



# Cassowary Coast Regional Council

Customer Service Charter  
March 2023





## **Acknowledgment of Country**

Cassowary Coast Regional Council acknowledges the traditional custodians of the land and sea on which we operate, the Mamu, Djiru, Girramay, Gulgnay, Warrgamay, Jirrbal and Bandjin Peoples. We wish to acknowledge our respect for their current and emerging leaders and those in the dreaming. We thank all First Nations people for the contributions they make in building this community.





## Our Vision

We aspire to provide **great experiences**, deliver **value** and create a **sustainable future** for our community.

Delivering outcomes that embrace value in everything we do is fundamental to a vibrant and prosperous community that **'loves the place we live'** and is summed up in our vision statement:

***'One Coast: Cassowary Coast'***

## Our Customer Service Mission

We are committed to **delivering great** service and **value**.

## Our Values

Our Service Delivery to our Customers is underpinned by our Core Values of **Respect**, **Integrity** and **Courage** and we do what we say through these values.

## Our Commitment

Our **Guiding Principles** help us deliver on our commitment to deliver **great service** and **value** to our customers.

We will

- **Be Accountable** – we take responsibility for our behaviour, actions and outcomes
- **Be Collaborative** – we value different opinions and skillsets and see strength in our relationships
- **Be Consistent** – we will provide consistent service with accurate information
- **Evaluate and Measure** – we have a clear purpose in what we evaluate and measure and how we use, communicate and implement the outcomes through our systems and processes
- **Be Inclusive** – we provide equitable access to council services within our capacity and resourcing, and strive to understand the diversity in our customers
- **Keep it Simple** – we do not deliberately try to over-complicate our messaging and we will strive to provide clear and consistent communication and find better, simpler ways to do things
- **Be Respectful** – we will listen and be helpful; and acknowledge the differences and diversity between peoples and treat our customers with civility and understanding
- **Be Responsive** – we respond within the time frames as per our Customer Service Charter and/or what we have agreed to provide to with our customer in a specific circumstance
- **Be Transparent** - we are open and honest
- **Build Trust** – through adhering to our guiding principles we build trust with our customers

## Customer Service Delivery

**A Customer Request** is a request made by a Customer to Council for the provision of a service or product, or a request by a Customer for Council to take action.

**Our Customers** are individuals, groups or entities receiving a service or product from Council. A customer includes citizens, ratepayers, residents, constituents, businesses, government agencies, representative bodies and internal staff and councillors.

**Our Customer Experience** encompasses all aspects of Council's Customer Service and Service Delivery and incorporates the whole Customer Journey from the first point of contact with Council through to Service Delivery.

**Our Customer Request Management** is the processes and systems Council uses to manage Customer Requests.

## Customer Contact

Our customers can contact us in a variety of ways and we will endeavour to provide you with a high level of customer service.

- **Telephone and Face to Face**
  - We will endeavour to resolve your request or inquiry during your first point of contact with Council.
  - We will identify ourselves
  - We will strive to have minimal waiting times
  - We will greet you in a professional manner
  - When you contact us via phone we will acknowledge your call within 2 business days
  - When your telephone or face to face request requires further action an officer will
    - Action/reply within 10 business days from date of first contact
    - Keep you updated on the progress of your request
    - Notify you if we are unable to keep a commitment
    - Advise of any delays when the matter requires us to do so as not all requests can be actioned
    - Clearly advise you of the outcome of your request including details of actions taken when the matter requires us to do so
- **Written Correspondence** including emails, letters, requests and inquiries through Council's web site
  - Acknowledgement within 2 business days from date of receipt of correspondence
  - Action/reply within 10 business days from date of receipt of correspondence
  - Keep you updated on the progress of your request and advise of any delays
  - Notify you if we are unable to keep a commitment
  - Clearly advise you of the outcome of your request/inquiry including details of actions taken
- **Digital**
  - Council does not generally respond to comments or requests on social media
  - Requests lodged through Council's web site will be managed in accordance with service standards as outlined in this Charter and is dependent on the Service Delivery Area.

## Feedback

We are committed to providing our customers with a high level of service in accordance with our Customer Service Charter, Values and Commitments. We acknowledge that we can always improve, and we may not get it right every time. We value your feedback to assist us with continually evaluating and improving our customer service and we appreciate our customers taking the time to provide us with feedback.

