

Making things better

for our customers

Our charter with them

Our aim is to make things better for our customers through the principles of:

Whanaungatanga

Shared experience and working together which provides a sense of belonging.

Manaakitanga

Integrity, sincerity and trust.

We do this through our organisational values which underpin the charter we have with our customers:

Creating value

Going the extra mile to deliver the right result.

Working together

Working as a team to get things done and looking after each other.

Professionalism and integrity

Knowing what we do and doing what we say.

Caring for our customers

Understanding our customers and being adaptable in our approach.

We apply these values collectively, as an organisation, and as individuals every day at Western Bay.

As an organisation these principles and values weave us together and reflect the environment we work within.

They define our culture and help us deliver the charter we have with our customers.

As individuals these principles and values underpin how we:

Understand the needs of our customers through active listening.

Ensure customers don't just feel like a "number" when we're responding to them.

Lookout for opportunities to improve the customer experience.

Make every effort to be responsive and available.

Communicate clearly to manage expectations because of our regulatory/statutory environment.

Follow through on the commitments we make.

Front up to our mistakes.

Respect customer privacy.