



Douglas Shire Council
Customer Service
Charter



Douglas Shire Council's **Customer Service Charter** affirms our commitment to delivering services to our communities in a professional, efficient and cost effective manner. Our aim is to provide you with a positive and professional customer service experience.

Open and effective communication will help strengthen our relationship with our communities.

We are a new and contemporary Council that:

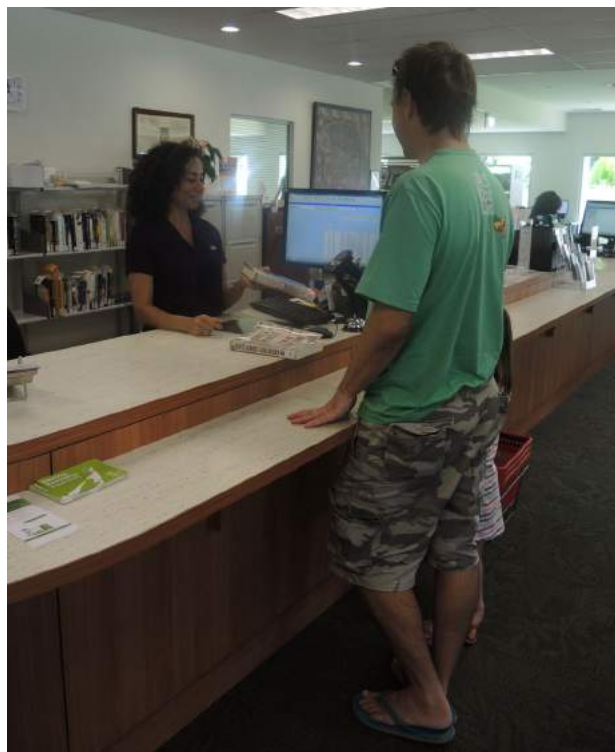
- is enthusiastic, capable, innovative and productive;
- is building a solid governance platform demonstrating transparency, compliance, efficiency in service delivery and sound risk management;
- is earning the trust of our diverse communities through genuine engagement and proactive management practices;
- enjoys strong and valued partnerships with external organisations, institutions and all levels of Government.

While the following standards are our genuine intention, circumstances change and we ask for your understanding at those times.



Who are our customers?

The customers of Douglas Shire Council include people that live, play and conduct their business in the area; and those whom visit from Queensland, interstate and internationally.



Cultural Awareness

Staff will respect the diverse cultural backgrounds of all members of our communities. Please let us know of any cultural considerations that should be taken into account by staff when they are providing services to you.

Accessibility

Council is committed to providing information in accessible formats. If you are vision impaired, hard of hearing or require the services of a translator, please let us know and as far as possible we will provide information and customer service in a format that supports these needs.

WE WANT TO DELIVER THE BEST SERVICE TO YOU

What we will do when you:

Visit Us

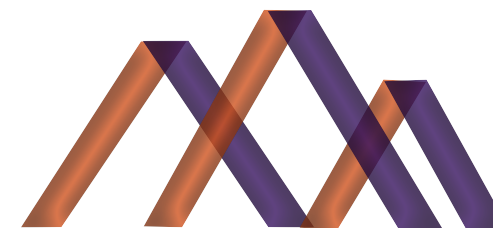
- All officers will greet you in a polite and professional manner
- Officers will be professionally presented and courteous
- We will attempt to satisfy your request at the time of enquiry
- Should a Frontline Services officer be unable to answer your enquiry it will be referred to an appropriate officer who will respond at the earliest opportunity. Officers may not necessarily be available at the time of enquiry.
- Officers will strive to keep your appointment. If an officer is unable to keep your appointment you will be informed as soon as possible.

Phone Us

- We will endeavour to answer your calls within four rings
- We will greet you in a friendly and courteous manner
- We will return your telephone call within one working day
- We will attempt to satisfy your enquiry in one phone call
- We will take your details in the event the relevant officer is unavailable to assist

Write to Us

Email enquiries received by Council will receive acknowledgement within 5 working days, if requested. If the enquiry is complex and requires follow up research you will be contacted and provided with a new response date.



Engagement

Council is mindful of the community's view when making crucial decisions that may affect the community. All past and present community consultations are available on our [website](#). Specific information including current status, how to provide feedback and the outcomes for each engagement is provided. Your involvement may be sought by survey, face-to-face consultation or email submission.

