

# Customer Service Charter - v1.0

November 2023

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## **Acknowledgement of Country**

Cardinia Shire Council (Council) recognises and values the Bunurong and Wurundjeri tribes as the original inhabitants of the land that makes up Cardinia Shire.

Council's name is derived from the Kulin nation word 'Kar-din-yarr', meaning 'look to the rising sun' or 'close to the sunrise'.

Council's logo, which includes a motif of the rising sun, reflects this meaning.

Council is committed to developing and strengthening relationships through reconciliation.

Council supports the reconciliation process, which promotes mutual respect and understanding of the Aboriginal peoples and of all ethnic groups and their history and culture in our community.

## **Chief Executive Officer's Foreword**

Cardinia Shire Council is committed to practising responsible leadership, and a key part of this is striving to be a customer focused organisation that maximises value for our community.

This new Customer Charter outlines the commitments we make to our customers, our expectations, and the standards our customers can expect Council to uphold.

Our commitments to our customers include:

- Treating our customers courteously, with respect, in a polite and helpful manner
- Providing customers with necessary and relevant information, acting fairly and considering their individual needs
- Acting on our commitments in a timely manner and being punctual for meetings and appointments
- Making Council's services easy to use and offering choices where possible.

We welcome feedback from all of our customers and are committed to continuously improving our services by responding to customer feedback as efficiently and effectively as possible, and increasing customer satisfaction.

**Carol Jeffs**

Chief Executive Officer

## **About Cardinia Shire Council**

Cardinia Shire is located on Melbourne's south-east fringe—about 55 kilometres from the Melbourne CBD—and is rich in natural assets from the foothills of the Dandenong Ranges to our productive agricultural land.

The shire is bounded by the Yarra Ranges in the north, Baw Baw Shire in the east, South Gippsland and Bass Coast and Western Port in the south, and the City of Casey in the west.

Council provides a range of services, programs, and activities, as well as infrastructure renewal and development to promote, develop and improve the wellbeing and prosperity of our growing community.

We work with all members of the community – from newborn babies and families, to seniors and culturally diverse residents – and across business, industry, and non-profit organisations.

## **Purpose of the Customer Service Charter**

Our Customer Service Charter defines the promises we make to our customers and provides information about what we will do to deliver on these promises. It describes our commitment to provide a high standard of service, provide reliable and accurate information/advice, and ensure the best outcome for our customers.

This charter will be reviewed annually and updated in line with future customer expectations and organisation capacity.

## **Our Vision**

Our vision is that Cardinia Shire will be developed in a planned manner to enable present and future generations to live healthy and productive lives and to enjoy the richness of the diverse and distinctive characteristics of the shire.

## **Our Customer Promise**

We empower our Officers and Contractors to work in partnership with our customers to deliver the services they need.

Our Customer Promise unites us to deliver excellent service. Our commitments to you are:

1. **Courtesy and Professionalism**  
We treat all customers courteously, with respect, in a polite and helpful manner.
2. **Understanding Communication Needs**  
We provide our customers with necessary and relevant information, acting fairly and assisting where communication is difficult or unclear.
3. **Provision of Accurate Information**  
We ensure customers are provided with accurate and up to date information whenever interacting with us.
4. **Care and Attention**  
We make Council's services easy to use and offer choices where possible, considering customer's individual needs.
5. **Speed and Efficiency of Service**  
We act on our commitments in a timely manner and are punctual for meetings and appointments.

## **Customer Service Standards**

Council is committed to providing outstanding service to the community. Employees are expected to strive to provide excellent customer service.

Council sets service and performance standards for many of its services and these are reported quarterly to the Senior Leadership Team and Council. Officers and Contractors are expected to comply with these standards.

Further information on this can be found in Council's [Employee Code of Conduct](#).

## Child Safe Commitments

Council has zero-tolerance towards abuse and neglect of children and young people. Council is committed to the rights of all children to feel safe and be safe when participating in Council activities, services and programs.

