

Customer Service Charter

Our Values

CBB *the not⁴profit* people has a heartfelt commitment to social justice and improving the lives of people living with disadvantage. This ambition glues our organisational culture together and drives CBB staff motivation at all levels. We proudly share similar values with our clients who we work with as partners in achieving long term, sustainable, social justice outcomes.

We shall be ethical in our dealings with clients and stakeholders and will deliver services that reflect the corporate and personal values of **R**espect, **I**ntegrity, **S**ervice and **E**mpowerment (RISE):

- ✓ **Respect:** we shall show respect for the feelings, wishes and/or rights of colleagues, clients and the wider community
- ✓ **Integrity:** we shall be professionally and personally ethical, honest and consistent with strong moral principles at all times
- ✓ **Service:** staff will be skilled, expert, client-oriented and innovative in delivering outstanding and personalised customer service
- ✓ **Empowerment:** CBB will resource and empower Not for Profit organisations to enhance their strength, capacity and sustainability and to be in control of their decision-making

Service Excellence

- ✓ CBB Staff will endeavour to help with every query quickly and effectively and if needed, will direct all calls to the right person every time.
- ✓ All enquiries that cannot be solved on the spot will be taken on board and a timeframe for them to be resolved will be provided.
- ✓ Through call recording and regular customer satisfaction surveys, CBB Staff endeavour to finely tune improvements to service delivery.

Privacy

CBB will not use or disclose personal information about an individual for a purpose other than the primary purpose of collection unless:

- ✓ The other purpose is related to the primary purpose for which the information was collected
- ✓ The use of the information would be within the reasonable expectation of the person providing the information.
- ✓ The individual has consented to the use or disclosure.
- ✓ Personal information is to be used for direct marketing in the circumstances prescribed in Schedule 3 of the Privacy Act, unless the individual has made a request to CBB not to receive direct marketing communication.
- ✓ CBB has reason to suspect that an unlawful activity has been, or may be, engaged in.
- ✓ The use or disclosure is or may be required or authorised by or under law. In which case a written note of the disclosure will be recorded on file.

Products and Services

Our range of salary packaging, consulting and community development products and services are aimed at helping Not for Profit organisations and their Staff achieve their goals and objectives.

Products provided by CBB Salary Packaging are also always based upon entitlements approved by the Australian Taxation Office.

Service Standards

All correspondence will be tended to in the most effective, prompt and timely way possible.

- ✓ CBB will ensure all correspondences are responded to, when needed, in the most suitable method to the individual - email, fax, over the phone, in person or in writing.

We shall provide the utmost service possible – in a professional and courteous manner.

- ✓ CBB will be helpful and timely in our responses in order to suit the client's needs.
- ✓ CBB will offer personalised service whenever possible
- ✓ CBB will record all correspondences and file them accordingly to ensure all CBB staff are able to assist individual clients and their employers in the most effective manner possible.
- ✓ CBB is committed to expanding the knowledge of all individuals who are eligible to salary package with CBB. This not only benefits the individual but the Not for Profit organisation as a whole.

Feedback

CBB conducts regular satisfaction surveys to all organisations and individuals using CBB's services. The surveys ask questions to enable us to monitor our performance, gain a good understanding of our customers' overall satisfaction and address any areas that can be improved by CBB.

We are committed to customer feedback and continuous improvement in everything we do.

Complaints

CBB has a comprehensive complaints policy that ensures complaints are registered and handled by appropriate management staff. Complaints are taken seriously. Notification is provided to senior executives or board as appropriate.

Complaints are able to be made via any of the contact details listed below.

Contacting CBB

At CBB the not4profit people we value feedback, compliments, complaints and suggestions.

We use feedback to help increase our knowledge and understanding of our customers' needs – enabling us to be proactive and proficient in achieving in our goals and fulfilling our Mission.

Please feel free to contact us on any of the following ways:

Write to: CBB the not4profit people, PO Box 506, Kensington Park SA 5068

Phone CBB Salary Packaging: 1300 763 505

Phone CBB Community Consulting: 1300 284 364

Email: office@cbb.com.au

Visit us at: 17 Phillips Street, Kensington, SA 5068

Thank you

(from the Board and Management of CBB the not4profit people)