
Charter Purpose

This charter;

- ✓ Sets out our promises to customers
- ✓ The customer service standards and programs that customers can expect from Eurobodalla Aquatics
- ✓ How customers can provide feedback if we don't meet these standards
- ✓ Expectations about how customers should interact with Community Aquatics and other customers

This Customer Charter and the standards it upholds are reviewed annually using customer and staff feedback.

Our Values

Our management and customer interaction will reflect values of Respect, Responsibility, Honesty and Caring

Communication & Contacts

The Community Aquatics facilities are various in type, some are seasonal, and some are all-year operations; and as such specific site opening hours and contact details will vary.

Customers are able to attain specific information via:

- ✓ In person: Visiting a facility and speaking with Staff
- ✓ By writing: Community Aquatics
PO Box 982
WINDSOR NSW 2756
accounts@communityaquatics.com.au
- ✓ By web page: www.communityaquatics.com.au

The hours that are available for interviews and appointments, are Monday- Friday: 10am to 4pm

Community Aquatics will acknowledge customer enquiries made by phone/ email/ in-writing within 3 working days. Customers that indicate that they would like a response, feedback will be provided within 10 working days.

Complaints, concerns, comments and compliments are all welcome and can be made using the above stated contacts or via a customer feedback form located within the facility reception area.

Prices

Current information and prices for products and services will be available on our website and from receptions.

Safety

All rostered staff will hold a current certificate and qualifications appropriate to their area of employment. Regular staff emergency evacuation training is held. You may be asked to participate if you are at the facility.

Programs & Facilities

Programs

- ✓ Community Aquatics will provide programs/ services that promote healthy & positive lifestyles
- ✓ Community Aquatics will provide programs/ services for people of all ages, abilities and backgrounds
- ✓ All programs and services will be safe

Facilities

- ✓ All aspects of the facilities will be in a clean and hygienic at all times
 - ✓ Facilities will be well maintained
 - ✓ Necessary repairs and or maintenance will be organised quickly
 - ✓ If part of the Facility is not functional, information will be available at reception when repairs will occur
 - ✓ We will comply with the Guidelines for Safe Pool Operations (Royal Life Saving Society) and other relevant Government guidelines and legislation
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Help Us to help You

Community Aquatics is committed to the well-being and safety of customers and staff. Staff are trained and instructed to always liaise and interact with customers in courteous and respectful manner. We ask our customers to:

- ✓ Treat staff and other customers with courtesy and respect. We do not tolerate anti-social behaviour.
- ✓ Inform the Community Aquatics if there is a problem, or do not understand information we provide
- ✓ Work with us to solve problems
- ✓ Comply with conditions of entry and staff directions
- ✓ Read any applicable terms and conditions of use