Further information on this can be found in Council's [Child Safe Policy](#)

## How We Measure Our Performance

We measure our performance against the following service standards and report transparently to the community. Service standards reflect how customers expect services to be delivered. As well as meeting customer expectations, service standards link to our regulatory and legislative obligations.

To view our performance, go to: <https://www.cardinia.vic.gov.au/performance>

Service Standard	Target
Percentage of service requests resolved on time.	90%
Percentage of calls answered within 90 seconds.	80%
Percentage of Live Chats answered within 90 seconds.	80%
Percentage of Emails, Online Forms or Mail actioned within one business day. <sup>1</sup>	100%

<sup>1</sup> Action time only applicable to emails sent to [mail@cardinia.vic.gov.au](mailto:mail@cardinia.vic.gov.au) and mail sent to PO Box 7 Pakenham VIC 3810. Action time is calculated from receipt of the correspondence.

Service Standard	Target
Satisfaction with Average wait time contacting the Customer Support Centre.	4.0 out of 5
Satisfaction with the Customer Support Officers knowledge when contacting the Customer Support Centre.	4.0 out of 5
Satisfaction with Customer Support Officers professionalism contacting the Customer Support Centre.	4.0 out of 5
Overall satisfaction with the outcome of contacting the Customer Support Centre.	80%
Customer Service Performance in the Annual Community Satisfaction Survey. <sup>1</sup>	> 6.7
Overall Customer Satisfaction with Council Performance in the Annual Community Satisfaction Survey. <sup>1</sup>	> 6.0

<sup>1</sup> Target has been formed from an average of interface councils between 2020 and 2023. Score is out of 10.

## **How You Can Help Us**

When providing our services, we ask customers to:

- treat Council Officers and Contractors with respect
- respect the privacy, safety and needs of other members of the community
- provide accurate and complete details about your request
- make an appointment for a complex enquiry or if you need to see a specific Council Officer

If you need extra support to talk with us, please let us know and we will do our best to provide the assistance you require.

If your request or issue is urgent, please tell us when you first contact us. We will do our best to meet expectations, however it is important to note that we deal with a large volume of enquiries on a daily basis. There may be times that we cannot respond to you by your deadline.

If the reason you are getting in touch is confidential or sensitive, please let us know when you first contact us so we can do our best to protect your privacy.

If it is not possible for us to investigate your enquiry while also protecting your privacy, we will discuss this with you before deciding how to proceed.

While we appreciate that sometimes when you contact Council it is because something has upset you, we ask that you treat Council Officers and Contractors the same way you expect to be treated. Where a customer is personally abusive or uses bad language, the communication may be terminated immediately by the officer without warning/notice.

We do not condone violence or other physical provocation. It is important to remember that our people are doing their best in sometimes difficult circumstances. As well as supporting the health and wellbeing of our community, we have a duty of care towards Council Officers and Contractors. If a Council Officer or Contractor is intimidated, threatened, or abused, our obligations under this policy will not apply. In particular circumstances, Council may be required to report customers threats to police, to help protect Council Officers, Contractors and the Community.

## **Continuous Improvement Focus**

Our commitment to provide high quality services is supported by our continuous improvement program, one of which is consulting with our customers to collect feedback on their experience interacting with Council. Customer feedback is analysed and used to develop initiatives to improve service delivery.

## **How To Give Us Feedback**

We welcome your feedback on the services we provide to the community. You can provide feedback In-Person, over the Phone, via Email, or Mail.

## How To Contact Us

We ensure information about our services are available in a useful, usable, and accessible way for all members of our community. Our Customer Support team are also available to help you access information about us more easily.

### In-Person:

The Civic Centre,  
20 Siding Avenue, Officer, 3809.  
Open Monday to Friday, 9:00AM – 4:30PM (except on public holidays).

