



# Customer Service Charter






# HINCHINBROOK SHIRE COUNCIL

## CONTACT COUNCIL

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 [HinchinbrookShireCouncil](#)

 [HinchinbrookDisasterInformation](#)

## Privacy Information

Personal Information provided by a customer to Council is protected in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.



**TYTO**

[www.tyto.com.au](http://www.tyto.com.au)

 [VisitTYTO](#)



**HINCHINBROOK WAY**

[www.hinchinbrookway.com.au](http://www.hinchinbrookway.com.au)

 [HinchinbrookWay](#)

**Council's Mission Statement includes our desire to**  
*“work together with our community groups, organisations, individuals and other levels of government to deliver a flourishing community that is an exemplar of modern Northern Australian tropical living”*

## **OUR COMMITMENT TO OUR COMMUNITY**

This Customer Service Charter demonstrates our commitment to provide our Community with professional, respectful and friendly levels of customer service.

## **OUR STANDARDS**

To achieve our Commitment, we commit to:

Quality	Providing quality in all that we do
Responsiveness	Providing fair, timely, and helpful responses to all queries and requests
Accessibility	Providing accessible customer services outlets and facilities
Cooperation	Working with our Community to identify strategies and solutions that are acceptable to all parties
Communication	Maintaining effective and comprehensive communication
Resourcefulness	Ensuring that our staff are appropriately resourced and trained to meet our Community's ever evolving needs
Transparency	Making sure that our policies and reasons for our decisions are 'open to the public'
Collaboration	Supporting local business as far as is practicable
Issue Resolution	Providing a fair and effective Complaint Resolution mechanism
Information Flow	Being proactive in providing accurate and timely advice and information regarding matters involving Council and our environment
Relevance	Applying contemporary and innovative solutions and practices in our work practices
Economy	Conducting our business in an economically responsible manner
Honesty	Being Honest
Respect	Treating our Community and the Environment with Respect

## **YOUR COMMITMENT TO US**

To enable us to fulfil our Charter we require our community to work with us in a fair, reasonable, cooperative and courteous manner.

## SERVICE

## STANDARD

### Responses

Return your phone call	1 working day
Acknowledge your correspondence / service request	2 working days
Reply to your correspondence / service request with proposed actions / timeframes	10 working days
Respond to posts on our social media sites	2 working hours
Respond to service requests	10 working days
Notify you if there is a delay in our service commitment	As soon as is practical
Provide after hours service for emergencies (Note 1)	As soon as is practical
Leave a 'visit card' with contact details if we call at your residence and you are not home	Every time
Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	Every time

### Building

Process applications	As per Sustainable Planning Act
Undertake Inspections	5 working days
Issue Decision Notice	10 working days

### Dogs

Respond to urgent incident (Note 1)	Always on call
Respond to non urgent incident	2 working days

### Drainage / Stormwater

Respond to drainage emergency (Note 1)	Always on call
Respond to seepage / drainage issue	10 working days

## SERVICE

## STANDARD

### Environmental Health

Respond to food complaint	1 working day
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Respond to urgent environmental nuisance (Note 1)	Always on call
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Inspect registered food premises	As per statutory requirement
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### Finance

Payment of undisputed accounts	By due date
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Respond to rate queries (Note 2)	3 working days
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### Human Resources

Acknowledge all job applications	3 working days of closing date
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Respond to outcomes of interviews	3 working days of finalising new appointment
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### Planning

Process applications	As per <i>Sustainable Planning Act</i>
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Undertake inspections	5 working days
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Issue Decision Notice	10 working days
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### Plumbing

Process applications	As per <i>Plumbing &amp; Drainage Act</i>
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Undertake inspections	5 working days
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Issue Decision Notice	10 working days
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### Roads

Inspect, assess and respond to requests regarding rough surfaces	10 working days
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Attend to identified damaged road furniture	10 working days
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Road sweeping of a Council owned road with kerb and gutter	CBD Other	Every week Twice a year
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## SERVICE

## STANDARD

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### Waste

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Domestic Waste Collection (not applicable to some areas)

Weekly

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Domestic Recyclable Collection

Fortnightly

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Rural Clean Up

Yearly

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Hard rubbish assistance program

On demand

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### Legal Action

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Inspection

5 working days

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Notify complainant

5 working days

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Show Cause / Enforcement

As per Relevant Acts

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Note 1: An emergency or urgent matter is regarded as an incident that threatens life or has a potentially significant impact on property or the environment

Note 2: More complex rate queries – response within 10 working days but advice with estimated timeframes within 3 days.



