

Our Customer Focus

Council is committed to improving our customer services. Our goal is to be a **customer focused organization** that:

- Has an excellent reputation to do business with;
- Communicates regularly with our customers;
- Understands the needs of customer groups;
- Anticipates future customer needs;
- Knows what is important to customers;
- Sets customer service standards and measures its performance.

Our Regulatory Responsibilities

As a regulatory body, Council is required to:

- Administer regulations and uphold the law;
- Safeguard the public interest.

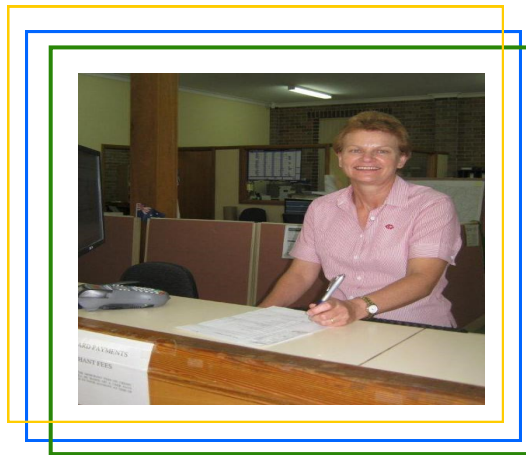
These responsibilities may not always match your wishes and conflict may arise. Where we cannot resolve this conflict, further avenues of appeal to the Land and Environment Court or Local Court may exist. The Ombudsmen may also review the Council's actions. We will be happy to advise you of these procedures.



Weddin Shire Council

15.6.3

Customer Service Charter



Council Decisions, Policies and Other Information

Customers are able to be informed in regards to the above by:

- Council Website
- Grenfell Record articles and School Newsletters
- Council Administration Building and Post Offices in Villages
- Grenfell website: www.grenfell.org.au
- Council Facebook Page: www.facebook.com/Weddin-Shire-Council/
- Grenfell Tourism Facebook Page: www.facebook.com/TourismGrenfell/

Providing Feedback

Feedback on our services:

We aim to keep improving our services and would welcome your feedback on our performance.

Please contact us if there are some aspects of our service you believe we have not done well, could do better, or for any reason you are not satisfied with.

How to contact us:

You can contact us to obtain information, make an enquiry, complaint or a compliment:

- In person by visiting the Weddin Shire Administration Building, Grenfell between 8:30 am - 4:00 pm Monday to Friday
- By phoning (02) 6343 1212 during office hours. Council provides After-Hours telephone numbers
- Facsimile to (02) 6343 1203
- By emailing mail@weddin.nsw.gov.au
- By internet on Council's web-site at www.weddin.nsw.gov.au
- Our website gives you access to 24 hour, 7 Day on-line Council Services and Customer Enquiries

Our Commitment to Customer Service

Our dealings with customers will be:

1. **Clear**– keeping it simple by using plain language and making it easy for customers to contact the right person;
2. **Courteous**– being helpful and attentive and listening carefully to customer requests;
3. **Timely**– providing a reliable service and responding to customer enquiries quickly;
4. **Fair**– being transparent and applying regulations consistently, firmly and fairly while keeping customers informed;
5. **Accountable**– being responsible for customer service outcomes and apologizing to our customers if poor service or mistakes are encountered;
6. **Confidential**– respecting customer privacy and treating concerns and personal information confidentially;
7. **Informed**– understanding customer expectations and involving customers in product and service development processes;
8. **Cost effective**– getting the right balance between customer expectations and delivering an affordable and sustainable service.

Customer Contact Standards

We will answer your enquiries promptly and if we are able, deal with them directly without unnecessary delay:

In person– we will greet you when you enter our office in a courteous manner

If you do not have an appointment we will see you as soon as possible and where we can, we will provide you with information while you wait.

If you have an appointment (in our office or on-site) we will see you punctually at the scheduled time. If there is likely to be delay in seeing you, we will advise you and keep you informed.

Telephone– we will answer your phone call within 30 seconds, if we do not, your call will go to our voice mail. We will then return your call at the first reasonable opportunity (but within two working days)

E-mail– where action is required we will acknowledge your e-mail when received and respond within 10 working days.

Correspondence– we will acknowledge or answer your letter within 25 working days.

- If we cannot provide a response to your request within the times we have stated, we will advise you of the expected time required to finalise your request;
- We will aim to respond to your enquiry in full. If this is not possible and we cannot

deal with your enquiry, we will provide you with the name of the person who can and refer your enquiry to that person with a request that they contact you directly;

- If your enquiry is the responsibility of another agency, we will aim to provide you with the details of the agency so you can contact them directly;
- For complex enquiries we will make an appointment for you to meet with a staff member or arrange to call you when the information is available.

How you can help us

We would ask you to:

- Treat staff, volunteers and other Council customers with courtesy and respect
- Behave in a manner which does not disturb other people or damage property or equipment
- Be honest and accurate in information sought and supplied to the Council staff
- Work with us to resolve problems
- Provide us with feedback
- Ensure your children's safety by supervising them while you are on Council premises and taking responsibility for your property.

