



# CUSTOMER SERVICE CHARTER

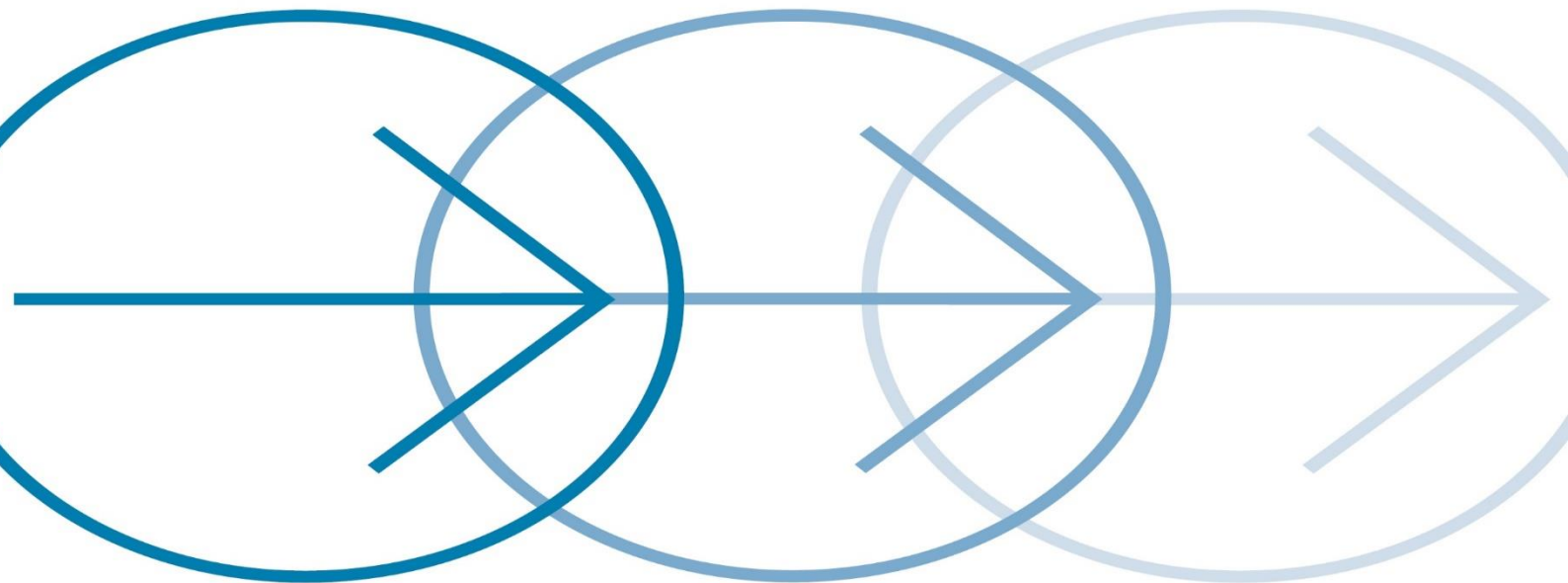
2021



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Mitchell Shire Council acknowledges the traditional custodians of the land, those of the Taungurung and Wurundjeri People. We pay our respects to their rich cultures and to elders past and present.

# 1. Foreword from the CEO

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At Mitchell Shire, we take pride in supporting our community and helping to develop strong, resilient and innovative residents and businesses.

We have developed a Customer Service Charter which:

- > formalises our commitment to putting customers first
- > sets out how we will interact with people who use our services
- > establishes standards and performance measures for our service areas.

We first adopted the Charter in 2018. It has now been reviewed. We haven't made a lot of changes, but we have re-affirmed our commitment to making sure that the interests of the people who use our services are at the heart of what we do each and every day.

While the way we deliver these services might change over time, our commitment to providing excellent service remains strong. We want to make it as easy as possible for our community to access the services they need, when – and where – they need them.

We are continuing to invest more in improving our digital services and in understanding our customers and how their needs are changing.

We are also continuing to improve the way we ask for information to help assess service requests and we are looking at ways we can make it easier for our customers as they move through different parts of the organisation.

Whether you have a simple request, or more complex needs, we are here to help and to do so in a professional, helpful and considerate way.