Customer Requests

Requests to Council can be submitted online, by phone or in person. Requests will be entered immediately into our system and distributed to the necessary officer for actioning. Customers who wish to be notified will need to provide their contact details. Where possible you will be provided with a request number to quote should you require further assistance.

If you notice a maintenance issue within the Shire you may consider viewing our [Work Schedule](#) before contacting Council. The schedule provides up-to-date information about maintenance works being carried out across the Shire.

Feedback / Complaints

Council welcomes your feedback. If there is something you would like to tell us, your options available include: in person; mail; phone; or email. Our website also has a ['Feedback/Questions'](#) section suitable for providing comments.

The [Complaints Management Process](#) has been established to ensure complaints are dealt with fairly, objectively, professionally, respectfully and subject to any legal requirements, in confidence. A copy of this process can be found on Council's website.

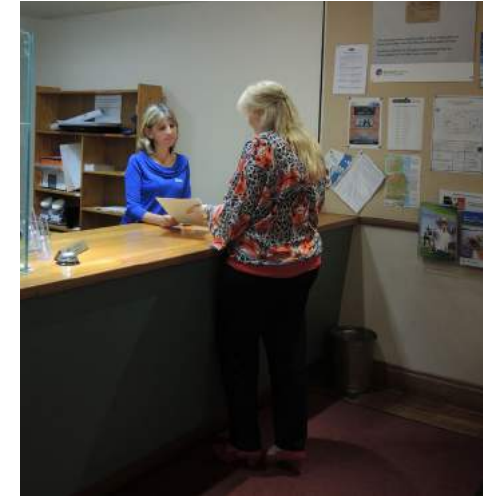
Should you need to lodge a complaint, the preferred method is by letter or email addressed to the Chief Executive Officer; however verbal complaints are also accepted.

Notifications

Council will provide the community with important information and advice throughout the year. Notifications are published on our website, Facebook, 'Community Matters' in the Gazette, noticeboards or via radio stations and if necessary using letters or door knock. A minimum of 48 hours notice will be provided for planned disruptive works.

After Hours

If you need to contact Council after hours, phone (07) 4099 9444. All after-hours phone calls will be answered. Depending on the urgency of the issue, an officer may be contacted immediately to assist. In most circumstances the call will be noted as a Customer Response Management (CRM) request and actioned accordingly.



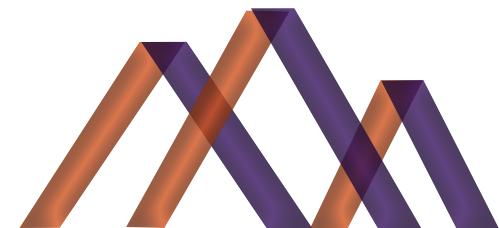
Call Outs to Property (non-regulatory matters)

If a Council officer is required to attend your home and you are not there, we will leave a business card or notice. Please follow any direction noted.

Call outs relating to regulatory matters will be in accordance with legislative requirements.

Transparency

Documents from Council meetings, reports, policies, notifications and other information can be found on our website.



How you can assist us to deliver better service:

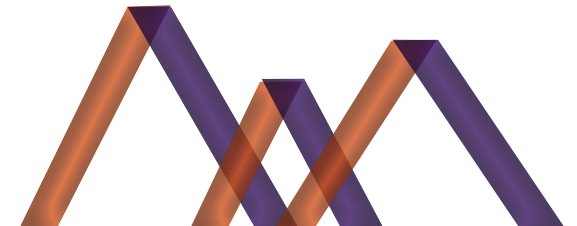
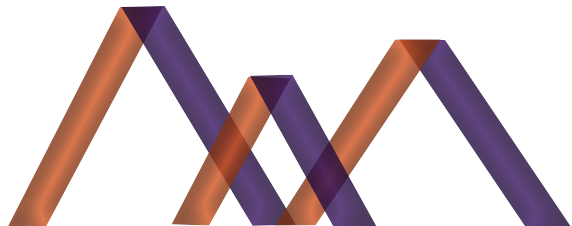
- Keep us informed of any changes
- Provide accurate and up-to-date information
- Provide feedback on services
- Make appointments for complex enquiries
- Take note of any request or receipt numbers for further enquiry
- Any form of inappropriate behaviour will not be tolerated and interactions may be terminated.

