Renew the Regions

Broome Customer Experience Centre

Bringing new jobs into Broome to provide regional-based customer service to regional customers

By May 2021, Horizon Power will open its new flagship customer experience centre in Broome, providing face-to-face, expert advice and interactive self-service facilities for customers.

Owned by the people of WA

HORIZON POWER

Project overview

Horizon Power is working with our existing service provider, Computershare, to relocate our contact centre from Melbourne to a new customer experience centre in Broome.

This new centre will utilise local businesses for the design, construction and fit-out. Local Broome architects NBC Aboriginal Corporation have been engaged to design the office space for the new centre, which will be located in Paspaley Plaza in Broome's Chinatown.

To ensure a smooth transition to Broome, we're temporarily relocating an experienced contact centre staff member from Melbourne. We will also recruit 10 new full-time contact centre staff from the community, including two Aboriginal and Torres Strait Islander trainees.

Broome-based customers will be able to access face-to-face service and discuss their energy account needs, all in downtown Chinatown. And, importantly, our customers from across WA will be able to access staff that understand the unique circumstances of living in the regions.

Key information

Place

Broome

Investment

$2.96 million.

Benefits to our community

- 10 new local jobs created.
- Increased ATSI employment.
- More localised customer services and new service channels.
- Local business engaged for construction and procurement.
- We'll be able to manage the risks of communications failures due to extreme weather events such as tropical cyclones or flooding with new technology.

Key dates

- New staff recruitment from October 2020.
- Contact centre operational from November 2020.
- Building fit-out February 2021.
- New customer experience centre open to the public by May 2021.

Visit **renew**the**regions**.com.au or
www.wa.gov.au/government/wa-recovery