The Charter sets out our commitment with clear standards around service delivery and timelines. I encourage you to read this Charter to learn more about our commitment to you. If something doesn't go to plan, we'd like to hear about it so we can continually improve. We also want you to let us know when you've had a great experience so we know we're on the right track.

This feedback is an important part of making sure our services continue to evolve and improve over time so we can serve you better.



A handwritten signature in blue ink, which appears to be 'Brett Luxford'. The signature is fluid and stylized, written in a cursive-like font.

**Brett Luxford**

**Chief Executive Officer, Mitchell Shire Council**

# Customer First

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*Mitchell Shire is one of Victoria's fastest growing municipalities. We are committed to providing high level customer service to meet the needs of our growing and changing community.*

## 2. About Mitchell Shire

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Mitchell Shire is located 40 kilometres north of Melbourne. As an interface growth area, we offer a mix of rural and urban living with affordable housing and a diversity of lifestyle and housing choices.

In 2021, Mitchell Shire has a population of 48,969<sup>1</sup>.

By 2041, our population is projected to grow by more than 120,000 people with more than 170,830<sup>2</sup> people calling Mitchell Shire home.

At 2861 square kilometres<sup>3</sup>, we are a larger municipality with a mix of larger and smaller townships and communities. These include Beveridge, Broadford, Bylands, Clonbinaine, Forbes, Glenaroua, Glenhope, Glenhope East, Heathcote Junction, Heathcote South, High Camp, Hilldene, Hughes Creek, Kilmore, Kilmore East, Mia Mia, Moranding, Northwood, Nulla vale, Puckapunyal, Pyalong, Reedy Creek, Seymour, Sugarloaf Creek, Sunday Creek, Tallarook, Tooborac, Trawool, Tyaak, Upper Plenty, Wallan, Wallan East, Wandong, Waterford Park, Whiteheads Creek and Willowmavin.

### Purpose of the charter

The purpose of the Customer Service Charter is to simply and clearly state our commitments to our customers.

In conjunction with the Mitchell Shire Council Plan, the charter sets out the standard of service that customers can expect to receive and against which our performance will be judged.

Mitchell Shire Council is committed to providing our community with a responsive customer experience.

Customer Service is one of the highest priorities for our staff. It is what our community demands, deserves and expects.

### Scope of the Charter

This Charter outlines our commitments to our customers and in turn how our customers can help us provide a quality service.

<sup>1</sup> Source: forecast.id

<sup>2</sup> Source: DELWP, Victoria in Future

<sup>3</sup> Source:GIS

### 3. Definitions

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**Business day:** a standard business day is 9am to 5pm Monday to Friday and excludes weekends and public holidays.

**Complaint:** if something doesn't go as planned, we'd like to hear about it. If a process, dealing with a staff member or solution is unsatisfactory, we have processes to deal with it. You can also report the issue to an independent Ombudsman.

**Customer:** at Mitchell Shire Council, our customers include residents, visitors, businesses, volunteer groups and sports clubs.

**Feedback:** we value hearing from you. Your feedback can include a compliment, suggestion or information relating to your dealings with Council.

**Request:** a request to Council can take many forms including asking for information, advice or a service.

### 4. Operation and review of the charter

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#### Continuous improvement focus

Council's commitment to provide high quality Customer Service is based on a program of continuous improvement. The service standards

set out in this charter will be reviewed twice per year with a view to improving our performance over time.

### 5. Our commitment to you

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Mitchell Shire Council has established a set of core values which guide our approach. Central to this is our value of Customer Service Excellence.

We are committed to providing a consistently high standard of customer service and putting customers first by:

- > Welcoming customer input and suggestions to assist us to continuously improve our performance
- > Treating customers with respect and courtesy
- > Ensuring customers receive an excellent standard of service each and every time
- > Valuing customer privacy and treating personal information confidentially
- > Providing feedback on the progress of your enquiry prior to ultimate resolution
- > Providing a dedicated Customer Service Line Monday to Friday  
8.30am - 5pm  
Telephone: (03) 5734 6200
- > Providing a dedicated after hours telephone service from 5pm - 8.30am weekdays and anytime on weekends  
Telephone: (03) 5734 6200  
*Note: This service is operated by a sub-contractor for urgent issues.*
- > Ensuring our services are inclusive to meet the needs of our diverse and fast growing municipality
- > Supporting communication with customers through the National Relay Service and TIS national Interpreting Service
- > Being punctual for meetings and appointment

