

## CORPORATE POLICY

### CP49 DSA CUSTOMER COMMUNICATION & PARTICIPATION

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#### 1.0 POLICY STATEMENT

DSA's Customer Service Charter represents our vision and values and sets out what you can expect from DSA when you select us to provide your service.

To deliver on the intent and principles of our Customer Service Charter, DSA is committed to actively seeking our customers' participation in the strategic design and delivery of DSA service options. DSA defines customer participation as asking customers to provide constructive suggestions and share their ideas on how to shape service offerings; what is working well, what is not working and how could we do it better.

Customer participation is enhanced and empowered through simple, accurate and timely communication.

In all communications we will use language that is accessible, unambiguous and free from acronyms and jargon. The tone used will depend on the purpose of the communication and audience, but generally it will be clear and straightforward rather than stilted and formal. We are committed to providing customers with the information that they require in a timely manner, and will make every effort to ensure that the information that we provide is accurate, relevant and current.

Customer and community focus is the defining feature of DSA. This translates into personalised, local service, and honest and open communication with our customers.

#### 2.0 PURPOSE

The intent of this policy is to state DSA's commitment to consult broadly with our customers and the communities in which we belong.

This policy outlines how DSA will ensure DSA remains relevant and focused on our customers' needs and aspirations in a constantly changing environment.

#### 3.0 SCOPE

The Commonwealth and State Disability Services Acts and Standards relate to the provision of disability services for people with a disability and recognise the role of families, friends, carers and advocates.

This policy relates to all activities of DSA. Each area of DSA is required to take responsibility for ensuring full understanding of the commitments outlined in this policy and implement relevant systems, procedures, workflows and other strategies that will direct the development of DSA's culture of Customer Service.

#### 4.0 POLICY DETAILS

##### Methods for seeking Participation

Active participation, such as a willingness to provide critical feedback and guidance, strengthens the links between customers and DSA. To achieve true customer-centric outcomes DSA will take note of what our customers informally and formally tell us is working or not working.

## CORPORATE POLICY

### CP49 DSA CUSTOMER COMMUNICATION & PARTICIPATION

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We will do this;

- each time we deliver support
- at the end of each event of service delivery
- at review meetings
- in regular customer surveys
- at focus group events
- following a complaint or investigation
- at specific participation events such as consultations as part of the Strategic Planning Cycle

#### **Methods of communication**

We will communicate using methods that are accessible, relevant and user friendly. We aim to service the needs of all people particularly those with specific communication needs by providing them with access to appropriate resources, such as interpreter services and telephone typewriter services, braille and or augmentative technology as required.

Customers can communicate with us using any of the following mediums:

- Verbally – either in person or over the phone
- In writing – either through the mail, via fax, email or via the contact us links on our website
- Other - through comments and feedback provided on surveys or within customer focus groups

We will communicate with our customers using any of the following means:

- Verbally – either in person or over the phone
- In writing – either through the mail, fax or via email
- Using service agreements, customer handbooks, communication books, schedules, calendars and posters
- Through our product offers and customer facing documentation e.g. brochures and marketing material
- In newsletters, flyers, invitations and annual reports
- Using our web page or social media sites e.g. twitter and facebook
- Local, state and national media journals/editorials
- Using customer feedback and survey channels or within customer focus groups

#### **Workforce training and empowerment**

Our workforce have the training and skills required to seek your constructive suggestions and ideas on how to design the service and supports we provide to customers; what is working well, what is not working and how could we do it better.

Our workforce have the training and skills required to communicate effectively with you our customer regardless of whether it relates to day to day service delivery, a specific customer enquiry, a general enquiry, service issue or complaint.

## CORPORATE POLICY

### CP49 DSA CUSTOMER COMMUNICATION & PARTICIPATION

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During all interactions DSA employees will:

- Warmly greet you before starting the conversation
- Introduce themselves by their full name when dealing with you for the first time
- Ask you how they can be of assistance (if you have called them)
- Listen intently to your inquiry, suggestion, ideas or concern
- Remain fully focused on listening to you using relevant questions as needed to provide clarity or to confirm their understanding of what you are communicating
- Seek assistance if they are having difficulty understanding you because of language, communication style or other barriers to your communication
- Refer you to another representative who can provide an enhanced response to your inquiry in a timely manner (within 30 minutes)
- Request your permission to forward your contact details to the most appropriate person in DSA to progress your suggestion, idea, inquiry about accessing DSA supports, respond to your issue or concern, provide you with information about other options you may be entitled to or provide you with an explanation that they are not confident in addressing with you at that time
- Where follow-up is relevant contact will be timely (within 24-48 hours) and at a time and in a manner convenient to you
- With your permission make contact with other people (including family, emergency services, advocacy services) if you are indicating you are at risk of harm to yourself or others
- On request will deal with an advocate if the advocate can be appropriately identified and authorised by you
- Record interactions in the appropriate format (when necessary)

#### **Authorised representatives and advocates**

Prior to dealing with either an authorised representative or an advocate we will ensure that both the customer and the nominated representative understand their rights of authorisation and the level of access they have to customer information.

#### **Monitoring, evaluation and review**

Our adherence to this policy will be monitored via customer complaints and feedback and within training and coaching sessions.

#### **5.0 RESPONSIBILITIES**

Refer to the Our Quality System

#### **6.0 REFERENCES**

##### **Legislative context**

Disability Inclusion Act 2014

##### **Policy Context**

Quality Policy

Relevant State (NSW), Commonwealth and DSA policies are listed in the DSA Quality Library