Weddin Shire Council

Customer Contact & Service Standards

Weddin Shire Council is committed to providing our customers with a reliable and responsive service. To improve our services we have put into place Service Standards to advise customers about the timeframes by which we will endeavor to respond to your request, and the levels of service you should expect from us.

If we are not meeting our defined service standards please contact our Director of Corporate Services who will be happy to discuss your concerns and feedback or your compliments if we are meeting your standards.

Our Customer Contact Standards

In Person	<ul style="list-style-type: none"> We will greet you when you enter our office We will attend to your query/request promptly and efficiently If you do not have a scheduled appointment we will see you as soon as practical and, where we can, provide you with information while you wait; If you have a pre-booked appointment (in our office or on site) we will see you punctually at the scheduled time. If there is likely to be a delay in seeing you, we will advise you of this and keep you informed
Telephone	<ul style="list-style-type: none"> Telephone 6343 1212 We will answer your phone call within 30 seconds We will return your call at the first opportunity We will deal with your telephone enquiry directly without unnecessary transfers
E-mail	<ul style="list-style-type: none"> E-mail mail@weddin.nsw.gov.au We will respond to your e-mail within 25 working days If we cannot provide a response to your request within 25 working days we will advise you of the expected time required to finalise your request
Letter	<ul style="list-style-type: none"> Mail PO Box 125 Grenfell NSW 2810. Facsimile 6343 1203 We will acknowledge or answer your letter within 10 working days We will keep you up to date if there are delays with your request
In General	<ul style="list-style-type: none"> If we cannot deal with your enquiry we will provide you with the name of the Council staff person who can and refer your enquiry to that person and request that they contact you directly, or we will refer you to the relevant external agency; For complex enquiries we will contact you to make an appointment for you to meet with a staff member or arrange to call you when the information is available <p>Our Website gives you access to 24 hour, 7 day on-line Council Services and Customer Enquiries</p> <p>For urgent assistance after hours please contact Council's after hours numbers</p>

Service	Service Supplied	Service Standard	Customer Contributions
Accounts			
Payment of Accounts	Payment of Creditors	Within 30 Days from the end of the month in which the invoice is received	Invoices to be lodged prior to end of month
Animal Control			
Companion Animal Pound	Care for animals & return to owners or re-home	80% of dogs re-homed	Animals to be micro-chipped and registered
Registration & Micro-chipping	Process registration and micro-chipping records	Completed within 14 working days	Application form to completed
Roaming dog complaints	Conduct patrol where report of dog is received	Patrols conducted within 24 hours of receipt of roaming dog complaint	Report by phone, e-mail, in person or in writing
Council & Community Buildings			
Property Maintenance	Respond to property maintenance requests for Council & community facilities	Property maintenance requests responded to in 3 working days Urgent requests (threat to public safety) responded to within 24 hours	Subject to assessment and funding availability Subject to assessment
Graffiti Removal	Respond to reports of graffiti on Council property	Graffiti removal within 2 working days (48hrs) of notification	Subject to weather, location and staff
Council Meetings			
Business Papers for Council Meetings	Access to Council Business Papers	Business Papers posted on line at 4.30 pm on Thursday of the Meeting. Hard copies available at Meeting and front counter	
Customer Contact Services			
Customer Enquiries	Respond to telephone enquires	90% of incoming calls are answered within 30 seconds or diverted to voice mail	Requests can be made in person, phone, email, or in writing. Provision of accurate information to Council staff
	Respond to counter enquiries	Customers to be attended to immediately. However if not possible maximum wait time of five minutes before attended by Customer Service Officer	
	Respond to electronic or written correspondence	Acknowledgment or response within 10 working days	

Service	Service Supplied	Service Standard	Customer Contributions
Development Services			
Development Enquiries	Respond to Enquiries	Development Services Officer are available for phone and counter service from 8:30 am to 4:00 pm Monday to Friday	Complex enquiries or applications may require appointment
Development Advisory Service (Pre-lodgment)	Booked appointments	Advice issued within 5 days after appointment	Concept plans lodged 7 days prior to appointment
Application Lodgment	Counter service	Customer Service staff available from 8:30 am to 4:00 pm Monday to Friday	Incomplete applications may be returned or not accepted. Forms, fees, schedules & checklists available. Applicants for s149D's to ensure access for inspection
Planning Certificate (s149)	Issue of section 149 certificate	Certificate issued within 10 days after complete application is made	
Building Certificate	Issue of Section 149D Certificate	Certificate issued within 10 days after complete application is made and satisfactory inspection occurs	
DA Assessment	Assessment of DAs		
Modification of Development consent (s96)	Assessment of s96 applications	Determinations will average 40 days or less after complete application is lodged (90 days or less for Section 82A applications). Applications involving other agencies may take longer	Incomplete applications may be returned and applications may be rejected if they do not meet requirements. Guides and checklists available
Review of Determination (s82A)	Assessment of Section 82As		
DA Tracking	DA tracking system in Authority system	Provision of DA information to applicants to assess progress of DA	Contact Council for status of application
Construction Certificate	Assessment and Issue of Construction Certificate	Certificate issued 21 days after complete application is made	
Complying Development Certificate	Assessment and Issue of Complying Development Certificate	Certificate issued 10 days after complete application is made	Incomplete applications may be returned. Forms, fees schedules and checklists available
Subdivision Certification	Issue of subdivision certificate	Certificate issued 21 days after complete request is received	
Unauthorized Development	Inspection of suspected illegal development	Action initiated with 72 hours	Reports can be made in person, by phone, email or in writing


