



WACOSS

Western Australian
Council of Social Service Inc

*Ways to make
a difference*

Ms Lanie Chopping
Manager, Customer Protection
Economic Regulation Authority
PO Box 8469
Perth Business Centre
PERTH WA 6849

06/08/09

Dear Lanie

RE: Notice-Invitation for Public Submissions, Draft Customer Service Charter Guidelines

WACOSS welcomes the opportunity to provide a submission to the Economic Regulation Authority (ERA) regarding the Draft Customer Service Charter Guidelines. The guidelines play an important role in informing consumers of their rights and obligations as recipients of energy and water.

WACOSS believes the document is well written and encompasses what should be included in a Customer Service Charter. There is one omission, however, that we would like addressed.

We believe that all customers should be able to access the Customer Service Charter, regardless of their background or if they have a disability. In the interests of consumer access and education, it would be useful for the charter to state how to receive it in other formats, such as in other languages, or in large font or Braille for those with sight limitations. The Disability Services Commission provides information that can assist with creating publications that are accessible to all Western Australians. See: <http://www.disability.wa.gov.au/aud/planningbetteraccess/information.html#ark> (.)

WACOSS RECOMMENDATION

Add the following to Clause 5.4 (Bolded and Italicised)

5.4 Accessibility and Availability

Has the final document been prepared in simple language that is easily understood by customers? ***Is the final document available in alternative formats for those customers from Culturally and Linguistically Diverse backgrounds and/or people with a disability? Does the charter clearly state that it is available in alternative formats?***

WACOSS thanks the ERA for being able to participate in the submission process for the Draft Customer Service Charter Guidelines.

Yours sincerely

Sue Ash
Chief Executive Officer

Ways to make a difference

| Social Policy & Advocacy | Organisation Development Services | Member Services |

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