### Phone:

1300 787 624,  
8:30AM – 5:00PM  
(Outside of these hours our afterhours provider can assist with emergency matters)

### Email:

mail@cardinia.vic.gov.au

### Live Chat:

<https://www.cardinia.vic.gov.au/contact>  
Our live chat operators are available from 10am to 4pm, Monday to Friday  
(except on public holidays).

### Postal address:

Cardinia Shire Council  
PO Box 7  
Pakenham VIC, 3810

You can also contact us through the National Relay Services (NRS).

- TTY users: call 133 677 and ask for 1300 787 624.
- Speak and Listen (speech-to-speech relay): call 1300 555 727 and ask for 1300 787 624.
- Internet relay users: connect to the NRS and ask for 1300 787 624.

We offer a free over-the-phone interpreting service for our non-English speaking customers.

<https://www.cardinia.vic.gov.au/translate>

You can also contact Council by using the available online forms or portals on our website

<https://www.cardinia.vic.gov.au/>:

- MyCardinia online portal <https://www.cardinia.vic.gov.au/mycardinia>
- Request a service/report an issue <https://www.cardinia.vic.gov.au/report>
- Make a payment <https://www.cardinia.vic.gov.au/pay>
- Submit an application <https://www.cardinia.vic.gov.au/apply>

## How To Make A Complaint

We strive to provide a high-quality service to all our customers. However, if you are dissatisfied with the service we provided or an interaction with us, please let us know.

You can make a complaint In-Person, over the Phone on 1300 787 624, or via Email

[mail@cardinia.vic.gov.au](mailto:mail@cardinia.vic.gov.au).

Council has adopted a Complaint Policy that details how we manage customer complaints. [Council's Complaint Policy](#)

## **Unreasonable Customer Conduct**

Council is committed to being accessible and responsive to all customers who approach our office for assistance and/or with a complaint.

At the same time the success of our office depends on:

- our ability to do our work and perform our functions in the most effective and efficient ways possible
- the health, safety and security of Council Officers and Contractors, and
- our ability to allocate our resources fairly across all the requests we receive.

When customers behave unreasonably in their dealings with us, their conduct can significantly affect our success. As a result, Council will take proactive and decisive action to manage any customer conduct that negatively and unreasonably affects us in accordance with this policy and the Unreasonable Customer Conduct Policy.

Unreasonable customer conduct is any behaviour by a current or former customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, Council Officers and Contractors, other service users and customers or the customer themselves.

Further information can be found in the [Unreasonable Customer Conduct Policy - Draft v2.21.docx](#).

## **Privacy and Personal Information Protection**

Council has a commitment to protect all personal information provided by a customer to Council in accordance with the requirements of the relevant acts.

Personal information collected by Council is used for municipal purposes as specified in the Local Government Acts. The personal information will be held securely and used solely by Council for these purposes and/or directly related purposes.

Council may disclose this information to other organisations if required or permitted by legislation. The applicant understands that the personal information provided is for the above purpose and that they may apply to Council for access to and/or amendment of the information.

Requests for access and/or correction should be made to Council's Privacy Officer on 1300 787 624 or [mail@cardinia.vic.gov.au](mailto:mail@cardinia.vic.gov.au).

## **Legislation and Related Documents**

- [Information Privacy Act 2000](#)
- [Privacy and Data Protection Act 2014](#)
- [Local Government Act 2020](#)
- [Local Government Act 1989](#)
- [Cardinia's Complaint Policy](#)
- [Unreasonable Customer Conduct Policy - Draft v2.21.docx](#)
- [Cardinia Shire Councils Employee Code of Conduct](#)
- [Cardinia Shire Councils Child Safe Policy](#)



### **Review of the Customer Request Policy**

Effective date	28/11/2023	Next review date	28/11/2024
Record reference		Document Version	v1.0
Responsible officer	Manager Customer Experience and Business Transformation		
Responsible officer	Coordinator Customer Support		
Date of approval	28/11/2023	Approved by	SLT