

Customer Service Charter

Purpose

Maxima's Customer Service Charter describes our commitment to deliver quality services to our customers. The charter explains who we are and the level of service our customers can expect to receive when they contact us or access our services. The charter also outlines how customers can give feedback on our service delivery performance.

Who we are

Maxima is a not-for-profit organisation which works with stakeholders and participants in the labour market to provide employment, training and career development related programs and services. Maxima operates nationally to help people, especially those who may be disadvantaged in the labour market, to find and retain employment.

Our customers

Our customer base is broad. It includes individuals seeking employment, training and associated services and a wide range of employers/organisations that require staff on a temporary and/or permanent basis. Customers are any individuals, organisations or groups to whom we provide or potentially provide products services.

Our commitment

Maxima is committed to:

- Treating individuals with dignity and respect
- Promoting individual freedom of expression
- Supporting active decision making and individual choice
- Providing service information in appropriate formats in a timely manner
- Ensuring that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence within the scope and interaction of services provided
- Promoting the rights of all individuals accessing our services including their right to access independent advocacy and/or legal advice
- Ensuring privacy and confidentiality to the extent permitted by law

Maxima has developed and implemented an appropriate framework of policies and procedures which ensure the achievement of these standards.

Our responsibilities to you

We will do our best to provide you with good service by:

- Communicating openly with you
- Providing information that is accurate, complete and timely
- Making decisions that are well-informed and consistent
- Having staff who have current & extensive knowledge, including our legal responsibilities
- Helping you to select the services that best meet your needs
- Being courteous, helpful and respectful
- Ensuring that any concerns, feedback or complaints you may have about our services are handled promptly, efficiently and confidentially.

The availability of services to customers can 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 customers.

Our service standards

You can expect the following standards of services:

- When you telephone us, we will:
 - Answer promptly, greet you, and identify who you are speaking to.
 - Return your call within one working day or within an agreed time.
- When you write to us (via letter, email, fax) we will:
 - Endeavour to provide an answer within 5 working days of receiving the correspondence,
 - For complex issues and requests, let you know when you can expect a response.
- When you visit us, we will:
 - Greet you and assist you with your query.
 - Work with you to identify a suitable appointment time if we cannot assist you immediately.
 - Attend within 10 minutes of any appointment made, or let you know if there is a delay.
- When we visit you, we will:
 - Give advance notice that we wish to visit, and
 - Arrange a convenient time.

How you can help us help you

We ask you to help us serve you better by:

- Giving us accurate and complete information
- Keeping any reference numbers and correspondence handy when contacting us
- Treating our staff with courtesy and respect
- Letting us know if you do not understand any information we give you
- Giving us feedback on how we can improve our products and services

Continuous Improvement

We will measure and report our performance through:

- annual review of this charter to ensure it remains current
- annual review of customer service standards
- annual review of our Quality Management system

You can provide us with feedback directly to your Maxima representative, through the annual Client Satisfaction survey, via www.maxima.com.au or on 1300 669 859.

Our staff regularly undertake relevant professional development to ensure that we continue to provide exceptional service to our national client base.