



PORTof
TOWNSVILLE

Nexus North Queensland

Customer Service Policy

Port of Townsville Limited
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1. Customer Service Policy

Introduction

Port of Townsville Limited (the Corporation) 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*). The Corporation has a Board of Directors currently comprising of five non-executive directors (including the Chairman and Deputy Chairman) 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 the Corporation's commercial performance through strategy formulation and policy making, monitoring the Corporation'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 the Corporation and is appointed by the Board with the prior written approval of the shareholding Ministers.

The Corporation's Vision

The Corporation's Vision is to be the leader in the provision of innovative, efficient and effective Port services.

The Corporation will accomplish this by:

- acting commercially and competitively to promote a sustainable economic future for the Port;
- providing best practice facilities and services to meet the needs of existing and future customers;
- identifying and securing commercial opportunities;
- delivering critical infrastructure to ensure timely and sustainable development of the Port;
- maximising utilisation of existing resources; and
- enhancing environmental performance in all aspects of the Corporation's operations.

The Corporation's Values

Customers	A responsive business partner that consistently exceeds customer expectations and promotes and maintains an integrated and coordinated Port community.
Shareholders	Acting commercially to maximise shareholder returns while appropriately managing business risks.
Community	Being a responsible corporate citizen committed to providing economic and social value to the community.
Employees	Providing a work environment that encourages and supports innovation, teamwork, respect and the development of its employees.
Environment & Sustainability	Commitment to sustainable development, monitoring impacts and minimising environmental harm.
Corporate Governance	Compliance with governance structures and procedures, transparent and accountable reporting, and minimisation of risk.

Customer Service Policy

Port of Townsville Limited is an organisation that puts the needs of the customer first. Our staff are committed to providing a responsive, helpful and professional service at all times.

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2. The Corporation's Customers

The Corporation has identified four primary customer groups, namely:-

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

3. Customer Service Values

We will provide our external and internal customers with courteous, timely and efficient service that will exceed customer 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 at all times:-

- 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.

External Customers

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

- Assist them with knowledgeable employees;
- Identify ourselves by name;
- Listen and respond appropriately;
- 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;
- 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

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4. Our 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 will 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 14 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 the Corporation's responsibility or jurisdiction; and
- Provide contact names and phone numbers in all our correspondence.

5. Future Efforts

The Corporation 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 on-going process that requires changes in the way we do business. By continuing to listen to our customers and by learning from the best in private industry, the Corporation 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.**
The Corporation, as a whole, will use the information gathered from customer feedback surveys to develop and enhance services.
- **Benchmarking against the best-in-the-business.**
The Corporation will determine an internal process to identify improvements, benchmark with leading industries, and establish performance standards.
- **Establishing processes to improve customer feedback.**
Systems will be established to receive and address customer suggestions and complaints.

6. Your Right to Information

The Corporation 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 the Corporation is subject to the provisions of the *Privacy Act 1988* (Cth) and Information Privacy Standard 42.

The Corporation is also subject to the provisions of the *Freedom of Information Act 1992* (Qld). Under this Act you have the right to apply to the Corporation for access to information held by us. Enquiries or applications under the Act should be directed to:

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

Requests can be submitted on-line at our website www.townsville-port.com.au

Charges for providing information may apply, and in this regard you should refer to our website. Details of applicable charges are also notified to you by the Corporation upon receipt of your application.

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7. Complaints

We take all complaints very seriously and aim to ensure any complaints received are addressed promptly and effectively, in accordance with our Complaints Handling Process. Any complaints received are treated confidentially, taken seriously, 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 Procedure, contact us or visit our website www.townsville-port.com.au

8. 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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