

# Comcare Customer Service Charter

**Our customers are the employers for whom we regulate workplace health and safety and manage compensation for injured employees.**

**Employers have safe and healthy workplaces**

**Employers meet their duty of care**

**Employers assist injured employees**

We value our customers.

We commit to providing quality service to our customers.

This means we will:

- make it easy for our customers to access the information and services they need from Comcare
- in a timely manner, provide accurate, clear, consistent advice to customers to assist them to meet their duties under the legislation administered by Comcare
- be transparent, consistent, proportionate and timely in conducting regulatory activities
- determine claims accurately, fairly, consistently and in a timely way and provide information about decisions to customers
- provide injury prevention and management products and services that are focused on meeting customers' needs and seek customers' views when developing or changing these products or services
- provide information to assist customers to identify and interpret trends in their OHS and workers' compensation performance and to understand the issues affecting their workers' compensation premiums
- seek regular feedback from customers on how Comcare is performing against this charter
- ensure that Comcare's staff are focused on providing quality service to customers