

Our CX Strategy



Our Vision

To flip the power from the organisation to the customer, building life long trust.

Our Strategic Priorities

Know and Care for Me

Build a culture that encourages empathy, understanding and willingness, to work along side customers and colleagues.



Reassure me I'm in the Hands of Professionals

Grow our capability to manage expectations and deliver what we promise.



Make my Life Easier

Digitise our services and ways of working to empower our customers and staff.



Proactively Look out for Us

Co-design innovative services with our community that anticipates and improves our customers' lives.



Measures

Customer Satisfaction & Staff Engagement

First Contact Resolution

Self Serve Rate & Value for Money

Community Engagement

Building trust takes time

