



REGIONAL CITIZENSHIP

Charter

OUR VALUES

Client & Stakeholder Centred

We listen to our clients and stakeholders and try to understand their individual needs. We go beyond collating data and information, and work to provide knowledge and advice that builds value for our clients and stakeholders. We aim to make a real difference in our communities, and to be a first-choice, front-of-mind service for our regions.

Collaborative & Inclusive


We are at our best when we work together to achieve common goals. We recognise that we achieve better outcomes when we embrace and respect the different views, knowledge, cultures and abilities of all our stakeholders, internally and externally.

Integrity & Reliability

We are consistent, trustworthy, dependable and we have integrity. We set realistic goals and we endeavour to achieve them.

Responsive

We recognise that our environment, and the needs of our clients and stakeholders, are constantly changing and we continually refine and adapt to these differing and changing needs.



Regional Citizenship

Embracing our role as a regional citizen

As a regional organisation serving business, government and communities across rural and regional Australia, we recognise the important role that we play in helping to develop and grow local communities. As a regional employer, we help to create local employment and build expertise in our regions.

Regional Citizenship encompass a wide range of activities from the provision of information and expertise to the community on key regional development issues, to participation in regional forums, workshops and other activities to lend our expertise.

The most important way WRi impacts of its regions and make a positive difference, however, is through our consulting expertise and advice. Our clients in regional business, government and communities are often working toward the growth, development and well-being of regional communities. We therefore understand that our clients are also a partner in a shared goal of improvement in our regions. Our work for community, government, business and not-for-profit organisations can help them enhance the value of public investments, services and facilities, and support regions to contribute effectively to national economic prosperity.

Client Service

Our Clients are at the centre of everything we do at WRi. These Commitments are a promise to our Clients that all WRi employees live up to with each and every interaction.

What you can expect from us

We are committed to providing responsive, timely, effective and consistent services to you.

We will do this by:

- Discussing your needs with you before we start a project, including to understand how you plan to use our research or services and making sure that what we deliver enables you to achieve your goals.
- Providing appropriate and high quality services.
- Responding to you in a professional manner.
- Providing accurate and clear information.
- Meeting the deadlines that we agree, and being flexible enough to adjust those deadlines when you need or when you ask to change the scope.
- Keeping our fees reasonable
- Asking you for your feedback, and responding to that feedback constructively.

Ensuring research integrity

- Our reputation for honesty and integrity is part of the value we deliver to our Clients. Our research is highly regarded by government, business and community because they know we are always honest and fair in our assessments. We will always work to ensure our research is objective and independent because this delivers the greatest benefit for our Clients and stakeholders.
- We strictly observe the confidentiality of our Clients, and their right to make decisions about how our research is used and reported.
- If you ask us to remove something from a report, we will always do so if it does not result in a misrepresentation of the data.

Providing quality services

- We will ensure that our research is objective and our services are undertaken to professionally recognised standards.
- If our research identifies additional issues that are relevant to your business, we will provide you with confidential advice as part of our service.
- We will provide a consistent level of service by ensuring that our processes are established and reliable. Should our system lapse we will acknowledge the fact, do what we can to rectify the problem and introduce procedures that will prevent us from repeating it

- We will regularly measure our customers' level of satisfaction with our services and use this information to improve our service to you.

Providing clear and accurate information

- Our reports and documents will be written so they are easy to read and understand, and are in Plain English.
- We will inform you of the progress of your project.
- We will maintain accurate and up-to-date records of our interactions.
- We will ensure that our website is easy to navigate and responds to your information and service needs.

Responding promptly

- We will respond to enquiries at our first points of contact. If we are unable to respond at the first point of contact we will ensure that a relevant person will contact you to make sure your inquiry is addressed.

Keeping our charges realistic

- We will tell you when a fee applies to a service delivery and what it is.
- We will tell you what is inside scope for a project, and what is not.
- We will tell you any additional fees that apply to work that is outside scope and ask you to make a decision about how to proceed.
- We will monitor our charges and review them at regular intervals.
- We will provide accurate and timely billing information.

How you can help us

To help us to provide you with a high quality service and maintain the standards set out in this Charter please:

- Provide us clear details on the nature of the issues you need addressed, and how you intend to use the research or services we provide so we can tailor a solution to your needs.
- Advise us of your contact details and when you can be contacted.
- Provide us with any information we need from you by the timelines we have agreed.

Monitoring and Reporting

- We will continuously monitor our performance against the standards in this Charter and the services we offer
- We will also monitor the number and nature of customer feedback to determine how and where our services need to be improved:
- We will conduct surveys of our customers to help us identify needs, wants and perceptions of our Clients and stakeholders.
- We will consult widely with our clients and stakeholders in developing or reviewing our services.
- We will review our Charter at least every three years and review our Services regularly

We will consider all feedback and, in particular, listen to our Client and stakeholder suggestions on how we might improve our services

If you have suggestions on how we can improve our services, want to make a complaint or provide positive comments on either a service or the person who provided it, or give us general feedback, we encourage you to do so at any time

In case of a complaint, will provide a detailed response to your complaint, including the action we took as a result, within 10 working days of receiving your complaint. Staff connected with the complaint will also have an opportunity to respond to matters raised.