



# CUSTOMER SERVICE CHARTER

|                          | Name                 | Position  | Signature | Date |
|--------------------------|----------------------|---|-----------|------|
| Responsible Officer      | <b>Alison Coe</b>    | <b>Assistant General Manager-Corporate &amp; Community Services</b> |           |      |
| Authorised By            | <b>Craig Moffitt</b> | <b>General Manager</b>  |           |      |
| Date Adopted by Council: |                      |   |           |      |
| Minute No:               |                      |   |           |      |

April 2018

### Revision History

| Version | Date | Prepared/Amended | Approved By | Revision Date |
|---------|------|------------------|-------------|---------------|
| V1      |      |                  | Council     |               |
| V2      |      |                  | Council     |               |
| V3      |      |                  | Council     |               |
| V4      |      |                  | Council     |               |

### Change History

| Version | Change Details  |
|---------|-----------------|
| V1      | Initial Charter |
| V2      |                 |
| V3      |                 |
| V4      |                 |

### Related Documents

| Document Title                       |
|--------------------------------------|
| Murrumbidgee Council Code of Conduct |

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## Introduction

Council's Customer Service Charter sets out what its community may expect when dealing with staff, our dedication to resolving issues in a timely manner and our processes for communicating with the community.

## Contacting Us

Murrumbidgee Council covers the three communities of Jerilderie, Coleambally and Darlington Point.

Our front office staff will wear a name badge for ease of identification and will listen to you and discuss your enquiry fully. Our staff will be approachable, take details of an enquiry and deal with the enquiry in a professional, fair and courteous manner. If the staff member is unable to resolve the enquiry, they will endeavour to source a solution from other staff.

Council's contact details are as below:

### **Jerilderie**

35 Jerilderie Street, Jerilderie NSW 2716  
(PO Box 96, Jerilderie NSW 2716)

Hours of Operation: 8.30am-5.00pm Monday to Friday

Email: [jerilderie@murrumbidgee.nsw.gov.au](mailto:jerilderie@murrumbidgee.nsw.gov.au)  
Telephone: 03 5886 1200  
Emergency contact (after hours): 0428 579 095

### **Coleambally**

39 Brolga Place, Coleambally NSW 2707

Hours of Operation: 9.00am-5.00pm Monday to Friday  
Closed for Lunch: 12.30pm-1.30pm daily

Email: [coly@murrumbidgee.nsw.gov.au](mailto:coly@murrumbidgee.nsw.gov.au)  
Telephone: 02 6954 4060  
Emergency contact (after hours): 0427 684 166

### **Darlington Point**

21 Carrington Street, Darlington Point NSW 2706  
(PO Box 5, Darlington Point NSW 2706)

Hours of Operation: 8.30am-5.00pm Monday to Friday

Email: [mail@murrumbidgee.nsw.gov.au](mailto:mail@murrumbidgee.nsw.gov.au)  
Telephone: 02 6960 5500  
Emergency contact (after hours): 0427 684 166

## **Vision, Purpose and Values**

### **Vision**

A community built by an innovative mindset, delivering appropriate and reliable services.

### **Purpose**

To deliver quality services, creating a friendly, welcoming and engaged community.

### **Corporate Values**

- Murrumbidgee Council values creativity, teamwork and innovation;
- Council aims to reliably deliver quality services and well-maintained facilities;
- Strong, positive and trusted leadership guided by and respecting traditional principles and forward thinking will nurture who we are and recognise where we live and what we have built;
- Our communities' welcoming and energetic approach is what makes where we live an appealing place for all.

## **Staff Values**

To support the adopted Corporate Values, Murrumbidgee Council staff adhere to the values of Trust, Honesty, Teamwork and Respect.

## **Service Standards**

Service standards exist to help ensure we meet the expectations of our customers and deliver quality customer service at all times.

### **General**

We will:

- Respect our customers;
- Be prompt, friendly, courteous, effective and will, at all times, remain professional;
- Be realistic about what we can do and in what timeframes;
- Provide you with accurate and consistent information;
- Show respect for your privacy in your dealings with us and the confidentiality of information discussed.

For requests and enquiries received face to face or over the phone, we will:

- Log each request into the customer request register;
- Allocate an officer to take responsibility for the request;
- Respond to urgent or emergency situations within 2 hours;
- Respond to all other requests by phone within 10 days, providing expected timeframes and reasons if a request cannot be completed.

For requests and enquiries received in writing, by email or the internet, we will:

- Register each request in Council's records register;
- Acknowledge your request by email (if available) or post;
- Refer an officer to take responsibility for the request;
- Respond to urgent or emergency situations within 2 hours;
- Respond to all other requests by email within 10 days, providing expected timeframes and reasons if a request cannot be completed.

