



# CUSTOMER SERVICE CHARTER

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## CONTENTS

<b>1. OUR COMMITMENT TO SERVICE .....</b>	<b>2</b>
<b>2. OUR CUSTOMERS.....</b>	<b>3</b>
<b>3. OUR SERVICES AND FACILITIES .....</b>	<b>3</b>
<b>4. OUR SERVICE STANDARDS .....</b>	<b>3</b>
<b>5. CUSTOMER FEEDBACK .....</b>	<b>3</b>
<b>6. HOW TO CONTACT US .....</b>	<b>4</b>

## VARIATION RECORD:

Version No.	Version Date:	Brief Description of Change:
1.0	August 2002	Introduction of policy.
1.1	2006	Updated policy.
1.2	July 2009	Updated and reformatted document from the 2006 version.
1.3	June 2011	Amended items 1, 3 pilotage, berths, waste, moorings and contact details
2.0	December 2014	Updated for KPA, change of CEO, section 2 government departments updated, section 3 tug and equipment information updated, and item 6 staff members updated.
2.1	November 2019	Item 1 amended and added values, item 2 customer description amended, item 3 details of services removed and links to the website provided for service information, item 4 minor amendments, and item 6 contact details amended.
2.2	January 2022	Item 1 updated website address and commitment, item 2 department names and web addresses updated, item 3 updated web addresses, item 4 standards updated, item 5 updated manger's title, removed complaint and added email, item 6 updated contact details.
2.3	May 2023	Minor change to section 1 CEO name change, and Section 6 contacts updated.

## 1. OUR COMMITMENT TO SERVICE

Integral in achieving the levels of customer service outlined in this Customer Service Charter (**Charter**) are Kimberley Ports Authority's (**KPA**) vision, values and commitment to safety and continuous improvement.

We are committed to providing reliable, efficient and commercially viable port services and facilities for our customers. When dealing with our customers and the public we should:

- Be respectful and courteous;
- Provide reliable and consistent services;
- Give consideration to your concerns and interests; and
- Ensure that our service meets or exceeds the service standards set out in this Customer Service Charter.

KPA's direction is dictated by our Vision which is, ***"To be the safest and most competitive ports' network in regional Australia."*** This vision influences all our planning and operations. Team and individual efforts are directed toward maintaining the highest safety standards, excellence in service and productivity.

KPA's core values are based on respect for employees and all who come in contact with us. KPA managers and staff will ensure that due regard is afforded to:

**Safety** - We make safety our number one priority.

**Respect** - We treat our customers, our community and each other with respect.

**Excellence** - We take pride in doing our jobs to the highest professional standard.

**Teamwork** - We work as a team to achieve our common goals.

**Service** - We seek to understand and serve the needs of our customers and community.

**Environment** - We care for our environment.

We welcome your comments and suggestions on KPA's provision of services to assist us in meeting your expectations. A customer feedback form is available by contacting our offices on 9194 3100 or accessing the feedback form on our website: <https://www.kimberleyports.wa.gov.au/contact>

Luke Westlake  
Chief Executive Officer

## **2. OUR CUSTOMERS**

Our customers are the cattle exporters, pearling and fishing industries, bulk fuel suppliers, cement importers, coastal shipping and general cargo services, the Royal Australian Navy, Department of Primary Industries and Regional Development, Australian Border Force, Department of Agriculture, Water and the Environment offshore oil and gas industry and cruising and charter boat industries. We liaise regularly with shipping lines, shipping agents, importers, and exporters.

## **3. OUR SERVICES AND FACILITIES**

KPA's Port and Terminal Handbook contains important information on towage and pilotage services, berths, and port arrival and departure procedures. The Handbook can be accessed on KPA's website using the following link: <https://www.kimberleyports.wa.gov.au/port-operations/towage-and-pilotage>

For a list of services provided and associated fees please go to:

<https://www.kimberleyports.wa.gov.au/corporate>

For bookings and marine information please follow the link below:

<https://www.kimberleyports.wa.gov.au/port-operations>

## **4. OUR SERVICE STANDARDS**

To achieve effective customer services and communication we will:

- Treat customers with respect;
- Endeavour to provide accurate and consistent information at all times;
- Provide prompt, courteous and efficient customer service;
- Identify ourselves and endeavour to answer the telephone promptly;
- Wear name badges so you know who we are;
- Continuously improve access to our services for people with disabilities;
- Respond to telephone calls within one (1) business day, where practical;
- Answer your routine letters within fourteen (14) days or is an enquiry more in-depth follow-up, notification will be sent outlining the anticipated timeframe;
- Respond promptly to requests for berths or stevedoring services;
- Render invoices within fourteen (14) days from completion of the service;
- Pay suppliers in accordance with their terms and conditions;
- Inform customers of changes in procedures, and fees and charges;
- Keep customers informed about port developments, and projects ; and
- Make every effort to minimise disruption to servicing customer vessels and will provide advanced notice when carrying out planned work on facilities.

## **5. CUSTOMER FEEDBACK**

You can assist us to provide reliable and efficient services by:

- Providing us with feedback,
- Supplying accurate and timely information on shipping movements, and
- Keeping us informed about your organisation and requirements.

KPA welcomes feedback and suggestions for improvement and we will endeavor to obtain feedback through general customer liaison and surveys. Your feedback will help us to review and update this Charter as required.

Customer feedback should be directed to the Governance Manager, who will:

- Send a letter/email of acknowledgement to the customer to formally acknowledge the feedback;
- Refer the feedback to the appropriate staff member, as required;
- Ensure that the actioning officer completes an assessment of the feedback in a timely manner;
- Respond in writing (if necessary) to any feedback within fourteen (14) days;
- Follow up any actions arising out of a feedback with the relevant KPA department or other agencies/companies; and
- Implement procedures to address issues raised, if required.

## **6. HOW TO CONTACT US**

General enquiries should be directed to:

Luke Westlake  
Chief Executive Officer  
Kimberley Ports Authority  
549 Port Drive  
P O Box 46  
BROOME WA 6725

Telephone: (08) 9194 3100  
Fax Operations: (08) 9194 3188

After hours contact: 0419 044 765

Email [info@kimberleyports.wa.gov.au](mailto:info@kimberleyports.wa.gov.au)  
Website: [www.kimberleyports.wa.gov.au](http://www.kimberleyports.wa.gov.au)

Enquiries regarding specific matters should be directed as listed:

Port Pilotage and Towage  
David Duncan, Harbourmaster

Land Development and Trade  
Scott Baker, Acting Chief Operating Officer

Shipping Information  
Operational personnel, email [operations@kimberleyports.wa.gov.au](mailto:operations@kimberleyports.wa.gov.au) or access our website on [kimberleyports.wa.gov.au](http://kimberleyports.wa.gov.au).

Hazardous Cargo  
Operations personnel

Shipping Operations  
Mal Gower. Operations Manager

Safety, Environment and Risk  
Veronica Mair, HSER Manager

Finance and Accounts  
Charles Nganga, CFO

Governance / Feedback  
Rosemary Braybrook, Governance Manager