

# Customer Service Charter

---

Our Customers are at the centre of everything we do.

To deliver on the needs, wants and expectations of our Customer's we provide the highest standard of service and care. We deliver quality customer service by listening to our Customers, measuring their satisfaction, as well as monitoring, evaluating and evolving the service we provide.

## Who we are

Maxima is a not-for-profit community-oriented organisation supporting people in their pursuit of meaningful work. Maxima works with individuals, employers and government bodies to provide employment, training and career development programs and services. Our scope includes Apprenticeships and Traineeships, Indigenous Employment, General Recruitment and Disability Employment Services from 60 locations across Australia.

## Our customers

Our Customer base includes a broad base of individuals, organisations and government bodies.

Customers include individuals seeking employment and/or training and associated services (jobseekers), jobseekers with a disability or special needs, jobseekers who are of Aboriginal or Torres Strait Islander descent, jobseekers from Cultural and Linguistically Diverse (CALD) backgrounds, as well as employers and organisations who require staff on a permanent or temporary basis.

## Our Customer Service commitment

Maxima's staff will:

- Deliver a professional service which treats all individuals with dignity and respect
- Ensure our Customers can access our services
- Support active decision making and individual choice
- Provide service information in an appropriate and in a timely manner
- Be upfront about the service we are delivering, including fees, charges and timeframes.
- Ensure the service is safe, free from discrimination, exploitation, abuse, harm, neglect and violence
- Promote the rights of all individuals to access our services including their right to access independent advocacy and/or legal advice
- Promote individual freedom of expression
- Ensure privacy and confidentiality of Customer information as required or authorised by law.

Maxima has developed and implemented a framework of policies and procedures to ensure the delivery of this commitment.

## Our responsibilities to our Customers

We will deliver on our Customer Service Commitment by:

- Communicating openly with Customers
- Providing information that is accurate, complete and timely
- Making decisions which are well-informed and consistent
- Providing knowledgeable and experienced staff
- Being courteous, respectful and honest
- Ensuring concerns, feedback or complaints are handled promptly, efficiently and confidentially.

The availability of services to Customers may at times be disrupted by circumstances beyond our control. To minimise the impact of any disruption, Maxima has risk management and business continuity plans in place to support ongoing service delivery and communication with our Customers.

# Customer Service Charter

---

## Our service standards

Maxima's Customer Service Commitment is measured by the following quality characteristics:

- Accessibility to our services
- Responsiveness of staff
- Professionalism of our staff
- Expertise (knowledge and experience) of our staff
- Resolution of Customer concerns in a timely manner
- Provision of safe and inclusive services, free from harm.

This information is captured through regular Customer Satisfaction Surveys.

In order to maintain a high standard of Customer Service, Maxima will:

- Review this Customer Service Charter annually
- Maintain certification with the International Organisation of Standards (ISO) 9001:2015 Quality Management Systems and ISO 45001:2018 Occupational Health and Safety Management Systems, the National Standards for Disability Services, GTO National Standards and the National Disability Insurance Scheme.

## How our Customers help us

We ask our Customers to help us improve our services by:

- Providing accurate and complete information
- Actively participating in decisions, which may involve providing consent, signing contracts of service or agreements
- Treating our staff with respect, including not acting in a violent or threatening manner towards staff or other customers
- Telling us if the information we provide is not understood
- Providing us with feedback on how we can improve our service.

## We want Customer feedback

Customers are invited to provide feedback directly to a Maxima Consultant, phone 1300 669 859 or visit [www.maxima.com.au](http://www.maxima.com.au).

Disability Employment Services (DES) customers can speak with the Customer Experience Manager by phoning 1300 629 462.

## Associated Documents

- Integrated Quality and Safety Policy
- Continual Improvement Procedure
- Annual Business Plan

## Version Control

Date	Version	Rationale	Author
02/02/2017	3	Published	GM Group
16/08/2019	4	Published	Risk and Quality Manager