## 5. Our commitment to you (continued)

### What you can expect

#### When you call us, we will:

- > Answer the phone in a timely manner
- > Aim to resolve your enquiry at the first point of contact
- > Aim to transfer you only once if your enquiry requires specialist attention
- > If you leave a phone message, we will return your call promptly

#### When you visit any of our customer and library service centres we will:

- > Listen and respond to your needs and concerns
- > Be courteous, friendly and professional
- > Respect your privacy
- > Use plain language in all our communications with you

#### When you send us an email or contact us via the website we will:

- > Acknowledge that we've received your request
- > If your email relates to a complaint, it will be handled in accordance with our Complaints Handling Procedure

#### When you write to us:

- > You can expect our response to include:
  - The name of the person who will be handling your enquiry
  - What we will do to respond to your enquiry – or if it is still being resolved, when you can expect it to be finalised

#### When you send us a request for service via social media we will:

- > Attempt to action the request, we may ask you to contact us via email or phone to provide further information to action your request

### Expectations of customers

#### When you contact us we expect you to:

- > Treat us in a courteous and respectful manner
- > Respect the privacy, safety and needs of other members of the community
- > Provide us with the information we need to respond to your request

Please refer to service standards outlined below for information relating to individual services.

*"We will do what we say we are going to do."*

## 6. Our vision, mission and values

### Our vision

Together with the community, creating a sustainable future.

### Our mission

Working with our communities to build a great quality of life.

### Mitchell Shire Council

- > Is committed to providing good governance and compassionate leadership.
- > Is committed to supporting our diverse community.
- > Values community involvement and vigour, and diversity of opinion.
- > Recognises the commitment of our staff.
- > Protects and enhances our natural environment.
- > Plans for and promotes our future.
- > Promotes economic development within our municipality.

### Our values

- > Teams work together to get the job done.
- > Leaders guide and inspire.



### Respect

- > People respect and help each other to succeed.
- > Staff are appreciated and valued.
- > Success is celebrated.



### Customer service excellence

- > Customers experience exceptional service.
- > Customers and staff are treated with dignity and respect.
- > We do what we say we're going to do.



### Accountability

- > Every person is accountable for the success of One Mitchell...  
It starts with me!
- > A strong sense of dedication and pride.
- > A strong sense of community and belonging.



### Continuous improvement

- > Look for ways to improve the ways we work.
- > Develop staff to be the best that we can be.



## 7. Feedback and complaints

We value your feedback on our performance and any suggestions that you have on how we can improve. The effective management of complaints is fundamental to ensuring high quality customer service.

### Our obligations

#### A person making a complaint can expect to:

- > Have their complaint acknowledged upon receipt
- > Have the complaint treated as genuine
- > Have the complaint properly investigated
- > Be contacted about the progress of the complaint within 10 business days
- > Be provided with information in plain English.

#### To ensure complaints are managed effectively we promise to:

- > Provide a unique reference number to the complainant
- > Acknowledge within the agreed service standard dependent on the way the complaint is received
- > Provide sufficient resources to ensure complaints are adequately managed and investigated
- > Actively listen to customers making a complaint
- > Resolve complaints or make the complainant aware of the progress towards the resolution of their complaint, within 10 business days
- > Do our best to assist in a resolution that is to the satisfaction of all parties within the bounds of legislation or policy.

### Escalation of a complaint

If you are not happy with our response to your complaint, or have not received a response within 10 business days, you can request that the complaint be escalated including via your local Councillor.

If your complaint has been escalated at least once within Mitchell Shire Council and you are not satisfied with the outcome, you can contact the Victorian Ombudsman by telephoning (03) 9613 6222 or visiting [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au).

#### Making a complaint

To lodge a complaint, customers can contact us by phone, email or in writing. We encourage use of the Customer Feedback Form. This form is available from our Customer and Library Service Centres and our website [www.mitchellshire.vic.gov.au](http://www.mitchellshire.vic.gov.au).

Customers may also write, call, email or visit us.

**Visit:** any of our Customer and Library Service Centres

**Fax:** (03) 5734 6222

**Email:** [mitchell@mitchellshire.vic.gov.au](mailto:mitchell@mitchellshire.vic.gov.au)

**Mail:** 113 High Street Broadford, VIC 3764

If a complaint is lodged by phone, or in person we may ask to clarify the details of the concerns in writing to ensure we have the relevant information we need to fully investigate and resolve the complaint.