### **Face to Face**

Our frontline customer service employees will wear a name badge for ease of communication.

We will:

- Listen to you and discuss your requirements fully;
- Endeavour to satisfy your request at the time of your visit. When enquiries of a technical or specialised nature are made, the appropriate officer will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

### **On the Telephone**

We will:

- Endeavour to answer your call in person and within 5 rings;
- Introduce ourselves, using our first name and provide a contact number for further communications, where necessary;
- Forward your call to someone who can assist, if the person you are seeking to contact is unavailable;
- Advise of any delays and offer suitable options or offer to return your call;
- Where messages are left on voicemail, they will be returned within 24 hours from the time received;
- Provide a 24 hour telephone service for urgent after hours calls;
- If a call is transferred internally, introduce your call to the recipient, so as to reduce the need for you to explain the purpose of your call a second time.

### **Writing or Email**

We will:

- Write to you in a clear and concise language that is easily understood;
- Send out standard information to you, if we believe that will satisfy your enquiry, within 24 hours of receiving the request;
- Respond to your letter or email of general correspondence relating to Council business, within 10 working days;

- We will acknowledge your correspondence, if your enquiry requires in-depth research or follow up that will take longer than 10 working days. Where possible we will provide an expected completion date and details of the employee responsible for the response.

## **Website or Social Media**

We will:

- Maintain our website with relevant and up to date information that is easily understood and accessible;
- Post up to date information on our social media platforms in order to keep customers informed and engaged;
- Respond to enquiries and posts on our social media platforms in a timely and professional manner;
- Keep up to date with online services and community engagement tools and trends;
- Refer customers who have lodged a customer request on social media through to the appropriate channels, as these will not be managed on social media.

## **Measuring Our Performance**

We will measure and improve the quality of our service by:

- Welcoming your feedback;
- Conducting an annual "Customer Satisfaction Survey"
- Implementing quality training and coaching activities for our staff;
- Using key performance indicators of our customer service in corporate and business planning;
- Using effective internal systems and corporate reporting to measure our performance;
- Recognising our staff for customer service delivery excellence.

## **Helping Us to Help You**

You can help us to meet our commitment to you by:

- Being courteous, polite and respectful of our employees;
- Respecting the rights of, and providing courtesy towards, other customers;
- Being open and honest with us, by providing accurate and complete details when contacting us;
- Letting us know when your situation changes, for example change to your address or personal details;
- Contacting us to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee;

- Contacting the employee referred to on any correspondence sent to you, and quoting the reference number, if applicable;
- Using email or phone for customer requests, complaints and compliments;
- Working with us to help solve problems;
- Telling us where we fall short on our service in any aspect, so that we may improve our service to you;
- Helping us recognise our employee by telling us when you have received excellent customer service.

## Service Level Commitments

We are committed to achieving the response times (in working days) set out below:

### Environmental Compliance

|  |                               |
|--|-------------------------------|
| Emergency Situations                                       | Immediately                   |
| Roadway hazards  | Same Day                      |
| Dangerous dogs   | Same Day                      |
| Noise/nuisance complaint                                   | Investigation within 48 hours |
| Stray dog—secured  | 48 hours (except weekends)    |
| Stray dog—nuisance   | 48 hours (except weekends)    |
| Illegal rubbish dumping                                    | 3 days                        |
| Removal of graffiti  | 5 days                        |
| Removal of offensive graffiti in public/high profile areas | 48 hours (except weekends)    |
| Protection of public water supply                          | 48 hours                      |
| Food premise inspection                                    | 48 hours                      |
| General environmental complaints or issues                 | 10 working days               |

### Building Surveying Approval

|  |         |
|--|---------|
| Complying development certificates         | 10 days |
| Construction Certificates—Major*           | 15 Days |
| New homes                                  | 10 days |
| Development applications—Major             | 30 Days |
| Development applications—Minor residential | 15 Days |
| Building Certificates*                     | 10 Days |

\*The timeframe for a Building Certificate applies from when access is provided to the property. The Certificate can only be issued if no outstanding works are required.



## Town Planning Approval

|   |               |
|---|---------------|
| Planning certificates                             | 5 days        |
| Pre-lodgement appointments (from initial request) | 5 days        |
| Development applications (from lodgement date)    | 10 days       |
| Requests for additional information               | 10 days       |
| Referrals to external authorities                 | 10 days       |
| Public notice (advertising)                       | 14 or 30 days |
| Determination (without objection)                 | 40 days       |

## Review

If you are not satisfied with how we handle your enquiry or request, we encourage you to refer to our Complaints Handling Policy and Guidelines. The policy and guidelines provide a number of options for you to make a complaint and also set out how that complaint will be dealt with.