



FLINDERS SHIRE COUNCIL

CUSTOMER SERVICE CHARTER

OUR COMMITMENT TO YOU

**Adopted: 19 February 2019
Resolution Number: 2422**





THE PURPOSE OF OUR CUSTOMER SERVICE CHARTER

The Flinders Shire Council is committed to responsibly manage our region on behalf of its residents. This Charter is our commitment to provide you, our customer, with quality service that is professional, efficient and effective.

It also provides our staff with clear standards and expectations to deliver on our promise of quality service. These standards will be regularly monitored to gauge our performance and where we may need to improve.

Our Customers

- Ratepayers
- Residents
- Businesses
- Community groups
- Government
- Visitors
- Internal customers

As a team we will work together to achieve:

- Quality outcomes for our communities
- An inclusive team culture
- Pride in our organisation
- Continuous improvement

OUR MISSION

Our mission is to provide excellent local government services to our communities that contribute towards the achievement of Council's vision for the communities of Flinders Shire.

We expect all of our staff, whether they are at the counter, working in the office, driving a truck or mowing a park, to be committed to pursuing excellence in their role and be proud ambassadors for the Council.



GUIDING PRINCIPLES

As Councillors and staff of Flinders Shire Council we are committed to the following principles as a guide to our actions as representatives of our region:-

OUR ENVIRONMENT

We will provide stewardship to maintain, protect and enhance our natural environment whilst supporting new and existing industries.

OUR RESOURCES

We will encourage sustainable resource utilisation by providing support to businesses and their associated industries

OUR COMMUNITY

We will work with our community to provide an appealing lifestyle with the available resources to build a healthy, happy and caring community.

OUR ECONOMY

We will approach all business aspects of the Shire in a manner that promotes growth and sustainability to achieve the best possible outcome

OUR INFRASTRUCTURE

We will aim to continuously improve products, services and processes through sustainable management of Council's core assets.

OUR GOVERNANCE

We will work as a team and act with pride, accountability, transparency and integrity to deliver services to our residents.

OUR COMMITMENT TO YOU

We will:

- Treat you with courtesy and respect
- Be open and honest in our dealings with you
- Provide accurate and consistent information
- Act on our commitments as promptly as possible
- Use your feedback as an opportunity to continuously improve our service to you
- Keep your information confidential (subject to right to information and privacy legislation)
- Investigate matters thoroughly and objectively
- Acknowledge and fix our mistakes willingly
- Make our services easy to access

OUR SERVICE STANDARDS

General Service Principles

We will:-

- Assist you with your enquiries willingly, courteously and promptly
- Endeavour to establish your name and use it in all of our dealings wherever possible
- Listen carefully to identify your needs by asking questions and confirming details
- Provide you with clear, accurate information that is consistent and easy to understand
- Make our forms as user friendly as is legally possible
- Always follow up on our service commitments - if we cannot honour a commitment we will advise you as soon as possible
- Be punctual for meetings and appointments
- Actively pursue continuous improvement and understand the needs of our customers now and into the future
- Respect your privacy

On our website we will:

- Use plain English
- Provide up-to-date and accurate information
- Endeavour to make information easy to find

In Person

When you visit us in person at the Council Office or other Council Facilities we will:-

- Provide a professional, polite and attentive service with a smile
- Treat you with respect
- Value you as a customer
- Aim to provide accurate and complete information
- Listen to your requests and discuss fully your requirements
- Provide you with answers to enquiries or make arrangements for the enquiries to be addressed

Telephone

When you telephone Council you can expect:-

- Your call to be answered promptly and in a friendly manner, using a consistent greeting clearly identifying ourselves
- Listen carefully, establish your concerns, note them and act on them accordingly making every effort to reduce the number of transferred calls
- If we need to transfer your call, we will pass on any details that you have already provided
- Your call to be returned within two working days, if your inquiry is not immediately resolved
- Keep you appropriately informed on the progress of an issue
- Provision of an after hours service for emergency situations
- Try to direct you to the correct service provider, where the service you are seeking is not provided by the Council

Written Communication

When you write to Council we will:-

- Write our reply using plain language, providing a complete, accurate and precise response to your query
- Acknowledge or reply to your correspondence within 10 working days or advise when a full response will be provided if we cannot respond in this timeframe
- Include the name and telephone number of the contact officer on our correspondence

Customer Request Management (CRM):

Complaint and Requests for Services will be recorded in our customer request system (Authority) and we will take action within established standard timeframes to rectify issues, problems or services.

OUR STAFF

- We aim to have professional and well-trained staff assist you
- Council is committed to its recruitment, selection and retention strategies to ensure the right people are employed to assist you.
- We will not accept rude, abusive or threatening language

Treating our staff, volunteers and other customers politely, respectfully and courteously will help us assist you. Flinders Shire Council's approach is to deny service to any customer that makes inappropriate comments to Council officers, uses offensive or coarse language or behaves inappropriately at any of our Customer Service Centres or other facilities. Any person who behaves in an unacceptable manner will be requested to immediately leave the facility and our officers are authorised to terminate a telephone conversation without warning.

Furthermore, Flinders Shire Council takes a 'zero tolerance' approach to any threatening comment, gesture or behaviour made towards our officers and will immediately report any such matters to the Police for action.



HOW YOU CAN HELP US

We are constantly looking for ways to enhance the services and programs we provide to you. If you have been pleased with our service, let us know, as it gives us the opportunity to recognise the great service provided by our staff.

If you can suggest how we can do things better, please tell us. We welcome your feedback to improve our service to you.



You can help us meet our customer service commitments by:

- Treat our staff in a polite manner
- Providing accurate and complete details when contacting us with any queries
- Telephoning to make an appointment if you have a complex enquiry or need to see a specific officer
- Working with us to solve problems
- Giving us feedback on the things we do
- Respecting community property

HAVE YOUR SAY

Council values your feedback because it helps us to improve our service and stay in touch with your needs.

If you are pleased with our service, let us know so we can recognise and reward our staff. If you are dissatisfied, we will take your complaint seriously and try to resolve it as quickly as possible.



CONTACT FLINDERS SHIRE COUNCIL



Main Office:	
In Person:	34 Gray Street, HUGHENDEN QLD 4821
In Writing:	PO Box 274, HUGHENDEN QLD 4821
By Phoning:	(07) 4741 2900
By Faxing:	(07) 4741 1741
Via Email:	flinders@flinders.qld.gov.au
Online:	www.flinders.qld.gov.au
Facebook:	Hughenden Connect - (Flinders Shire Council)
Flinders Shire Public Library:	
In Person:	Cnr Brodie & Gray Street, HUGHENDEN QLD 4821
By Phoning:	(07) 4741 2976
Via Email:	librarian@flinders.qld.gov.au
Facebook:	Flinders Shire Public Library
Flinders Discovery Centre:	
In Person:	37 Gray Street, HUGHENDEN QLD 4821
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Via Email:	info@flinders.qld.gov.au
Facebook:	Flinders Discovery Centre
After Hours:	
Aerodrome Manager:	0427 411 821
Animal Control Officer:	0418 246 571
Director of Engineering:	0428 411 288
Environmental Health Officer:	0438 621 798
Facility Officer:	0428 200 712
Funeral Director:	0427 411 821
Parks and Gardens:	0428 411 658
Rural Lands Officer:	0428 412 306
Sewerage Officer:	0428 958 410
Town Foreman:	0438 504 567
Water Officer:	0428 958 411
Works Manager:	0428 411 637