



# Bowls Queensland Member Service Charter

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## **We value the communities in which we operate:**

- ⇒ We will play an active role in supporting and helping our key communities including our member districts, our clubs and participants

## **We are proactive and focussed on continuous improvement:**

- ⇒ We will find ways to proactively help members realise their goals. In addition, we will actively look for new ways to improve ourselves, our services, our processes and our interactions with clubs and members.

## **We work together as a team to achieve our common purpose:**

- ⇒ We will work together towards our common goal to deliver outstanding services and member experiences. We will achieve this by respecting individual differences, opinions and priorities and by proactively offering to help all team members.

## **We are focussed on our member needs:**

- ⇒ Our members come first. In all our interactions we will ensure that we demonstrate our expertise in an approachable and helpful manner. To achieve this we will ensure our communications are timely and answer all queries in a clear and unambiguous manner.