



PORT of
TOWNSVILLE

Nexus North Queensland

Customer Service Policy

Port of Townsville Limited
Administration Building
Benwell Road PO Box 1031
Townsville QLD 4810
P> 07 4781 1500
F> 07 4781 1525

© Port of Townsville Limited A.C.N 130 077 673	Document Type	Policy	Document No.	POT 1030-040018
Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos – Master Document List			Revision	7
			Date	30/06/2011
			Page	1 of 5

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 eight 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 Purpose

The Corporation's positioning line, which is used throughout our communications, is "*Positioned for Opportunity*".

The Corporation is committed to:

- acting commercially and competitively to facilitate regional trade and economic development that maximises the sustainable growth of its ports and shareholder;
- proactively working in partnership with existing and future customers to identify, facilitate and secure commercial opportunities;
- providing competitive best practice facilities and services to meet the needs of existing and future customers;
- maximising utilisation of existing resources;
- delivering critical infrastructure to ensure timely and sustainable growth of its ports; and
- being a responsible corporate citizen who reinvests in the community in which it operates and ensures environmental and safety performance in all aspects of its operations.

The Corporation's Values

In all operations and dealings, the Corporation adheres to the following core values:

Collaboration & Value Creation	Proactively working in partnership with customers to grow existing business, attract new trade and facilitate supply chain solutions.
	Acting commercially to maximise profit growth and shareholder returns while appropriately managing business risks.
	Being a responsible corporate citizen providing economic and social value to the community.
Respect, Development & Innovation	Providing a work environment that encourages and supports innovation, teamwork, respect, honesty and professional development of employees.
Commitment and Performance Excellence	Being committed to sustainable development and driving best practice environmental management.
	Ensuring robust safety management systems are in place to protect the safety of all employees, contractors and visitors.
Transparency & Accountability	Being committed to compliance with governance structures and procedures and ensuring transparent and accountable reporting.

Customer Service Policy

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

© Port of Townsville Limited A.C.N 130 077 673	Document Type	Policy	Document No.	POT 1030-040018
Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos – Master Document List			Revision	7
			Date	30/06/2011
			Page	2 of 5

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

© Port of Townsville Limited A.C.N 130 077 673	Document Type	Policy	Document No.	POT 1030-040018
Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos – Master Document List			Revision	7
			Date	30/06/2011
			Page	3 of 5

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), *Right to Information Act 2009* (Qld) (RTI Act) and *Information Privacy Act 2009* (Qld).

The Corporation 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

© Port of Townsville Limited A.C.N 130 077 673	Document Type	Policy	Document No.	POT 1030-040018
Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos – Master Document List			Revision	7
			Date	30/06/2011
			Page	4 of 5

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 (POT 168). 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, 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

© Port of Townsville Limited A.C.N 130 077 673	Document Type	Policy	Document No.	POT 1030-040018
Only electronic copy on server is controlled. To ensure paper copy is current, check revision number against entry in Qudos – Master Document List			Revision	7
			Date	30/06/2011
			Page	5 of 5