

<b>Policy:</b>	Human Resources Customer Service Policy
<b>Effective Date:</b>	20 January 2015
<b>Date Last Reviewed:</b>	20 March 2014
<b>Scheduled Review Date:</b>	March 2016
<b>Supersedes:</b>	HR Service Policy vs. 1
<b>Approved by:</b>	Director HR

### **Purpose**

John Readings values its staff as well as its internal and external customers. Customer service is at the heart of human resources management and the HR Team will do all it can to ensure that its customers receive excellence service.

The purpose of the Human Resources Customer Service Policy is to ensure the Human Resources team focuses on the needs of both their internal and external customers and provides a high quality of service to all stakeholders.

### **Scope**

This policy covers all employees (including contractors) working within the Human Resources Department and/or reporting to the HR Director.

### **Statement**

The Human Resource Department recognises that outstanding customer service is the foundation of a culture of excellence. This is achieved through inclusiveness and collaboration, openness and accountability across the entire organisation.

The Human Resources Department strives to exceed the expectations of all customers. This is achieved through understanding the needs of individuals and business strategies and aligning the Human Resources strategy and practices to this.

The Human Resources Department will ensure that John Reading Pty Ltd complies with all Commonwealth and State/Territory Acts and Regulations that relate to the employment of human resources. This is achieved by ensuring that all Human Resources Departmental staff members are appropriately trained to keep abreast of legislative requirements along with changes as they happen from time to time.

### **Responsibilities**

The Human Resources Director is responsible for ensuring this policy and the related procedures are maintained in line with the organisations strategies and are followed by all Human Resources staff members.

Any questions or concerns regarding this policy are to be directed to the Human Resources Manager in the first instance.

### **References**

This policy should be read in conjunction with other relevant policies, codes, regulations as well as comply with all related legislation including:

- Privacy Policy,
- Anti-Discrimination Policy and Procedure,
- Confidentiality Policy,
- HR Code of Conduct,
- Company employee standards.

Relevant Commonwealth and State/Territory Acts and Regulations including, but not limited to:

- Disability Discrimination Act 1992,

- Sex Discrimination Act 1984,
- Age Discrimination Act 2004,
- Privacy Act 1988 & Regulation 2013.

## Procedure

*NOTE: The procedure gives step by step instructions for how to carry out or implement this customer service policy.*