



106, Elizabeth Street, Richmond,
Victoria, 3121, Australia.

www.cultivatingcommunity.org.au

Cultivating Community – Customer Service Standards:

These service standards are effective from January 4th, 2022.

Our Values:

Positivity – we get stuff done and have a can-do mindset wrapped up in trust and respect for all

Connection – we care about who we work with and for. We utilise empathy, sensitivity, advocacy, curiosity, and ethics to do it.

Opportunity – we embrace ideas and activity that can inspire others to lead change in our communities for the better.

Creativity – we can make magic happen with the depth and breadth of our team and the diversity of our community.

Our service commitment:

- We are respectful to our customers
- We can provide prompt, courteous, and efficient customer service with responses or updates no later than 3 working days from first contact.
- We take ownership of your enquiry and will keep you informed throughout the process
- We are realistic and transparent in terms of what we can do and by when
- We provide you with accurate and consistent information
- We will advise you of additional options to be heard and listened
- We respect your privacy
- We actively seek out your feedback to ensure our service is meeting your needs.
- We will organise translators and translated materials to help improve communication.

Telephone enquiries

- If available, we will answer your call promptly
- We treat you as an individual and personalise your call by using your name
- We will respond to recorded voice messages within three business days where practical (Saturday, Sunday and Public Holidays are not traditional business days)
- We take personal responsibility and ownership of your enquiry
- We actively listen to your enquiry to understand the purpose of your call
- We ask for permission before transferring you or putting your call on hold
- We keep you updated with progress if your call is 'on hold' for more than two minutes; alternatively, we will ask if you would prefer a call back to avoid delays.



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In-person

- We give you our full attention
- We are professional in our appearance
- We take the time to build relationships with you
- We treat you as an individual
- We are friendly and welcoming.

Written, website or email enquiries

- We acknowledge all enquiries within three business day of receipt (Saturday, Sunday and Public Holidays are not traditional business days)
- Where your enquiry requires more in-depth follow-up, we will notify you in writing of the anticipated timeframe
- We communicate using clear, simple language and where possible will limit the use of jargon and seek out translation or translators
- We maintain a professional and friendly tone when communicating in writing
- We always provide an email signature with relevant contact details
- If your primary contact is away or unable to respond, they will provide alternative contact details and a return date via an 'out of office' message.

Social media

- We will respond to enquiries and posts on our social media platforms within three business days
- Where practical we will respond with details of the relevant contacts to assist with your enquiry
- We will update our social media and web platforms regularly to ensure the information we post is both current and relevant.
- We reserve the right to respond publicly if private message or relevant permission are unavailable

How you can help us deliver on our promise:

You can help us meet our commitment to you by:

- Being courteous, polite, and respectful towards Cultivating Community employees, volunteers, and contractors. We reserve the right to report offensive tone, bad language, or content of a defamatory nature.
- Providing us with accurate and timely information so that we can respond to your enquiry promptly
- Bringing any concerns or enquiries about our product or service to our attention as soon as practical



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- Providing us with honest feedback about the level of service we provide through customer surveys that we champion.
- If your call is a structural Emergency about a location, please contact your local Office of Housing
- If your call is a medical Emergency, please contact the relevant Office of Housing or key services directly.

Our contact details:

- **Community Gardeners only +61432172474**
- **High Rise Community Bakery Customers only +61432172278**
- **Micro Greens Customers only +61432172493**
- **Hortus Garden Design, Build and Maintenance Services+61425014005**
- All other phone enquiries to be made to your key organisational contact on the number on their email footer or via links below.
- General Email: info@cultivatingcommunity.org.au

Web Form link: <https://www.cultivatingcommunity.org.au/contact>