

# Customer Service Charter

## About our charter

At Rocky Bay we respect and value our customers, always striving for excellence in all that we do.

We are committed to fostering and cultivating a culture of diversity and inclusion. This provides Rocky Bay with an opportunity to advance our services, build diversity in our workforce and provide culturally responsive programs.

Our customer service charter sets out our promises to you, so that you know what to expect when you use our services, and how to provide feedback.

- Our Values**
- Providing excellent customer service
  - Looking for better ways
  - Working together
  - Being professional and accountable

- Our Promise**
- We respect, value and create environments which embrace cultural diversity and inclusion
  - We recognise the rights of all individuals
  - We will deliver on our commitments
  - We will be courteous and respectful at all times
  - We will be open and honest in all that we do
  - We will continue to learn from our customers, accepting without bias differences of any kind

- You can expect**
- To be welcomed by informed people who work with you
  - Attention to your particular cultural needs and requirements
  - Services that continually strive to improve
  - Truth and transparency
  - Availability and accessibility of relevant information in a timely manner
  - Feedback to be actively encouraged

- Help us to help you**
- Provide us with feedback on how we can improve our services
  - Treat our staff and our other customers with respect and courtesy
  - Assist our staff to clearly understand your needs

- Tell us how we are doing**
- Your feedback will improve our services
  - Help us recognise and acknowledge the efforts of our people
  - We will acknowledge your feedback within one working day
  - Contact us at [info@rockybay.org.au](mailto:info@rockybay.org.au) or 08 **9383 5111**



We are committed to being environmentally sustainable in the delivery of our services.