

# Customer service

## Policy

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## 1. Policy Statement

Department of Territory Families, Housing and Communities ('the Department') staff will provide services to clients in a manner that is acceptable under the code of conduct, including behavioural and workplace expectations.

## 2. Purpose

This policy ensures that the services provided by the Department are consistently applied and are of a high standard.

## 3. Scope

This policy applies to all Department staff, including those who do not have regular face-to-face contact with clients.

## 4. Roles and responsibilities

All staff have an obligation to be aware of and to uphold the Department's customer service standards and requirements.

## 5. Policy details

The Department emphasises to staff the importance of customer service to achieve efficiency, professionalism and integrity in the carriage of their duties. In practice this means that employees are required to be courteous, considerate and sensitive to the needs of their clients at all times.

HOW WE WORK	HOW WE BEHAVE
Develop effective partnerships and networks that deliver effective outcomes, to our clients	Be professional Be honest
Learn from our experiences so we can deliver better services	
Create and sustain a client-centred culture	Be respectful Be accountable Work together Value diversity
Use regional perspectives to help shape and drive our business	
Plan, anticipate and think ahead so that we operate proactively	

## 5.1. Code of conduct

The *Public Sector Employment and Management Act 1993* contains a Code of Conduct which applies to all Department staff.

## 5.2. Cross cultural awareness

An important factor in providing good customer service is awareness of, and sensitivity to, the various cultures that exist in the Northern Territory. The Department is committed to cross cultural awareness and ensures that all staff undertake appropriate training.

## 5.3. Access and equity

The Department has an obligation to ensure accessibility to all Territorians. For more information, refer to the Access and Equity policy.

## 5.4. Complaints and appeals

The Department maintains a complaints and appeals mechanism to ensure accountability. For more information, refer to the Complaints policy and the Appeals policy.

## 5.5. Staff identification

All Department staff are required to wear a name tag whilst in the office. On field visits to clients, photo identification is required. Clients have the right to refuse access to a staff member who cannot provide photo identification.

# 6. References

## 6.1. Legislation

*Public Sector Employment and Management Act 1993* (Code of Conduct)

## 6.2. Policies

Access and Equity policy

Complaints policy

Conflict of Interest policy

Discretionary Decision Making policy

Information Privacy policy