Service	Service Supplied	Service Standard	Customer Contributions
Development Service (Cont.)			
Development Compliance	Investigate concerns re non-compliance with development consent	Responded to within 72 hours	Reports can be made in person, by phone, email or in writing
Environmental and Public Health			
Food outlets	Investigate food hygiene & preparation reports	Complaint about unhealthy conditions responded to within 48 hours	
Pollution incidents	Investigation of pollution incidents	Action initiated within 24 hours	Reports can be made in person, by phone, email or in writing
Abandoned Vehicles	Investigate reports of derelict vehicles	Action initiated within 72 hours	
Removal of dead animals	Removal of dead animals on roads (road kill)	Initial response within two working days	



Financial Assistance (Requests for Sponsorship, Grants and Donations)

Community Assistance	Provide financial assistance to community projects	Enquiries responded to within 30 working days. Application forwarded to Council for determination	Comply with criteria & submit application
Building Heritage Grants	Provide assistance grants for building conservation	Applications responded to within 30 working days. Application assessed & forwarded to Council for Determination	Comply with criteria & submit application form

Service	Service Supplied	Service Standard	Customer Contributions
Information Requests			
Information request under Government Information (Public Access) Act (GIPA)	Provide access to information held by Council unless exempt under the GIPA Act	Initial response within 5 working days. Application determined with 20 working days	Application form to be completed and fee paid (where applicable) Incomplete applications may be returned
Visitor Information Service	Provide information to visitors on Weddin Shire attractions and events	Respond to enquiries with 5 working days	Requests can be made in person, phone, email or in writing
Media requests	Respond to media enquiries and requests	Finalise media enquiries within three working days	Submitted by E-mail in requested format
Events Calendar	Request for event to be listed on web-site	Within ten working days	Requests made by phone, e-mail or in writing
Council Publications	Provide access to authorized Council publications	Hard copy publications to be supplied or made available for inspection. Electronic copies available on web-site	Fee may be applicable in some circumstances
Library Services			
Application for membership	Application to join Library Service	Same day processing on receipt of provision of correct information	Application form completed and submitted
Inter-library book loans	Items obtained from external library source	Requests processed within 10 days of receipt	Items supplied subject to availability
Parks, Trees and Cemeteries			
Park maintenance	Mowing, cleaning and maintenance of open spaces	According to level of usage, lawns kept below 100mm. Toilets and bins cleaned weekly (depending on location)	May be subject to weather conditions
Cemetery Maintenance	Mowing and maintenance of Grenfell Cemetery	Lawns kept below 100mm and edges trimmed monthly (minimum)	
Tree (damage)	Damage caused by trees in Grenfell and Villages	Respond to enquiries within 5 working days and made safe	Enquiries can be made in person, by phone, e-mail, or in writing
Playgrounds & Skate park			
Playgrounds & Skate park	Safe playgrounds and skate park	Quarterly safety inspections undertaken	

Service	Service Supplied	Service Standard	Customer Contributions
Sewerage & Sewer Management Facilities			
Sewerage Treatment Services	Monitoring of Sewerage Treatment Plant	Alarms responded to within 1 hr. Sewer chokes within 24 hours	
Sewage Onsite Management	Inspection of onsite sewage management systems (OSMS)	Approval to operate OSMS or rectification work documentation issued within 21 days of inspection	Access to be provided to OSMS & inspection time booked
Rates			
Rating Certificate (603 Certificate)	Certificate issued (advice of outstanding rates on property to be purchased)	Issued within 5 working days of payment	Application form. Additional documents may be required
Road and Footpath Maintenance and Repairs			
Potholes/Road Repairs	Evaluate and make safe	95% of urgent repairs made safe within 24 hours and repaired within 1 month	May be subject to weather conditions
Footpath, kerb & gutter and drains	Evaluate and make safe	Dangerous situations acted upon and made safe within 24 hours	
			
Waste Collection and Management			
Domestic waste & recycling	Collection of domestic waste and recycling	Weekly service (domestic waste) Fortnightly service (recycling)	Bins placed in correct position prior to pickup
Missed Bin	Collection of waste from missed bins	24 hour from notification	
Street Sweeping	Streets sweeping (CBD)	Streets swept yearly	
	Street Sweeping (residential)	Kerbed and guttered residential streets yearly	
Clean up Australia Day	Waste collection	Within 48 hours of completion of event	Waste tied in bags and left in agreed location
Storm water management	Maintain gutters & Waterways	Gutters and waterways inspected and cleaned post rain events	