

Customer Service Charter

This information is for sectors of the Community who conduct business with Shoalhaven City Council employees.

Our Community Vision

We will work together in the Shoalhaven to foster a safe and attractive community for people to live, work, stay and play; where sustainable growth, development and environmental protection are managed to provide a unique and relaxed lifestyle.

Our Commitment To You

Council is committed to customer service excellence in all its operations and dealings with Shoalhaven residents, visitors and stakeholders. We will embrace:

- The provision of effective and inclusive communication channels and methods;
- Staff who are supported and skilled in high quality customer service;
- Building trust with the community through maintaining commitments and remaining accountable to our community.

We Will

- Provide a prompt, courteous, friendly and professional service at all times;
- Listen carefully and identify customers' needs;
- Be efficient, consistent, and act in a professional manner;
- Maintain confidentiality where required;
- Be responsive and empathetic to assist in finding solutions.

In Person

- Where possible, attend to customers with a queue time of less than five minutes;
- Ensure staff are available to meet with our customers, either on request (where possible) or by prior arrangement, during Council's hours of business;
- Recognise the unique needs of our customers and respond in an inclusive manner.

By Phone

- Answer calls in person or by automatic telephone answering service;
- Provide you our name and take a message if the person you wish to speak to is unavailable;
- Respond to phone messages within 2 days;
- Provide an After Hours call service to assist with emergency situations urgent enquiries outside our business hours.

When you write to us via email or letter, we will respond within 28 days.

When you lodge a maintenance request online (Council's website) we will ensure that our systems provide you with immediate acknowledgment of lodgement and we will respond within 28 days.

Please note – Emergency, Safety and Risk Management matters will be accelerated in line with our procedures.

Feedback

We value your feedback about Council's operations and services. Your feedback provides us with valuable information to allow for continued customer service improvement.

We assess our performance by undertaking Customer surveys, monitoring our performance and Customer Feedback.

How we Respect Your Privacy

We respect your privacy and keep your information confidential in accordance with relevant legislation.

Help us to help you. We ask our customers to;

- Treat our staff with courtesy and respect
- Respect the privacy and rights of other customers
- Provide accurate and complete information at the time of initial contact to ensure the matter can be readily understood
- Keep us informed of any changes to personal details
- Make appointments for complex enquiries or to meet with a specific officer
- Provide us with feedback about our operations and services

Contact Council

Website: www.shoalhaven.nsw.gov.au

In Person

Nowra - Administration Centre - 36 Bridge Road
Ulladulla - 14 Deering St Ulladulla

By Phone

General enquiries during business hours:

Nowra - (02) 4429 3111

Ulladulla - (02) 4429 8999

Emergencies after hours - (02) 4421 3100

By Email

council@shoalhaven.nsw.gov.au

By Mail

Nowra - PO Box 42 Nowra NSW 2541

Ulladulla - PO Box 737 Ulladulla NSW 2539

Contacting Councillors

Councillors are elected members of the community. Councillors are keen to hear the views of local residents on issues of concern. You can contact your local Councillor by email or telephone. Their contact details are available on our website. (www.shoalhaven.nsw.gov.au)

Speech/Hearing Assistance

If you are deaf, or have a hearing or speech impairment you can contact Council by using the National Relay Service and providing the Council's Telephone Number (02) 4429 3111.

The Relay Service can be contacted on:

13 36 77 (TTY/Voice Call Service)

1300 555 727 (Speak and Listen Service)

0423 677 767 (SMS Relay Service)

Interpreter Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) (link) on 131 450 and ask them to telephone Shoalhaven City Council on (02) 4429 3111.