

1. Introduction

Port of Townsville Limited (POTL) is a company Government Owned Corporation established in its current form on 1 July 2008, pursuant to the *Government Owned Corporations Act 1993* (Qld) (as amended by the *Government Owned Corporations Amendment Act 2007*). POTL has a Board of Directors currently comprising of five non-executive directors (including the Chair) who are appointed by the Governor in Council (on the recommendation of shareholding Ministers).

The Board is responsible for a range of functions including ensuring enduring value is created, contributing to POTL’s commercial performance through strategy formulation and policy making, monitoring POTL’s performance and recruiting and overseeing the Chief Executive Officer. The Board is accountable to the shareholding Ministers.

The Chief Executive Officer is responsible for the day-to-day management of POTL and is appointed by the Board with the prior written approval of the shareholding Ministers.

2. Customer Service Policy

POTL puts the needs of the customer first. Our employees are committed to providing a responsive, helpful and professional service at all times.

3. POTL’s Customers

POTL has identified four primary customer groups, namely:-

- Port users
- Members of the public
- Government departments
- Employees

4. Customer Service Values

We will provide our external and internal customers with courteous, timely and efficient service that exceeds expectations. In order to continuously improve our services, we will encourage and use ongoing customer feedback to help establish our customer service standards and performance measures, and share results with our customers.

We are committed to putting our customers first and meeting their individual needs. All of our customers can expect from us:-

- fair, courteous and professional treatment;
- information that is accurate, relevant and current;
- timely response to requests;
- two-way communication;
- the ability to provide comments and suggestions; and
- consideration of their opinions and concerns.

5. External Customers

In addition to the above, our external customers can expect us to:-

- assist them with well-trained employees;
- identify ourselves by name;
- listen and respond appropriately;

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- provide information and assistance with respect to our services and operations;
- meet or exceed our established deadlines for providing customer service;
- periodically assess and measure our customers' needs and level of satisfaction with our services;
- conduct ourselves with efficiency, integrity, fairness and concern;
- act honestly, professionally, ethically and respectfully in all dealings;
- continuously improve our programs and services;
- provide opportunities for and assessment of customer concerns and complaints; and
- regularly review our information to ensure appropriate signage, condition of offices, accurate written information, web pages and communication procedures.

If problems do occur, we will:

- earnestly strive to deliver an immediate and appropriate solution;
- always advise the customer of other actions they can pursue; and
- ascertain if the problem was resolved.

What we ask of you

- Treat all our employees with respect;
- Give us the information we need to help you;
- Help us to improve by giving us your views and suggestions.

Unacceptable customer behaviour includes

- Verbal abuse including racist, sexist or discriminatory comments;
- Threats of any kind (threatening behaviour or intimidation);
- Physical violence.

6. Customer Service Standards

In delivering our services to you, we will endeavour to meet the following standards.

General Service Standards

If you phone us, we will:

- Identify ourselves by name;
- Respond to inquiries promptly;
- Provide accurate and helpful information; and
- If we are not able to answer your query immediately, we will take your contact details and endeavour to provide you with a response within two working days where the query is not of a complex nature.

If you write or email us, we will:

- Respond to specific requests acknowledging your request within 7 days;
- Inform you of the progress of your inquiry and likely timing for a response if it is more complex;
- Refer you to the appropriate agency if the matter is outside POTL's responsibility or jurisdiction; and
- Provide contact names and phone numbers in all our correspondence.

7. Future Efforts

POTL will continue to embark on a variety of initiatives to ensure that it continues to address customer needs. Ensuring that quality service is provided is an ongoing process that requires changes in the way we do business. By listening to our customers and learning from the best in private industry, POTL will become more efficient and effective, and provide the quality of service that our customers expect by: -

- **Developing programs and initiatives that address customer needs**
POTL will use the information gathered from customer feedback surveys to develop and enhance services.
- **Benchmarking against the best-in-the-business**
POTL will determine an internal process to identify improvements, benchmark with leading industries, and establish performance standards.

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- **Establishing processes to improve customer feedback**
Systems will be established to receive and address customer suggestions and complaints.

8. Your Right to Information

POTL seeks to operate in an open and transparent manner. We recognise that it is easier to understand our decisions if you have access to relevant information. Personal information about individuals held by POTL is subject to the provisions of the *Privacy Act 1988* (Cth), *Right to Information Act 2009* (Qld) (RTI Act) and *Information Privacy Act 2009* (Qld).

POTL is also subject to the provisions of the RTI Act. The RTI Act promotes the right to information held by Government agencies and provides people with a right to access to information in the agency's possession or under the agency's control unless, on the balance, it is contrary to the public interest to provide the information. Enquiries or applications under the RTI Act should be directed to:

Right to Information Officer
Port of Townsville Limited
PO Box 1031
TOWNSVILLE QLD 4810
Phone: (07) 4781 1500
Fax: (07) 4781 1525

Further information on how to make a RTI or IP application can be found on-line at our website: www.townsville-port.com.au

9. Complaints

We take all complaints seriously and aim to ensure any complaints received are addressed promptly and effectively, in accordance with our Complaints Handling Process (POT 168). All complaints are treated confidentially and appropriately investigated.

Our employees are familiar with the complaints procedure and all employees are able to "receive" a complaint. It is preferable that complaints are received in writing; however complaints can also be received verbally.

You are encouraged to provide as much information as possible about the matter, to ensure all details and issues are followed up. You are not required to provide your name or contact details, but doing so enables us to keep you informed of the progress of our investigation.

For more information on our complaints handling, contact us or visit our website: www.townsville-port.com.au

10. Communication and Customer Feedback

Your comments on how we might improve our practices and this Policy are important to us. If you have any suggestions on how we can improve our *Customer Service Policy* and practices, please write to us or contact us. We will use your comments to ensure that the service we provide is of the highest standard.

Our business hours are 8:30am to 5:00pm Monday to Friday. General calls can be directed to reception on (07) 4781 1500.

General information regarding the Port, our operations and contact numbers is available on the internet at www.townsville-port.com.au

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