More information can be found on Council's website [www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au)

## Privacy

Council holds information about a range of matters relating to Council business and information relating to private individuals and commercial entities. We cannot always know in advance which information, if released, will cause negative outcomes for the Council and residents. To minimise risks to the Council and residents, we will preserve the privacy and confidentiality of information held by Council to the fullest extent possible. There are a number of laws which require us to make available information to members of the public or government bodies. The Council will fully comply with its obligations under those laws while also ensuring Council complies with the privacy principles contained in the *Information Privacy Act 2009 (Qld)*.

More information can be found on Council's website [www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au)

## Complaints Management

The Cassowary Coast Regional Council acknowledges the right of customers to provide feedback, both positive and negative, on the services it provides and the decisions it makes. We also understand that there are occasions when people may wish to lodge a complaint. We will deal with complaints fairly, promptly and professionally and we are committed to building the capacity of staff to effectively manage complaints in an environment of continuous improvement. This also includes Public Interest Disclosures.

More information can be found on Council's website [www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au)

## Right to Information

The *Right to Information Act 2009 (Qld)* extends the right of the community to have access to information held by State Government departments, local and public authorities with a view to achieving more open, accountable and transparent government. Cassowary Coast Regional Council, as a local authority, is subject to the Act, and accordingly, acknowledges the right of the public to:

- Obtain information about council's structure, policies and activities unless disclosure would, on balance, be contrary to the public interest
- Ensure that personal information held about them Council is accurate and complete

More information can be found on Council's website [www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au)

## Our Expectations of Our Customers

So that we can fulfill our Customer Service Commitments, we ask that our customers provide us with accurate and relevant information and that our team members are treated with civility. If you are unable to provide required information, please inform us and we will work with you so that your request or specific matter can be appropriately addressed.

Council does not tolerate behaviour that is offensive, abusive, threatening or consumes disproportionate resources. Council will consider the individual circumstances of unreasonable customer conduct and provide reasonable and proportionate responses that are designed to manage the impacts of the conduct as well as resolve any underlying or substantive issue.

More information can be found on Council's website [www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au)



# How To Contact Us

## Customer Service Centres

Innisfail	Shire Hall 70 Rankin Street Innisfail	Monday, Tuesday, Thursday, Friday 8:30am - 4:30pm Wednesday 9:30am - 4:30pm
Tully	Tully Civic Centre 38-40 Bryant Street Tully	Monday, Tuesday, Thursday, Friday 8:30am - 4:30pm Wednesday 9:30am - 4:30pm
Cardwell <i>Limited services available</i>	Cardwell Library 4 Balliol Street Cardwell	Monday 9:00am - 5:00pm Tuesday 9:00am to 1:00pm & 2:00pm to 5:00pm Wednesday, Thursday 9:00am to 5:00pm Friday CLOSED Saturday 9:00am to 12:00pm

**Call:**

**For all business hours and after hours service.**

1300 763 903 (for the cost of a local phone call if you are using a landline)

**Fax:**

07 4061 4258

**Council's Website**

[www.cassowarycoast.qld.gov.au](http://www.cassowarycoast.qld.gov.au)

**Cassowary Coast Your Say Website**

[www.yoursay.cassowarycoast.qld.gov.au](http://www.yoursay.cassowarycoast.qld.gov.au)

**Write:**

Please address all correspondence to:

Chief Executive Officer

PO Box 887

Innisfail, QLD 4860

**Email:**

[enquiries@cassowarycoast.qld.gov.au](mailto:enquiries@cassowarycoast.qld.gov.au)

# Document Review

<b>Document</b>	Customer Service Charter
<b>Approved by</b>	
<b>Approved date</b>	
<b>Review</b>	Quarterly
<b>Effective date</b>	
<b>Function</b>	Organisation
<b>Responsible Officer</b>	Manager Engagement and Customer Experience






 1300 763 903

 [enquiries@cassowarycoast.qld.gov.au](mailto:enquiries@cassowarycoast.qld.gov.au)

 [cassowarycoast.qld.gov.au](http://cassowarycoast.qld.gov.au)

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38-40 Bryant Street, Tully  
4 Balliol Street, Cardwell