

# CUSTOMER SERVICE CHARTER

What you can expect from Service Tasmania and how you can help us deliver professional, reliable and consistent customer service.

01

## KIND

You can expect friendly and helpful service.

- we respect your time
- we actively listen and seek to understand your needs
- we explain why we need certain information
- we'll keep your information safe



02

## INFORMATIVE

You'll find out what you need.

- we'll make sure you have all the relevant information
- we'll connect you to other services you might need
- we'll clearly explain the next steps



It's your Service Tasmania

**We believe in making it easy to find and access services you need.**

To do this we ask you afford us the same respect we offer you.

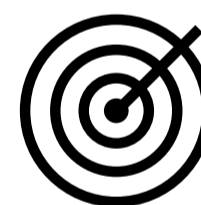


## RESPONSIVE

Your feedback helps us improve.

- we believe in continual improvement
- we ask for your feedback, good and bad
- we use your feedback to improve our service

03



## PERSONALISED

You have service choice.

- we offer service face-to-face, over the phone and online
- we'll help you interact in the way that suits you
- If you need extra support, we can help

04



**There's no excuse for abuse and our staff have the right to refuse service for bad behaviour.** If you have a complaint, please lodge it by calling 1300 13 55 13 or online at [servicetas.fyi/tellus](https://servicetas.fyi/tellus)