

Our Customer Service Approach

Women's Housing Ltd is people focused. We value our customers and deliver services with fairness, respect and sensitivity.

This brochure describes Women's Housing's commitment to customer service and outlines the standards of service delivery you can expect from us. It also explains how you can help us achieve our standards and what to do if you are unhappy with the services you receive..

Your feedback is important to us:

Please contact us:
reception@womenshousing.com.au

Or
refer to our complaints and appeals brochure on our website: www.womenshousing.com.au

Response Times

Missed calls	Return your call within 24 hours on weekdays
Emails	Reply to your email within 24 hours on weekdays
Appointments	Be on time for appointments or advise you if there is a delay
Repairs	Provide a 24-hour emergency repair service
Urgent	Respond within 24 hours
Routine repairs	Respond within 7 days
Non Urgent repairs	Respond within 14 days
Acknowledge complaints and appeals	2 working days
Complete complaint or appeal process	30 working days

Level 1, Suite 1, Phone: 03 9412 6868
21 Cremorne Street Fax: 03 9415 6511
Cremorne Victoria 3121 E-mail: reception@womenshousing.com.au

Customer Service Standards

what you can expect from us



www.womenshousing.com.au

When you deal with Women's Housing we will:

Be easy to contact

- Ensure we can be contacted by phone, fax, email, via the website or in person.
- Let you know when we will be available and provide alternative contacts for emergencies.
- Ensure our offices are accessible and clearly signed.
- Provide interpreter services if you need them.

Provide good quality information

- Ensure our information is accurate, consistent, clear and jargon free.

Treat you with courtesy and respect

- Address you by name and speak to you in a friendly and professional manner
- Identify ourselves when we speak on the phone.
- Be clear about the information we require and contact you if we have not received it.

Maintain your privacy and personal information

- Keep your information and feedback confidential, in line with our customer service charter also privacy laws and standards

Deal with matters promptly

- Aim to resolve your matter when you raise it. If we cannot we will arrange a time to contact you.
- If you are a tenant, support you to maintain your tenancy by addressing issues before they escalate.

If you are a tenant or service partner we will also:

Provide avenues for you to shape our service

- Pay attention to your views, including the views of those who don't usually get involved.
- Listen to you when we seek advice re WHL services.
- Support you to actively engage with each other and your broader communities.
- Provide updates through our website .

Have a clear and accessible feedback and appeals process

- Ensure the fact sheets and processes are easy to find and understand. (These can be found on our website.)
- Keep a record of your issue, feedback or complaint and let you know what we are doing to address it.



How you can help us meet our standards:

Respect & self determination

We expect you to:

- Treat staff and other residents with courtesy and respect
- Respect the rights of neighbours
- Abide by the terms of your tenancy or residency agreement
- Take personal responsibility for your actions

Openness & Communication

We expect you to:

- Be honest and thorough when providing necessary personal information and interacting with staff
- Notify us promptly of any illegal or damage activity occurring within your property
- Notify us of any changes to your personal circumstances that may affect your tenancy
- To respond to requests for contact and keep appointments

Fairness & Justice

We expect you to:

- Be honest in your dealings with us
- Provide accurate information
- To support the rights of other tenants, residents and neighbours
- Abide by the law and tenancy agreements