



Tasmania Fire Service



Message from TFS Chief Officer, Chris Arnol

Welcome to the first TFS Customer Service Charter.

Our purpose at TFS is to protect life, property and the environment from the impact of fire and other emergencies.

We do this by:

- Promoting fire safety across the community
- Focussing on community resilience and
- Providing an effective response to emergencies

With around 5,000 career and volunteer firefighters and support staff, and more than 230 brigades around the State, TFS is committed to a safe and resilient Tasmania.

TFS is about more than providing emergency response. We work with the community to make risk reduction and preparedness for fire a priority for all

TFS Customer Service Charter

Tasmanians. This Charter outlines what you can expect from us, and what we expect from the community.

About TFS:

Tasmania Fire Service is committed to enhancing community safety, by:

- Responding to fires and other emergencies (such as road crash rescue)
- Helping local communities with advice and support on fire-related matters
- Working with the community to prevent unwanted fires in homes, workplaces and the bush

Service Charter

Tasmania Fire Service values sincere and courteous cooperation between our members and the community.

This Service Charter outlines our service standards and our commitment to serving the community and explains what people and organisations can expect when interacting with Tasmania Fire Service. It is based on the principle of mutual respect and cooperation – in other words, the more you can assist us, the more we can be of service to you.

We are committed to continually improving our performance by achieving excellence in our dealings with those we serve.



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TFS Customer Service Charter

You are entitled to be treated with professionalism and fairness, and to be provided with the appropriate service or information you require. You also have the right to have your complaints addressed with sensitivity in a courteous and efficient manner.

At the same time, our members are entitled to be treated with respect and to be provided with the information they require to be of service to you.

This charter is based on Tasmania Fire Service values of service, professionalism, integrity and consideration.

Service

We value:

- Serving the Tasmanian community
- Being responsive to community needs
- Being progressive and delivering quality services

Professionalism

We value:

- Dedication and pride in our organisation
- Being skilled, efficient, committed and innovative
- Using our collective capabilities to deliver an excellent service
- Being accountable for our actions

Integrity

We value:

- Being trustworthy and ethical
- Treating each other fairly and honestly
- Having the courage to do the right thing

Consideration

We value:

- Each other
- Working together to achieve our goals
- Treating each other with respect and understanding
- Being supportive, compassionate and helping each other.

What are our service standards?

We will:

- respond in a timely and appropriate manner
- communicate professionally and in plain language which is easily understood, including providing language services as required
- advise you of waiting/response times for service or assistance
- advise you of what we are doing and why we are doing it
- treat all of your enquiries with fairness, integrity, privacy and confidentiality
- refer you to another agency or organisation when appropriate.



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What can you do to help us?

You can help us by:

- providing us with accurate information
- contacting us if the subject of your query or incident changes
- contacting us if you have or need any further information
- being open and honest in your dealings with us
- treating our members with courtesy and respect
- providing us with feedback about our service.

If the issue cannot be resolved to your satisfaction, or you wish to further pursue the matter, there are other means to [make a complaint](#).

How is feedback provided?

Feedback on our services is encouraged and provides valuable information from which we can continually improve our services.

We are pleased to hear about positive experiences with our services or members, and we always bring it to the notice of the members concerned.

However, if you are dissatisfied by the service you receive, a complaint can be lodged with any member.

In the first instance, you are encouraged to contact the Brigade or unit that provided the service and speak to the manager or officer in charge.