

Surf Life Saving Queensland Service Charter

At Surf Life Saving Queensland we are committed to our vision of 'zero preventable deaths in Queensland public waters' through our strategic imperatives comprising:

- Committed to our community
- Connected to our people
- Effective in our business
- Sustainable for the future

We are committed to providing a high level of customer service to all staff, volunteers, members, external stakeholders and the community. We are able to achieve this by following a few basic service commitments to our customers.

These service commitments have been developed around our six core values:

- Trust
- Respect
- Teamwork
- Safety
- Community
- Leadership

Efficiency

- We will aim to acknowledge phone and email enquiries within 48 hours
- We will aim to reply to mail correspondence within five working days
- We will ensure that all procedures and processes are followed efficiently and effectively
- We will constantly update and communicate changes to relevant documentation within a reasonable timeframe to ensure consistent and accurate information throughout the organisation

Professionalism

- We will always make eye contact and acknowledge staff, volunteers, members, external stakeholders and the community
- We will treat all SLSQ property with respect – see *Association Property* policy for further details;
- We will always conduct ourselves in an appropriate manner, showing courtesy and consideration when dealing with external parties
- When taking messages or passing matters on we will always record thorough details, capturing all required information and the relevant contact details of the personnel concerned
- We will refer matters to appropriate subject matter experts where necessary
- We will always focus on finding a solution for staff, volunteer, member, external stakeholder and community queries

Respect

- Our business dealings will always be conducted with integrity and honesty
- We will always ensure everyone is treated equally and with respect; and reply to enquiries via the method of the original enquiry e.g. letters will be responded to via return letter
- We will always maintain accountability
- We will always listen and work with customers to understand their individual and cultural needs

Accountability

- We will always do what we say we will do within agreed timelines
- We will always be accountable to our customers for the delivery of outstanding service

Confidentiality

- We will always ensure confidentiality is maintained where necessary
- We handle all information in accordance with the *SLSQ Privacy Policy (ADM18)*

Transparency

- Our procedures and processes will always be open and transparent
- All staff must disclose conflicts of interest
- We will always aim to provide consistent and clear information across our communication channels

How you can help us

So we can provide you with the best level of customer service possible, please let us know if you have any queries or concerns; or if you are unable to find the information you need. We can be contacted via:

Phone 07 3846 8000

Email info@lifesaving.com.au

Web www.lifesaving.com.au

Mail PO Box 3747, South Brisbane Qld 4101