



Discovery Holidays

CUSTOMER SERVICE CHARTER

Our promise to you

Discovery Holidays is committed to the provision of guest services that encompass a unique and growing supported holiday industry that includes exceptional personal care and support for people with disabilities that includes on tour holiday excellence.

Why

Customer Service is a key performance indicator for our business and therefore our employees. The provision of holiday services to our Guests is guided by legislative frameworks, the National Disability Service Standard, Corporate Governance Policies, the Vision, values, and objectives of the strategic direction of the business.

The Discovery Holidays values include: **Quality, Dignity, Relationships, Collaboration and Innovation.**

Our customer service standards drive corporate behaviour and that of our employees towards excellence. Discovery Holidays will ensure that each Guest's first and continuing relationship with the business is driven by the highest service standards and that our client service exceeds the standards expected by our Guests, their families and other stakeholders.

Key Performance Indicators

The following Customer Service KPI's will be measured:

- All Customer/ guest/ prospective customer/ guest records are entered/updated within (same day of contact)
- All Customer/ guest/ prospective customer/ guest follow up actions to commence within 24 (same day) hours of registration in management systems
- All records are to be maintained with 100% accuracy at all times

Responsibility

- All staff, Management and Board members are responsible for the provision of this Customer Service Charter.
- Guests and Stakeholders

Our Vision for the Future

To be a world leader of inclusive, innovative and accessible travel services in the tourism market, making communities accessible to everyone.

Mission

Be the market leader in the provision of quality supported holidays and inclusive travel service solutions. To provide quality inclusive and accessible travel experiences that deliver opportunities to enhance social participation and personal outcomes for individuals, families and communities.

Aims

1. Provide quality packaged tourism, travel, leisure, entertainment and social experiences that are unique, fun, safe, customer focused and value for money
2. Deliver innovative, flexible, personalised support services and travel solutions for people with disabilities and their families.



3. Facilitate opportunities for individuals to experience choice, dignity of risk, personal decision making and social belonging.
4. Promote inclusive tourism through participation, strong supplier partnerships and raising business and public awareness.

Our Commitment to Service Provision

<i>Quality</i>	<i>Dignity</i>	<i>Relationships</i>	<i>Collaboration</i>	<i>Innovation</i>
<ul style="list-style-type: none"> ● What we do, we do well ● we nurture talent ● we value opportunities to develop and incorporate best practice processes ● management systems are reviewed regularly ● we value your input into our service provision ● We use your feedback to improve our processes ● We manage and reduce the risk of travel ● we will set the standards of quality service provision for our industry. ● We will be guided by you, industry experts, State and Federal Legislation, International Quality Standards and Best Practice in all business transactions 	<ul style="list-style-type: none"> ● we communicate openly ● we respect others' opinions ● we trust each other ● we care for and support each other ● we support individuals towards self determination ● we value your rights ● we believe in ourselves, and each other ● We treat everyone with dignity ● We value your choice, your inclusion and respect guides service excellence ● we respect your privacy ● Our relationships are free from discrimination, exploitation, abuse, harm, neglect and violence. 	<ul style="list-style-type: none"> ● we value the close connections we form with our guests ● we will build bonds: one to one and group interactions are what we aim to achieve. ● we will advocate on behalf of our Guests ● we are inclusive and treat each other fairly ● we build authentic connections ● we will inspire, develop and value add to the community ● when we travel together we have more fun ● trust and honesty is the foundation of every relationship ● we will encourage staff to take a leadership role in the travel community for self-advocacy for PwD. 	<ul style="list-style-type: none"> ● Together we can achieve more ● we are a global team and believe our differences are our strength ● we are optimistic ● we are welcoming ● we focus on outcomes ● we involve Guests, stakeholders and staff in decision making ● our team contributes their ideas, opinions, and knowledge for the collective benefit of our guests. ● We collaborate and share information to ensure best practice service provision. ● we will encourage partnerships with all our stakeholders ● We encourage everyone equally to participate in our accessible community. ● Consultation is our go to model for holiday planning 	<ul style="list-style-type: none"> ● We try things in new ways ● we push technological boundaries ● creativity is celebrated and improves our process of solving problems. ● We review our practices and renew our processes ● We will plan for the future ● We will challenge every boundary and assumption ● make evidence informed decisions ● We celebrate success and learn from setbacks. ● we have a culture of continuous improvement ● fun, friendship and fantastic destinations will guide innovative practices.



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	<ul style="list-style-type: none">• The diversity, including disability, age, gender, culture, heritage, language, faith, sexual identity, relationship status, and other relevant factors guides planning and delivery of its service.	<ul style="list-style-type: none">• We value the role of families, friends, carers and advocates of our Guests.	<ul style="list-style-type: none">• we promote community and cultural connection for Aboriginal and Torres Strait Islander people	
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Tell us if things change for you

Please tell us if there are changes we should know about, for example, changes to your contact details.

Tell us how we are doing

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

- Talk to a staff member or manager
- Contact us online at <http://www.discoveryholidays.com.au/>
- Call us 1800 290 996 (9 am – 5 pm, Monday to Friday)

- Write to us Qld Branch:
Discovery Holidays
Level 23, 127 Creek Street
Brisbane QLD 4000

- Write to us WA Branch:

Discovery Holidays
Level 2 Building C
355 Scarborough Beach Rd
Osborne Park WA 6017