



National Compliance Services

Customer Journey Map



	1 Identification of Need	2 Request Submitted	3 Monitor Requests	4 Assign Task	5 Assessment	6 Follow Up	7 Response
Description	The customer contacts the NCS team when they require advice or information on the application of HVNL, operational issues or an NHVR business practice.	The NCS team receive and acknowledge requests on behalf of the NHVR through multiple external and internal channels.	NCS team members are tasked and allocated to monitor incoming enquires and requests for information via documented processes.	NCS staff are allocated roles and responsibilities to manage customer inquiries and requests for action/service via task allocation processes.	The NCS team member reviews the service request and conducts an assessment based on requirements and sources any other information to support the assessment to allow for an effective and timely response to the customer.	The NCS team will follow up and seek additional information requirements to enable a detailed response.	The NCS team will assess the suitability of the response and forward it to the customer, or seek additional time to respond, if required.
CX Principles	<ul style="list-style-type: none"> • CXP1 • CXP2 • CXP3 	<ul style="list-style-type: none"> • CXP1 • CXP2 • CXP3 • CXP4 	<ul style="list-style-type: none"> • CXP1 • CXP2 • CXP3 	<ul style="list-style-type: none"> • CXP1 • CXP2 	<ul style="list-style-type: none"> • CXP1 • CXP2 • CXP3 	<ul style="list-style-type: none"> • CXP1 • CXP2 • CXP3 • CXP4 	<ul style="list-style-type: none"> • CXP1 • CXP2 • CXP3 • CXP4
Target Memory	<ul style="list-style-type: none"> • The NCS team was professional, efficient and helpful. • They took the time to understand my needs and referred my enquiry to more appropriate persons when required. • The NCS team was friendly, I was treated like a human being. My need has been identified. 	<ul style="list-style-type: none"> • The NCS team was happy to accept questions and were willing to engage. • I felt acknowledged and confident of the accuracy of information that was provided. 	<ul style="list-style-type: none"> • The NCS team make me feel special and valued. • They listen and make the time to understand what I need and what might be expected of me also. • They informed me that my enquiry was received and that a response will be provided. • They are efficient, knowledgeable and communicate with me about my progress. • The correct resources have been allocated to meet my enquiry and I trust that the information provided as well as any decisions were made fairly and lawfully. 	<ul style="list-style-type: none"> • The NCS team member researched the matter and communicated and connected with me efficiently. • They respect my time and provided me with a key contact (one central point). • I was supported by the NHVR and was always kept up to date regarding issues or progress. 	<ul style="list-style-type: none"> • The NCS team, take my enquiry seriously, they want to help me, they have taken the time to get me the appropriate and lawful response. • The response was efficient and addressed my enquiry properly. • I feel comfortable about approaching the NHVR again as they listen and understand my needs, make professional assessments and recommendations and my opinion was taken into account. 	<ul style="list-style-type: none"> • The NCS team staff member identified themselves and provided advice on how they were going to assist me. • The request was received professionally and respectfully and they took time to see if I was the appropriate person to respond too. • My professional approach meant they remembered me and they were interested in what I had to say. • The information and advice is meaningful and I would be confident to deal with them in the future. 	<ul style="list-style-type: none"> • The NCS team provided me with correct information and undertook to seek help from a SME to ensure I was provided with the accurate and meaningful information in a timely manner. • The response was tailored so that it could be understood and I can reconnect if needed. • My enquiry was actioned and I was acknowledged each step of the way. • They made sure I understood the law and my requirements, informed me of the next steps and my obligations.
Target Emotion	<ul style="list-style-type: none"> • I feel confident in the NCS team. • I am reassured that my enquiry is being considered fairly and professionally. • I am reassured and satisfied with my communications and the response and feel empowered to implement or consider the advice or recommendation. 	<ul style="list-style-type: none"> • I was empowered to make a request and I was pleased that the NCS team responded efficiently. • The NCS team is happy to help industry to improve their understanding of the HVNL and implement better practices. • An NCS team member was able to assist me. • They made me feel important, validated, heard, valued, reassured and I was confident I was dealing with a professional, they treated me like a human being. 	<ul style="list-style-type: none"> • The NCS team make me feel valued, confident, informed and supported when I deal with them. 	<ul style="list-style-type: none"> • The NCS team make me feel valued by the way they fairly and respectfully communicate with me. • I am satisfied with the professional service and reassured that the NHVR are here to help and the NCS staff are knowledgeable. 	<ul style="list-style-type: none"> • I am provided appropriate and accurate information/advice/recommendations. • Their response was timely, valued, fair and appreciated and the information can be trusted. 	<ul style="list-style-type: none"> • I am empathetic of the NHVR and respect the workloads and priorities of others. • I am patient, understanding and clear with my instructions with the NHVR. • The response is valued and appreciated. 	<ul style="list-style-type: none"> • The NCS team were informative and provided me with what I needed. • I trust the information is accurate and recommendations were made fairly. • I felt valued and they took the time to understand all my needs.
Target Experience	<ul style="list-style-type: none"> • I have been acknowledged, I have been listened to and the NCS team understand both mine and the industry expectations and requirements. • I am confident my request was undertaken and that it was being considered appropriately and efficiently. • The NCS team members are knowledgeable, respectful, respond efficiently and want to make a difference. 	<ul style="list-style-type: none"> • The NCS team make it easy to request information or a decision. • I am kept up to date on progress after my request is received. • Their response was informative and I feel better educated. • The NCS team are knowledgeable and I am confident that my request and details are dealt with professionally. • The NCS team listened and took the time to understand my enquiry and explained the limitations of what NHVR can provide. • They treated me like a human being. 	<ul style="list-style-type: none"> • The NCS team took the time to follow up any missing information and confirm what I needed. • I am receiving correct and timely information. • I am kept up to date with progress and was informed of the process. • The NCS team met my needs, kept me informed and provided responses and information the way it was described and anticipated. 	<ul style="list-style-type: none"> • The NCS managed my enquiry/application in a professional manner. • They communicated regularly and advised me of progress and outcomes. • They provided explanations and advice about decisions and with the appropriate resources and information. 	<ul style="list-style-type: none"> • The NCS team provided me with relevant information. • I received an outcome in a timely manner. • The process was reasonable, transparent and communicated to me. • I would recommend them for advice and would not hesitate to go back for additional information. • When decisions are unfavourable, I am advised of the reasons and any additional options. • The advice or decision has empowered me to make better decisions in the future. 	<ul style="list-style-type: none"> • I have a positive view of the NHVR and the NCS team. • They engage with me at a respectable level and they are transparent. • The NCS team members communicate clearly and effectively and keep me informed. • The NHVR are knowledgeable about what is required and take the time to ensure I have an appropriate response. • After my interaction, I understand how to improve my processes and participate in a safer manner. 	<ul style="list-style-type: none"> • The NCS team kept me informed on process, progress and outcomes. • I was provided accurate and timely information. • The NHVR understood my needs and I was satisfied with the process leading to a result. • Engagement with the NCS team had purpose and added value. • I felt valued and empowered to ask for assistance in the future. • The NCS team informed me of my obligations and the legislation.

Reference **NHVR Customer Definition**
Our customers include any person or organisation who uses our services or with whom we work in order to ensure a safe and productive heavy vehicle industry.

CX Vision
A safe, efficient and productive heavy vehicle industry serving the needs of Australia.

