

## Who are our customers?

---

Our customers are the people who live, play, work and conduct their business in Nhulunbuy and those who visit from within the Northern Territory, interstate and overseas.

## Corporate Plan 2020

We have a strategic plan which identifies the directions we need to take to improve the quality of life for people in Nhulunbuy. We aim to provide quality service outcomes by ensuring Nhulunbuy Corporation processes and systems are effective and efficient.

## What will we do to ensure continuous improvement?

- Undertake regular surveys to listen to your feedback and measure our service delivery
- Continually review our processes to ensure that they provide the most streamlined service for the community
- Work with the people of Nhulunbuy to ensure quality customer service is provided and maintained

## If you are dissatisfied with our service

---

Please raise your concerns with us directly via one of the following channels:

- Telephone
- Written correspondence
- Face to face
- Website

If you are not satisfied with the outcome, please ask to be referred to the Manager of the team or the Chief Executive officer who will review the matter and respond within five working days of hearing from you.

## Contact us

Phone: (08) 8939 2200  
Email: [office@ncl.net.au](mailto:office@ncl.net.au)  
Website: [www.ncl.net.au](http://www.ncl.net.au)  
After hours: 0407 972 550

## Head office opening hours

Monday-Friday 8am-4.30pm  
(except public holidays)

Shops 2 and 3 Westal Street  
Nhulunbuy NT 0880

PO Box 345  
Nhulunbuy NT 0881

# Customer Service Charter

---



**nhulunbuy** corporation

## nhulunbuy corporation Customer Service Charter

This Customer Service Charter describes our commitment to our customers and sets out the standards of service you can expect from us. It also outlines what you can do to help us deliver a more effective, efficient service and informs you of the steps you can take should that service fail to meet your expectations.



### What service can you expect?

- Courteous, respectful, honest and ethical high quality service
- Recognition that you have the right to be informed and consulted
- Staff to identify themselves by name
- Staff who are trained to provide a full range of information on Corporation services
- Provision of a reference to an identified contact point if we are unable to provide the service you need
- A culture that is based on a 'can do' attitude

## Our goals

Four guiding principles underpin our decision making processes:

- **Strong leadership**—the Nhulunbuy Corporation maintains a presence as a strong community leader with effective and respected management
- **Effective teamwork**—the Nhulunbuy Corporation collaborates internally as well as actively encourages external partnerships
- **Efficient service**—the Nhulunbuy Corporation provides quality infrastructure and services which are socially, economically and environmentally sustainable
- **Engaged community**—the Nhulunbuy Corporation proactively informs the community and provides opportunities for residents to participate in activities and decisions



## We aim to provide

A customer service queuing time of less than five minutes

Telephone messages to be responded to before the close of business on the day

Simple email or phone requests such as application forms, information or general enquiries will be responded to within one working day

Email or phone requests of a more complex nature will be responded to within five working days of receipt.

If you write to us, we will acknowledge or respond to your correspondence within five working days of receipt.



## How can you help?

The Nhulunbuy Corporation is committed to assisting you to the best of our ability. You also have a part to play in this.

It is important that you provide relevant and accurate information to us in a timely manner and that you treat our staff with respect.

To not do this may cause delay and difficulties in providing a high standard of service to you.