



SERVICE DELIVERY STANDARDS

OUR CUSTOMER SERVICE STATEMENTS

- We are committed to service excellence by consistently delivering service of the highest quality
- We recognise the importance of having positive and respectful relationships with all of our stakeholders
- We value your feedback and we will work with you to understand how to improve our services

OUR SERVICE DELIVERY STANDARDS

The administrative body that supports our Board will observe the following service delivery standards:

Answer incoming telephone calls:

In most instances your call will be answered straight away, but if this is not possible your call will be returned within 1 business day.

Complex enquiries and correspondence:

If your enquiry is complex and cannot be answered straight away, you will be advised of when you can expect a response. This will depend on the complexity of your enquiry as our aim is to provide you with the right information in a timely manner.

Acknowledge your email or website contact:

Within 1 business day.

If we can't provide the service you require, we will endeavour to refer you to where the service may be available:

100% of the time.

Reply to general enquiries and correspondence:

Within 5 business days.