

Comcare Customer Service Principles

How we deliver our 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:

- through staff, helpdesks and online resources, ensure our customers have access to the information they need
- ensure information is provided to customers in a timely manner and is accurate, clear, and consistent and meets the needs of customers. If we can't answer a question immediately we will get back to the customer in an agreed time
- identify ourselves and our role to our customers in all our dealings with them e.g. in correspondence, on the telephone and when attending a workplace
- provide timely advice and assistance to customers on how to meet their duties under relevant legislation
- be transparent, consistent, proportionate and timely in conducting all our regulatory activities
- determine claims accurately, fairly, consistently and in a timely way and be proactive in contacting our customers to explain decisions
- provide injury prevention and management products and services that recognize the different needs of customers and actively promote the assistance that is available from Comcare
- seek the views of our customers when developing or changing products or services
- effectively communicate and manage intelligence across Comcare about our customers and their safety and rehabilitation performance
- monitor our performance and seek regular feedback from customers about how we are doing so we can identify ways of improving our performance
- develop and maintain a strong customer service culture through learning and development, performance management and recruitment