

Customer Service Charter

This information is for sectors of the Community who conduct business with Shoalhaven Bereavement Services.

As a licenced cemetery and crematorium operator, and in line with our licence conditions, Shoalhaven Bereavement Services recognise the importance of customer service. When carrying out interment, cremation, and memorial services we will endeavour to provide a high standard of customer service at all times, as outlined in this Charter.

Commitment to Customer Service Principles

In providing our services we will take all reasonable steps to ensure that we:

- Respect the personal choices of our customers.
- Provide customers and prospective customers with full and accurate information about the products and services that we are able or unable to provide.
- Carry out our business with competency and integrity, and
- Maintain high standards of conduct, to enhance the reputation of the industry.

We will ensure that there are systems and processes in place to support these customer service principles. This Charter is a key part of those systems and processes.

We will ensure there is no discrimination against customers, visitors, invitees, or the public on any of the grounds referred to in the Anti-Discrimination Act 1977.

Employee training and procedures

We will ensure that our employees and other persons engaged by us are, as far as reasonably practicable:

- Trained in the Customer Service Principles.
- Trained on how to familiarise themselves with cultural and religious requirements and act in a manner respectful of culture and faith.
- Hold any requisite qualifications, licences, or accreditation for activities that they are expected to conduct, and
- Inform customers of, and use, the correct systems, and processes for customer service (such as the complaints and the dispute resolution process).

We ensure our employees and other persons engaged by us are aware of our disciplinary procedures and undertake appropriate disciplinary action where there has been a breach of the Customer Service Principles. Any action taken is at our discretion.

Provision of information to consumers

In relation to disclosure of information, we will have practices in place to ensure that:

- Where necessary, reasonable efforts will be made to assist customers who do not speak English or have specific communication needs.
- We will not refer you to any ancillary / outside provider without disclosing any financial or other relationship we may have with that provider.
- We take a responsible approach to selling, by making reasonable efforts to ensure customers fully understand the inclusions and exclusions in any service, plan, or package they purchase by providing information in a standardised format.
- Where inappropriate or out-of-date information has been provided, we will rectify such errors to ensure that correct information is provided to the customer or prospective customer.
- We make sure our customers are aware of their consumer rights under applicable laws of NSW and/or the Commonwealth.
- We maintain the privacy and confidentiality of personal information under applicable legislation.

How we demonstrate this commitment

To ensure that we are meeting these customer service standards, as required by our licence, we will provide Cemeteries & Crematoria NSW, our regulator, with copies of documentation related to customer service activities on request, including:

- Copies of customer service policies and/or processes or other relevant documentation.
- Any information relevant to complaints, including the annual summary of records of complaints received, and
- Keeping appropriate records as required by law and to support our business and customers.

Dealing with complaints and disputes

How to make a complaint or dispute:

- Email smglc@shoalhaven.nsw.gov.au or by phone (02) 4429 5788.

For all complaints we receive, we will ensure these are captured in a register and maintain relevant records for 7 years from the date the complaint was made.

When resolving any complaints or disputes with our customers we will:

- Deal with disputes and complaints in a respectful and compassionate way.
- Do our best to acknowledge a complaint in writing within 7 days and respond in writing within 30 days.
- If you are not satisfied with our handling of your complaint or the resolution, you can contact Cemeteries and Crematoria NSW via email - ccnsw.info@cemeteries.nsw.gov.au or by phone - 02 9842 8470.

How We Respect Your Privacy

We Respect your privacy and keep your information confidential in accordance with relevant legislation.

Help us to help you. We ask our customers to:

- Treat our staff with courtesy and respect.
- Respect the privacy and rights of other customers.
- Provide accurate and complete information at the time initial contact to ensure the matter can be readily understood.
- Keep us informed of any changes to personal details.
- Make appointments for complex enquiries or to meet with a specific officer.
- Provide us with feedback about our operations and services.

How to contact us

For all enquiries, feedback or to share your experience:

In Person

Shoalhaven Memorial Gardens and Lawn Cemetery
Worrigeer Road, Worrigeer NSW 2540

By Phone:

(02) 4429 5788

By E-mail:

smglc@shoalhaven.nsw.gov.au

By Mail:

Shoalhaven Memorial Gardens and Lawn Cemetery
PO Box 42, Nowra NSW 2541

Speech and Hearing Assistance:

If you are deaf or have a hearing or speech impairment, you can contact Shoalhaven Memorial Gardens and Lawn Cemetery by using the National Relay Services and providing the Shoalhaven Memorial Gardens and Lawn Cemetery Telephone Number (02) 4429 5788.

The Relay Service can be contacted on:

13 36 77	(TTY/Voice Call Service)
1300 555 727	(Speak and Listen Service)
0423 677 767	(SMS Relay Service)

Interpreter Service:

If you need an interpreter, please call the Translating and Interpreter Service (TIS National) ([link](#)) on 131 450 and ask them to telephone Shoalhaven Memorial Gardens and Lawn Cemetery on (02) 4429 5788.