What we will do to ensure quality service:

- Listen to your feedback
- Review our processes

Contact Details

In Person:	Douglas Shire Council 64-66 Front St, Mossman Qld Monday to Friday 8.30am - 4.30pm
Mail:	PO Box 723 Mossman Qld 4873
Phone:	(07) 4099 9444
Fax:	(07) 4098 2902
After Hours:	(07) 4099 9444
Email:	<u>enquiries@douglas.qld.gov.au</u>
Website:	<u>www.douglas.qld.gov.au</u>



Standard Response Guide

SERVICE	STANDARD
<p><i>Across Council we aim to:</i></p> <ul style="list-style-type: none"> Answer telephone calls Retrieve and return voicemails Acknowledge emails – if a detailed response is required Reply to emails Respond to general correspondence Acknowledge Community Engagement emails Respond to Community Engagement enquiries Notification if we are unable to keep a commitment 	<ul style="list-style-type: none"> Within 4 rings 1 working day 5 working days 10 working days 10 working days 1 working day 10 working days As soon as possible
<p>Animals</p> <ul style="list-style-type: none"> Respond to urgent incidents Respond to routine incidents 	<ul style="list-style-type: none"> Immediate 2 working days
<p>CEO Unit</p> <ul style="list-style-type: none"> Community Support acknowledgement email 	<ul style="list-style-type: none"> 1 working day
<p>Environmental Health</p> <ul style="list-style-type: none"> Respond to food complaints Respond to urgent environmental nuisances Inspect registered food premises 	<ul style="list-style-type: none"> 1 working day 1 working day Annually
<p>Finance</p> <ul style="list-style-type: none"> Payment of creditors accounts Processing rates searches Statutory requirements eg. completion of annual financial statements and audit Adoption of annual budget and 10 year financial forecast Issue half yearly rates notice Issue of water consumption notices 	<ul style="list-style-type: none"> Within agreed trading terms Within agreed timeframes as per the Fees & Charges Schedule Within statutory timeframes By 30th June each financial year As soon as practicable after the adoption of budget and January each year On a 4 monthly basis
<p>Frontline Services</p> <ul style="list-style-type: none"> Face to face customer service 	<ul style="list-style-type: none"> Customer to be acknowledged as soon as possible and where possible greeted before arrival at front counter.
<p>Governance</p> <ul style="list-style-type: none"> Council meeting agenda availability Complaints Management Process 	<ul style="list-style-type: none"> As required by the Local Government Regulations. 10 working days – acknowledgement 20 working days – response to non-complex complaint 40 working days – response to complex complaint

SERVICE	STANDARD
<p>Human Resources</p> <ul style="list-style-type: none"> Acknowledgement receipt of all job applications Response to outcome of applications 	<ul style="list-style-type: none"> Standard acknowledgement is issued to all candidates by HR 1-5 days after position closes. Position to be filled and all applicants to be notified within 4-6 weeks of closing date.
<p>Libraries</p> <ul style="list-style-type: none"> Process new membership 	<ul style="list-style-type: none"> Immediate
<p>Plumbing</p> <ul style="list-style-type: none"> Process plumbing complaint Process special plumbing permit Undertake plumbing inspections 	<ul style="list-style-type: none"> 5 working days 10 working days 2 working days
<p>Roads</p> <ul style="list-style-type: none"> Inspect, assess and respond to requests about potholes, edge breaks and cracks Grade unsealed roads Street sweeping Roadside slashing 	<ul style="list-style-type: none"> Wet season – 8 week cycle Dry season – 3/4 week cycle July to mid December 12 week cycle 12 week cycle
<p>Sewage / Wastewater</p> <ul style="list-style-type: none"> Odour complaint Sewer blockage/choke Sewer mains breaks 	<ul style="list-style-type: none"> Response/reaction time to incidents (all events): 98% of response to all events within 24 hours Response/reaction time to incidents (emergency events): 98% of response to emergency events within 1 hour
<p>Waste*</p> <ul style="list-style-type: none"> Garbage collection – Household (1 bin) Recyclable collection – Household (1 bin) 	<ul style="list-style-type: none"> Weekly Fortnightly
<p>Water</p> <ul style="list-style-type: none"> Water quality Water service interruption Water mains break 	<ul style="list-style-type: none"> Response/reaction time to incidents (all events): 95% of response to all events within 24 hours Response/reaction time to incidents (emergency events): 98% of response to emergency events within 30 min

*Service may not be available in all areas of the shire

