

CUSTOMER SERVICE CHARTER

WOLLONGONG CITY COUNCIL

WORKING WITH YOU

Wollongong City Council services approximately 200,000 residents. Wollongong City Council's role is to plan, maintain and deliver a range of facilities and services to our community and enforce various laws.

In doing this Council has a responsibility to be responsive and accountable to the community. Council must provide good leadership, supported by financial stability, transparency and openness.

Wollongong City Council's Service Commitment

Wollongong City Council is committed to providing quality customer service to residents, business and visitors.

This Charter identifies the minimum standards you can expect from Wollongong City Council. It explains how information can be obtained and outlines how you can provide feedback for improving our services.

Wollongong City Council's Values

Wollongong City Council has established values which form the core of our organisational culture. They define the behaviours of all staff in the workplace and strongly influence all interactions with customers ensuring a consistent standard of service for all of Council's customers. We will:

- Maintain integrity and earn trust
- Treat customers as we want to be treated
- Use the community's money wisely
- Bring out the best in each other

A committed approach from all stakeholders will ensure that we will deliver service in a friendly, knowledgeable and professional manner by:

- Being respectful, courteous and impartial in our dealings with you
- Identifying ourselves when we talk to you
- Listening carefully to what you say
- Ensuring your personal information is kept confidential
- Having trained and professional staff who will uphold Wollongong City Council's

Code of Conduct and Council's Values

- Aiming to complete all of your business during your first contact.

We will improve our services by

- Continuing to enhance our information and online service provision to enable you to transact business with Council when you have time
- Wherever possible we want you to complete your business via your preferred method: telephone, Internet, personal visit, email or letter
- Listening to your feedback.

Customer Service Standards

Wollongong City Council's Customer Service Centre will respond efficiently and effectively to your enquiries. We aim to:

- Answer 80% of telephone calls within 30 seconds (you may have to wait longer during our busiest periods)
- Attend to 80% of enquiries made in person, within 5 minutes
- Organisationally, we aim to respond to 90% of written correspondence within 10 working days.

How will we know whether we have met our commitments to you?

An assessment of our performance will be conducted annually to monitor compliance with key elements of this Charter and organisational performance indicators. We also analyse all of the feedback directly from customers and from the Community Survey.

Tell us what you think

Wollongong City Council has a formal Customer Feedback Handling Procedure which outlines the standards for the actioning of complaints quickly and effectively. Council will be asking customers through surveys, listening to feedback, talking to community

organisations to monitor how well we are doing. Feedback can be provided to Council online at <http://www.wollongong.nsw.gov.au/contact/feedback/Pages/default.aspx> by using the Form "Tell Us What You Think" or by telephoning and asking to speak to our Customer Relations Officer.

Assist us in delivering better service

You can assist us in delivering better services by:

- Treating our staff with courtesy and respect
- Respecting the rights of other customers
- Being honest and accurate in information sought and supplied to Wollongong City Council

- Working with us to resolve problems
- Providing Council with feedback (both if we haven't met our service commitment and also if we have exceeded your expectations in relation to our services)
- Respecting our community.

Contact

Website www.wollongong.nsw.gov.au

Telephone 4227 7111

Fax 4227 7277

Email council@wollongong.nsw.gov.au

Visit 41 Burelli St Wollongong
Monday to Friday 8.30am - 5pm

Write The General Manager
Wollongong City Council
Locked Bag 8821,
Wollongong DC, NSW 2500