

# MEDIA RELEASE

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## Development organisation tops Australia in customer service

- **Leading non religious children's development agency Plan International Australia ranked in the top 10 Australian businesses for customer service**

The Australian office of Plan International, one of the world's oldest and largest development organisations that is also non-religious and non-political, has ranked among the top 10 customer service providers in Australia.

The latest quarterly report from Customer Service Benchmarking Australia (CSBA) reveals that the best performing industry in terms of overall customer service was the aid and development sector, and within that sector **Plan International Australia** was the best performing of those surveyed.

Plan's Marketing Director Aimee Suchard-Lowe said that the survey results recognised Plan's commitment to quality, whether in the developing world or in Australia.

"Our focus is and always will be on doing all we can to help improve the lives of the children and communities that we work with in some of the poorest countries in the world," Mrs Suchard-Lowe said.

"However, we could not do this without our supporters. Every person who supports us financially or otherwise is a crucial partner with Plan in our mission to build a world in which children can reach their full potential.

"We want to ensure supporters receive great service about their support and information on how they are helping to make change in the lives of children in the developing world whenever they contact us. This survey shows that we are well on the way to achieving that."

In its quarterly survey, CSBA professional mystery shoppers made more than 4000 telephone calls to companies in 15 industry groups to check and analyse their service levels.

The top 10 companies for customer service from the group surveyed are:

- 1 University of Western Sydney
- 2 GWM Water
- 3 Sydney Water WaterFix
- 4 Gippsland Water
- 5 Aurora Energy Business
- 6 AAMI
- 7 ActewAGL Retail
- 8 Flinders University
- 9 Wannon Water
- 10 Plan International Australia

Plan's focus is on breaking the cycle of poverty for children in some of the world's poorest countries. For more information go to [www.plan.org.au](http://www.plan.org.au)

For more information on CSBA and the survey, go to [www.csba.com.au](http://www.csba.com.au).

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