It is important customers provide as much relevant information as possible at the outset to help resolve a complaint. Customers should include any supporting documentation and any evidence supporting complaints or concerns.

#### Anonymous complaints

We will accept anonymous complaints, however, we will be unable to provide feedback, responses or information on an outcome. To receive feedback on a lodged complaint, customers are strongly encouraged to provide details. The confidentiality and privacy of the complaint is assured.



## 7. External authorities for lodging complaints

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Customers should always direct complaints to Mitchell Shire Council in the first instance. If a complaint cannot be resolved by Council, customers are entitled to contact an external dispute resolution agency including the following:

### **Victorian Ombudsman**

Level 2

570 Bourke Street

Melbourne 3000

Telephone: 9613 6222

### **Victorian Equal Opportunity and Human Rights Commission**

Level 3, 204 Lygon Street

Carlton 3053

Telephone: 1300 891 848

### **Victorian Civil and Administrative Tribunal**

[www.vcat.vic.gov.au/contact-us](http://www.vcat.vic.gov.au/contact-us)

### **Office of the Victorian Information Commissioner**

Level 11, 10-16 Queen Street

Melbourne 3000

Telephone: 1300 666 444

Email: [enquires@privacy.vic.gov.au](mailto:enquires@privacy.vic.gov.au)

## 8. Service standards

### Approved service standards

As well as meeting customer expectations, service standards link to our regulatory and legislative obligations. Mitchell Shire Council service standards reflect how customers expect services to be delivered. Service standards specify the quality, availability, reliability and safety of the service customers can expect to receive.

Our current service standards are summarised in the table below and, where possible, we will exceed the standards outlined below.

Organisational Wide	Service Level
<b>Response to a phone message</b>	Within 2 business days
<b>Acknowledgement of a request</b>	Within 2 business days
<b>Response to a request</b>	Within 5 business days
<b>Acknowledgement of written correspondence</b>	Within 2 business days
<b>Acknowledgement of a social media message</b>	Within 1 business day

Building Management/Maintenance	Service Level
<b>Emergency (immediate risk to the safety of the community). Make safe and organise temporary repairs.</b>	4 hours
<b>Urgent (risk to the safety of the community). Inspect, make safe and schedule repairs.</b>	Close of business same day
<b>Standard request (All other categories). Inspect and evaluate urgency.</b>	Inspect within 3 days, complete within 5 days from time of inspection

<b>Building Services</b>	<b>Service Level</b>
<b>Building permits</b>	Assessed within 14 days (some applications will exceed this depending on complexity)
<b>Consent and report applications</b>	Within 14 business days
<b>Building land certificates</b>	Within 10 business days
<b>Building property information applications</b>	Within 10 business days
<b>Building compliance and enforcement</b>	Investigate within 14 days

<b>Children's Services</b>	<b>Service Level</b>
<b>Current year kindergarten applications responded to</b>	Within 7 business days
<b>Parent satisfaction surveys conducted</b>	Twice per year
<b>Parent satisfaction response rate</b>	90% satisfied
<b>Staff and contractors with a Working with Children's Check</b>	100%

<b>Communications</b>	<b>Service Level</b>
<b>Web updates for Community Directory</b>	Within 5 business days
<b>Media enquiries</b>	95% responded to within media outlet's deadline

<b>Customer Service</b>	<b>Service Level</b>
<b>Processing of disabled car parking permits</b>	Within 7 business days
<b>First point resolution of telephone call enquiries</b>	70% of calls to the Customer Call Centre
<b>Processing of library membership applications</b>	Within 3 business days

<b>Economic Development</b>	<b>Service Level</b>
<b>Business skilling up events</b>	90% satisfaction
<b>Networking events</b>	90% satisfaction

<b>Environmental Health</b>	<b>Service Level</b>
<b>Application for premises registration</b>	Within 7 business days from inspection
<b>Application for transfer of registration</b>	Within 7 business days
<b>Inspection on request</b>	Within 5 business days once paperwork is received
<b>Inspection report following premises inspection</b>	Routine inspection – on the spot Request for inspection – up to 48 Hours
<b>Permit to install septic tank</b>	90% determined within 10 business days

