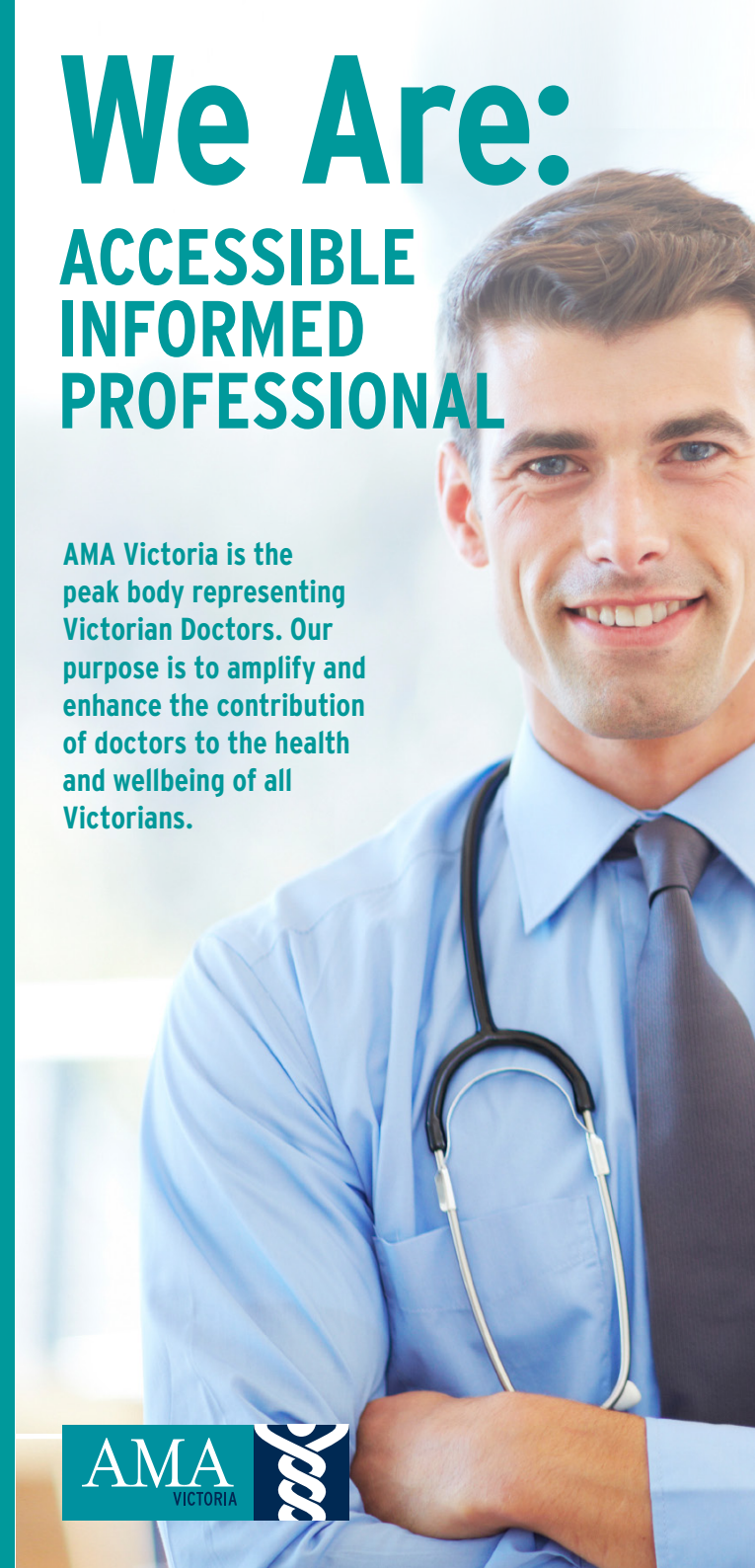
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We Are:

ACCESSIBLE INFORMED PROFESSIONAL

AMA Victoria is the peak body representing Victorian Doctors. Our purpose is to amplify and enhance the contribution of doctors to the health and wellbeing of all Victorians.



WE ARE ACCESSIBLE

This means:

- Our dedicated reception staff are available between 8.30 to 5.00pm on (03) 9280 8722
- We aim to answer all calls in a timely manner and won't leave you on hold
- We aim to resolve all enquiries during your first contact
- Our guarantee is to respond to enquires within 24 hours to ensure that our members have the information and answers they require

We commit to being accessible and responsive to members' needs

We commit to being across the issues facing our members and we are able to provide dependable, quality information

WE ARE INFORMED

This means:

- Our guarantee is to provide accurate, relevant and useful information
- Our goal is to set the industry benchmark on most informed, most relevant and most useful
- Our staff have expert knowledge to support member enquiries in a timely manner
- We encourage feedback; we will log all complaints and feedback to continuously improve our service to members
- We promote a culture of sharing and informing

WE ARE PROFESSIONAL

This means:

- We will listen to our members with empathy and understanding
- We are professional, and will treat our members with respect
- We take pride in our services and will ensure members have access to all resources to guarantee their enquiry has been comprehensively answered
- Our guarantee is that members can trust us

We commit to listening to and respecting our members; in turn, gaining their trust