

Customer Service Charter

August 2022

Our purpose

MyLeave is responsible for administering a financially sustainable portable long service leave scheme for eligible Western Australian construction industry workers. MyLeave strives to achieve excellence in the delivery of long service leave entitlements to construction industry workers.

Our Values

- **Working together**
Establishing and maintaining long term relationships based upon mutual trust, respect and understanding.
- **Honesty & integrity**
Being open and honest and acting with integrity in all our dealings.
- **Excellence in service delivery**
Exceeding our commitments to stakeholders and understanding and addressing both current and future needs.
- **Consistency**
Delivery of a consistent approach in terms of legislative requirements in our decision making processes.

Who we work with

MyLeave activities benefit the Western Australian construction industry. We work and collaborate with a wide range of stakeholders, including construction industry employers and workers, industry groups, the Minister for Industrial Relations and staff, government agencies, interstate long service leave schemes, and non-government organisations.

Working together

Our customer service charter guides MyLeave's relationship with you. We aim to foster positive and mutually collaborative relationships consistent with Our Values.

We will achieve this and help you by:

- providing you with the most accurate, up to date information available
- answering your questions as clearly as possible in a respectful way
- consulting when developing policy and plans, where appropriate, to make sure that the views of our stakeholders are considered
- ensuring our actions are fair and transparent, completed within specified time frames and take situation specific needs into consideration
- at your request, providing you with regular updates on the progress of claims and ongoing days of service investigations
- aiming to meet our target time frames for legislative / regulatory assessments and determinations
- listening to you and treating you with dignity and respect.

You can help us to provide you with the best possible service by:

Providing us with accurate and applicable information so we can respond appropriately and by keeping your contact information up to date.

Our time frames

MyLeave is committed to provide a high level of service to everyone we work with.

We aim to:

- respond to telephone messages and acknowledge receipt of emails by close of business on the same or following business day
- reply to general correspondence and emails, within 5 business days of receipt
- respond to general complaints within 10 business days
- process and approve long service leave claims, providing all required information, for payment within three weeks
- acknowledge and rectify our errors

Feedback

We value your feedback.

We will listen if you wish to share your positive experience, give a compliment, offer a suggestion to help us improve our service, or make a complaint.

Your feedback assists us to continually improve through identifying strengths and weaknesses and by generating ideas for service improvements.

Contact

Address: Level 3, 50 Colin Street
West Perth WA 6005
Telephone: 61 8 9476 5400
Email: hi@myleave.wa.gov.au