<b>Governance and Corporate Reporting</b>	<b>Service Level</b>
<b>Customer complaints resolved internally</b>	90%
<b>Response to questions at Community Questions and Hearings Committee</b>	Within 5 business days

<b>Leisure Services</b>	<b>Service Level</b>
<b>Customer feedback concerning facility presentation and maintenance.</b>	Responded/reported to within 48 hours
<b>Email membership/swim class enrolment enquiries</b>	Responded to within 48 hours

<b>Local Laws</b>	<b>Service Level</b>
<b>Animal Registration processed</b>	Within 2 business days
<b>Collection of contained cat/dog</b>	Within 2 hours
<b>Attend to wandering stock</b>	Within 1 hour
<b>Issue general local laws permit</b>	Within 10 business days
<b>Fire prevention notice</b>	Issued within 48 hours of inspection
<b>Respond to reports of wandering dogs</b>	Within 1 hour
<b>Inspect dumped rubbish</b>	Within 48 hours
<b>Respond to caller for emergency after hours callout</b>	15 minutes

<b>Maternal and Child Health and Immunisation</b>	<b>Service Level</b>
<b>Home visit service from Maternal and Child Health nurse to new born babies</b>	Within 3 days of birth

Parks and Gardens Maintenance	Service Level
<b>Emergency response</b> > Exposed syringe > Major hazard	Inspect and make safe within 4 hours
<b>General Parks Maintenance request</b> > Trip hazard	Inspect within 10 business days and schedule works in accordance with the Parks and Open Space Service Plan

Rates	Service Level
<b>Issuing land information certificates</b>	Urgent (priority paid) - 2 business days
<b>Issuing land information certificates</b>	Standard requests - 5-10 business days
<b>Change of address, change in ownership updates</b>	Within 10 business days
<b>Issue of Rates Notices</b>	3 weeks prior to instalment due date

Risk and OHS	Service Level
<b>Acknowledgment of receipt of issue/complaint</b>	Within 1 business day
<b>Determine liability</b>	Within 28 business days
<b>Close out letter (deed of release)</b>	Within 10 days from confirmation of liability
<b>Payment of claim</b>	Within 28 days from approval

Road Maintenance	Service Level
<b>Emergency response:</b> <ul style="list-style-type: none"> <li>&gt; Blocked road</li> <li>&gt; Flooded road</li> <li>&gt; Major hazard</li> </ul>	Inspect and make safe within 4 hours
<b>General road maintenance request</b> <ul style="list-style-type: none"> <li>&gt; Potholes</li> <li>&gt; Pavement failure</li> <li>&gt; Grading request</li> <li>&gt; Signage missing</li> <li>&gt; Line marking</li> <li>&gt; Roadside vegetation (height and width)</li> <li>&gt; Pathway defect</li> </ul>	Inspect within 10 days and works scheduled in accordance with Road Management Plan
<b>Water bores inspection</b>	Water bores inspected within 2 business days
<b>Road Management Plan requirements</b>	Works scheduled within 20 business days
<b>Street sweeping: Sealed pavement streets containing kerb and channel</b>	Every 8 weeks

Statutory Planning	Service Level
<b>Receive, process, asses and make decisions/recommendations upon all planning permit applications</b>	80% of decisions within 60 statutory days

Waste Management	Service Level
<b>Missed kerbside bin collection</b>	Within 3 business days
<b>Damaged kerbside bin repair</b>	Within 7 business days
<b>Stolen kerbside bin replacement</b>	Within 5 business days
<b>Delivery of new kerbside bin service</b>	Within 7 business days
<b>Kerbside garbage bin collection</b>	Weekly
<b>Kerbside recycling bin collection</b>	Fortnightly
<b>Resource Recovery Centres</b>	100% adherence to advertised hours





**MITCHELL SHIRE COUNCIL**

113 High Street, Broadford 3658  
t: (03) 5734 6200  
e: [mitchell@mitchellshire.vic.gov.au](mailto:mitchell@mitchellshire.vic.gov.au)  
w: [www.mitchellshire.vic.gov.au](http://www.mitchellshire.vic.gov.au)

**CUSTOMER AND LIBRARY SERVICE CENTRES**

113 High Street, Broadford  
12 Sydney Street, Kilmore  
125 Anzac Ave, Seymour  
12/81 High Street, Wellington Square, Wallan

