



OUR COMMITMENT **TO YOU**

Customer Service Charter for Blackall-Tambo Regional Council

Admin 25 - 9th December, 2014 - 08/12A/14



OUR COMMITMENT TO YOU

Customer Service Charter for Blackall-Tambo Regional Council



Donna Richardson—Customer Service Supervisor

WELCOME

Our Customer Service 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.

WHO ARE WE

Blackall-Tambo Regional Council has an area of 30,489 square kilometers, 2015 residents, more than 1,868 kilometers of roads, more than twenty parks and reserves and a large number of community facilities including two libraries.

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 Blackall and Tambo.

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.

Front page—Left to Right—Customer Service Team

Courtney Richardson, Kathryn Lipsett, Donna Richardson, Kyle Hearn
Absent Carroll Abel

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OUR VALUES

At Blackall-Tambo Regional Council, we value:

OUR PEOPLE

We respect, care about, support and develop our people. We provide a safe workplace where people can explore opportunities, enjoy themselves and achieve high levels of personal job satisfaction.

EXCELLENCE

We create an environment where people are clear about expectations and accountable for achieving excellent outcomes. We foster enquiry, innovation and creativity with a focus on continuous improvement.

LEADERSHIP

We encourage leadership aligned to our values at all levels of our organisation. We work together to best use our skills and knowledge to pursue challenges and to deliver excellent services to our customers and our communities.

INTEGRITY

We are honest and open by saying what we believe, doing what we say and giving permission for others to do the same. We take responsibility, individually and as a team, for all that we do.



Kyle Hearn—Customer Service Officer

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OUR PROMISES TO YOU AND HOW WE WILL DELIVER THEM:

WE WILL:

Provide efficient and effective customer service to you:

On the telephone we will endeavor to:

- Answer calls within five (5) rings
- Have a smile in our voice
- Greet you politely
- Listen carefully, establish your concerns, note them and act on them accordingly
- Respond to your messages within one working day
- Keep you appropriately informed on the progress of an issue
- Endeavour not to transfer your call more than once
- Try to direct you to the correct service provider, where the service you are seeking is not provided by the Council

Customer Service Request:

Requests for some specific services including potholes, tree damage and illegal dumping, will be recorded in our computerized customer request system (InfoXpert) and we will take action within established standard timeframes to rectify issues, problems or services.

Face to face we will:

- Provide you with a prompt, courteous, friendly and professional service at all times
- Treat you with respect
- Value you as a customer
- Listen carefully and identify your needs
- Provide you with answers to enquiries or make arrangement for the enquiries to be addressed
- Accept responsibility for the timely processing of your business

When we respond to your letters, emails or faxes we will:

- Write clearly in plain English
- Fully explain decisions or Council's position on all issues raised
- Provide you with a contact name and telephone number
- Reply to you within 48 hrs

On our website we will:

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

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WE WILL:

Provide efficient and effective customer service to you:

- Where possible we will resolve your enquiry at the first point of contact. We aim for more than 80 per cent of enquiries to be resolved at first contact through our customer service centres.

Provide convenient access to our services:

- Conveniently located Service Centres, Depots, Libraries and other facilities operate in Blackall and Tambo.
- The contact for telephone enquiries to Council is 0746216600 which rings concurrently in both Blackall and Tambo Service Centres
- Services and information are available online at Council's website www.btrc.qld.gov.au
- A range of payment options for services has been established

Have professional and well-trained staff assist you:

- Customer service training programs are delivered to all staff across Council.
- 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



Kathryn Lipsett—Customer Service Officer

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Provide you with clear, accurate information that is consistent and easy to understand:

- We regularly review and update the information provided to you on our website and in corporate publications.
- We provide staff with guidelines and training to support high standards of correspondence.

Actively pursue continuous improvement and understand the needs of our customers now and into the future:

- We continually review our service delivery and implement service improvement projects where required.
- We encourage feedback from customers on our service through our feedback forms and 'contact us' section on the website
- We undertake community engagement activities to ensure we understand and respond to what the community needs from us.
- We strive to respond quickly to issues that have formal procedures for complaint handling.
- We provide value for money services to our communities.

Respect your privacy:

- We respect your privacy and keep your information confidential in accordance with relevant legislation.

Courtney Richardson—Customer Service Officer

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HELP US TO HELP YOU

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. A feedback form is available online at www.btrc.qld.gov.au or at any of our customer service centres or libraries. Alternatively, you can write to us or give us a call.

HOW TO CONTACT US

Phone: 0746216600
Blackall Fax: 0746578855
Postal Address: PO Box 21, Blackall 4472
Email: admin@btrc.qld.gov.au
Website: www.btrc.qld.gov.au

CUSTOMER SERVICE CENTRES

BLACKALL CUSTOMER SERVICE CENTRE

6 Coronation Drive, Blackall QLD 4472
Opening hours: Monday to Friday, 8.30 am to 4.45pm

TAMBO CUSTOMER SERVICE CENTRE

21 Arthur Street, Tambo QLD 4478
Opening hours: Monday to Friday, 8.30 am to 4.45 pm

