

Customer Service Standards

EXCELLENCE

We will continually strive for best practice.

RESPONSIVENESS

We will listen and respond to your needs in an open and accountable manner.

VERSATILITY

We will endeavour to provide choice in our service delivery and embrace innovation to continually improve.

PRIVACY

We will protect and respect the integrity, confidentiality and privacy of information.

We are here to help.

We are committed to providing a professional and courteous service to our valued community.

- Please treat staff with respect.
- Abusive or threatening behaviour will not be tolerated.
- If you are behaving inappropriately you will be asked to leave.



Want to find out more?

Corangamite Shire PO Box 84
Camperdown VIC 3260

Office hours

8.30 am to 5 pm Monday-Friday
(except public holidays)

Phone

03 5593 7100

Email

shire@corangamite.vic.gov.au

corangamite.vic.gov.au



Customer Service Charter



Our community has the right to:

- be represented by Councillors and by a Council that promotes the interests of the Corangamite community;
- take part in Council planning and policy development and in Council decisions affecting the community;
- be treated with respect, fairness, courtesy and with due regard to privacy and cultural values;
- be listened to, consulted and engaged in a way that strengthens local partnerships;
- be informed of the services available and access the services required within Council's eligibility criteria and resources.

Away from the Civic Centre, we will:

- be professional and clearly identifiable;
- be prompt with appointments;
- ensure you get the correct information relevant to your situation;
- explain clearly to you any follow up actions required and confirm them in writing if appropriate;
- report any concerns you may have to Council if necessary.

Complaints and information access:

- Residents are encouraged to contact Customer Service to help resolve any issue. If you feel your complaint has not been resolved to your satisfaction you can contact your local councillor.
- Please refer to our Complaints and Information Access Procedures at corangamite.vic.gov.au/Policies

On the telephone, we will:

- make every effort to answer your questions and deal with your request at the time;
- ensure you are referred to the right person if your request can not be directly dealt with;
- if we need to take a message, ensure we do so accurately and get your full name, phone number and the reason for the call;
- if you leave a message or voicemail, return your call within one working day or at an agreed time;
- where possible refer you to the appropriate organisation if it is not a Council matter.

Face to face, we will:

- keep our counter areas neat, clean, accessible and welcoming;
- wear a name badge and assist you promptly and courteously;
- make every effort to assist you and take time to explain anything complex;
- help you complete Council forms if this is required.

In letters, emails and social media direct messages we will:

- write our correspondence in a consistent corporate and professional manner;
- acknowledge receipt of any email within two working days;
- reply to social media direct messages within two working days;
- acknowledge receipt of any letter within five working days.

Contact us elsewhere:

There are other ways to get in touch with us during business hours. You can submit feedback and make enquiries via our website, social media channels and email.

 **Website** corangamite.vic.gov.au

 **Facebook** facebook.com/CorangamiteShire

 **Instagram** instagram.com/corangamiteshire

 **Email** shire@corangamite.vic.gov.au

**National
Relay
Service**

If you are deaf or have a hearing or speech impairment you can contact us through the National Relay Service.

Online nrschat.nrscall.gov.au/nrs/internetrelay
Phone 133 677

Guiding principles

VISION

We strive for a connected and thriving community.

MISSION

We will foster opportunities, celebrate our identity and lifestyle, and provide high quality and responsive services.

VALUES

Teamwork

Integrity

Respect