



# Eurobodalla Shire Council Swimming Pool

Narooma / Moruya / Batemans Bay

## Customer Service Charter

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### *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 Eurobodalla Aquatics and other customers

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

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### *Our Values*

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

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### *Communication & Contacts*

The Eurobodalla Aquatics facilities are seasonal and as such opening hours do vary. Customers may wish to contact us via:

- ✓ In person or by writing: Narooma Swimming Pool  
Bluewater Dr  
NAROOMA NSW 2546
- ✓ By telephone: (02) 4476 2398
- ✓ By email: [manager@eurobodallaaquatics.com.au](mailto:manager@eurobodallaaquatics.com.au)
- ✓ By web page: [www.eurobodallaaquatics.com.au](http://www.eurobodallaaquatics.com.au)

The hours that are available for interviews and appointments, all-year-round, are Monday- Friday: 9am to 6pm

Eurobodalla Aquatics will acknowledge customer enquiries made by phone/ email/ in-writing within 2 working days. Customers that indicate that they would like a response, feedback will be provided within 5 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 from the facility reception desk.

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### *Prices*

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

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### *Safety*

All rostered staff will hold a current CPR certificate as well as qualifications appropriate to their area of employment. Regular emergency evacuation practices will be held. You may be asked to participate if you are at the centre.

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### *Programs & Facilities*

#### *Programs*

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

#### *Facilities*

- ✓ All aspects of the services & facilities offered entre 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 centre is not functional, information will be available at reception as to 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*

Eurobodalla 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 Eurobodalla Aquatics if there is a problem, or do not understand any 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