

**BOLD
FUTURE**

Customer Service Charter

February 2022



Our Vision

We will work with our communities to secure a healthy, sustainable and progressive future for all

Our Purpose

We are a Council that helps our many communities grow and prosper sustainably and healthily. We will service and support them by being aligned with their unique needs and vibrant characteristics, while providing the central point that unites them as one, connected Shire.

We will lead the Shire in climate action, ensuring that policy-setting and decision-making are guided by the principles of sustainable development, which reduces our impact on the environment and improves our social and economic outcomes.

We will facilitate cultural diversity, connection and expression, beginning with a commitment to working closely with, and for, our indigenous partners and populations. As a heritage Shire, we will continue to preserve our rich and unique history and ensure that our stories continue to be told. We will look to the learnings and challenges of the past, using them to inform our decision-making for a bright and sustainable future for all.

Our Guiding Principles

We champion sustainable action

We lead our community in sustainable, through planning, policy-setting and development that balances environmental, economic and social impact. We have declared a climate emergency, and we undertake all our activities through this lens.

We are community centred

We exist to service our communities and support them to achieve their vision. We are active listeners who purposefully and thoughtfully engage with all our diverse communities to deliver the infrastructure, services and facilities that will help the grow and prosper, as well as take care of the environment and each other.

We are strategic and proactive

We are responsive and adaptable, within a strong foundation of strategic planning and objective-setting, and proactive management and improvement of our region. We foster a culture of action and innovation, encouraging progressive ideas, collaborative approaches and new ways of working.

We are responsible and accountable

We act with integrity and intention, and we do what we say we will do. We plan with an innovation mindset, and act with prudent responsibility. We are strong financial managers,

using our budget to maintain, improve and enhance our region to the standards expected by our communities.

We are future fit

We use our past to inform our future. We consider how our actions will impact our region today, tomorrow and in years to come. We use our Council and Community Vision as the benchmark for all our activities - ensuring we are always striving towards our future state ambitions.

Our Commitment

Our Contact Standards

We believe that outstanding customer service is:

- Interacting with our community in a positive and meaningful way
- Responding to customer requests in a positive and timely manner
- Respecting our customers' privacy and confidentiality
- Ensuring our communities wellbeing is a focus for all interactions

How to Contact Us

In person

Our Customer Service Centres are located in:

- Beechworth - 101 Ford Street
- Chiltern - 40 Conness Street
- Rutherglen - 153 High Street
- Yackandandah - 34 High Street

Over the phone

Call free of charge 1300 365 003

Via email

info@indigoshire.vic.gov.au

In writing

PO Box 28, Beechworth VIC 3747

Council's website

www.indigoshire.vic.gov.au

Our Response Times

- In person by the end of the next business day
- Over the phone..... by the end of the next business day
- Via email four business days
- In writing ten business days
- Website enquiries..... by the end of the next business day

Our officers will endeavour to follow up within the response times provided above, however depending on the magnitude of the request, a resolution may be longer than these timeframes.

What to expect from us

In person or over the phone

We are committed to assisting you with your request as effectively as we can. If we cannot resolve your query immediately, we will put you in touch with a specialised officer by phone transfer or by taking a message. We will endeavour to contact you within two business days.

Via email

You will receive an automated reply to confirm the receipt of your email. This email is processed and delegated to a relevant officer. You should expect return contact within four business days.

Our Website

We continue to work towards ensuring our website is our primary source of information and main transaction portal for our customers who wish to access us online. Our website provides a portal for contact, allows access to Council documents, timely information, forms and reference material.

In writing

You can expect a response within ten business days if an email address or phone number is not provided. If a resolution is not possible, you will receive an acknowledgement that will indicate the anticipated time a solution can be expected and a direct contact for your queries.

Council Facebook page

You can find community updates and community interest stories along with a link to our website. To make a formal complaint, please call, email or lodge a form via our website.

We welcome your feedback

At all times we encourage and welcome feedback on both the services we provide and the way they were delivered.

It is important to know where we are going right and where we could make an improvement. It is important Council remains connected to the community and continues to meet your needs.

How you can help us

Know your options

For urgent requests we recommend calling our customer service phone line or dropping into a customer service centre. You can also contact Council using our website, via email and in writing. Please provide as much detail about your request as possible.

Check our website

More services and communications can be found on our website. Can't find what you need? Please let us know so we can continue to improve our website.

Keep us up to date

Your personal details are important so please let us know when you move or your contact details change.

Provide feedback

If you have had a positive or negative experience, please let us know to ensure we can continually improve our service.

Respect our staff

Indigo Shire Council has a zero-tolerance policy in relation to any abuse, harm, threats or aggressive behaviour directed at our staff as stated in Indigo Shire Councils CEO directive: Dealing with Unreasonable Conduct and Vexatious Customers.

All complaints will be handled in accordance with the Indigo Shire Council Complaints Handling Policy 2021.

Our staff have the right to refuse service for customers exhibiting antisocial behaviour through any contact method.

You can monitor our performance

Council provides a responsive service. Our service requests are recorded, tracked and resolved through our systems to ensure we remain accountable.

We report our levels of service through:

- Council's Annual Report - Online at www.indigoshire.vic.gov.au
- LGPRF - The Local Government Performance Reporting Framework results can be found online at www.knowyourcouncil.vic.gov.au

Our Responsibilities

Indigo Shire Council is committed to providing the best service to the community. If you feel that Council has not acted with responsibility and accountability, you can use the following methods to resolve the issue.

Make a complaint

You can make a complaint via our website, email or in writing. We will endeavour to resolve the issue you have faced and ensure that your queries and complaints are heard and responded to. Indigo Shire Council has a comprehensive complaint handling policy that can be found on our website.

Other services

If you feel that your issue has not been resolved following making a complaint with Indigo Shire Council, you can contact the following services for more advice:

- Victorian Ombudsman on 03 9613 6222 or www.ombudsman.vic.gov.au
- Local Government Inspectorate on 1800 469 359 or www.lgi.vic.gov.au