



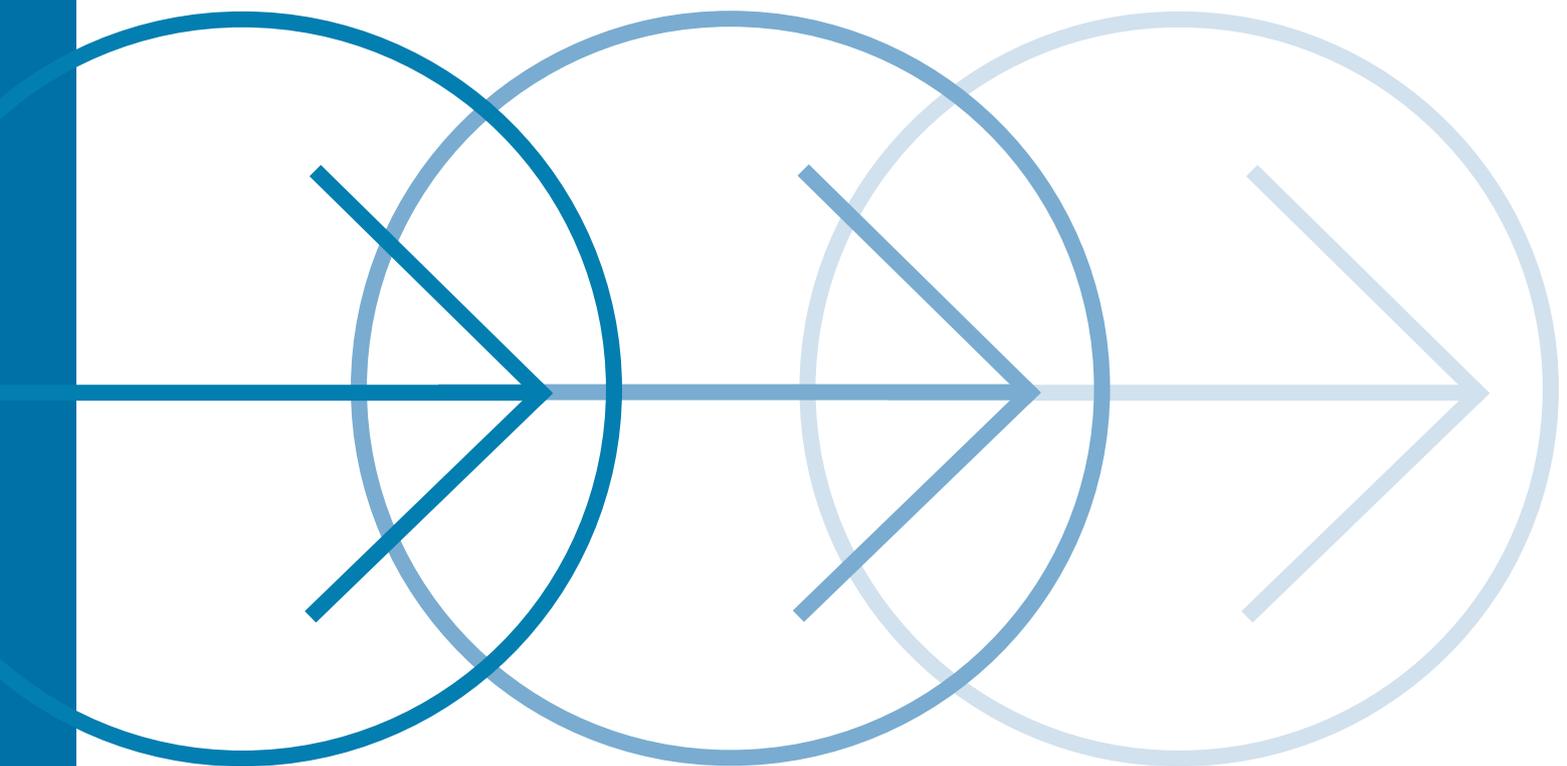
CUSTOMER SERVICE CHARTER

2019



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1. Foreword from the CEO

Mitchell Shire Council strives to meet the needs of our community, and a key to this is providing quality customer service.

Mitchell Shire's Council Plan 2017 – 2021 commits all Council staff to deliver excellent service that is responsive, accessible and inclusive.

We have therefore created our Customer Service Charter, which guides the way we interact with our community to ensure we continue to provide a high level of service.

It is a commitment by all Council staff to deliver excellent service to our community and it outlines how we will achieve our service objectives.

The Customer Service Charter sets the standards for Council and measures our performance against our commitments to you.

With our organisational values as a guide and our commitment to “One Mitchell”, we aim to provide the best possible customer service outcome for our community through the Customer Service Charter.



A handwritten signature in black ink, which appears to read "David Turnbull". The signature is written in a cursive style and is positioned above the printed name and title.

David Turnbull
Chief Executive Officer, Mitchell Shire Council

Customer first

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

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.

The 2016 Census confirmed Mitchell Shire has a population of 40,595.

By 2031, our population is projected to grow by 40,000 people with more than 90,000 people calling Mitchell Shire home.

At 2861 square kilometres*, 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 2017-2021, 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.

*Source:GIS

3. Operation and review of the charter

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.

4. Our commitment to you

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
- > 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 appointments.



“We will do what we say we are going to do.”

4. 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 within 2 business days.

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 email within 2 working days
- > Provide a response to your email within 5 working days
- > If your email relates to a complaint, it will be handled in accordance with our Complaints Handling Procedure.

When you write to us we will:

- > Acknowledge your correspondence within 10 working days. 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
- > Respond within 1 business day.

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.

5. 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.



6. Compliments 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 working 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. If your complaint has been escalated, we will also provide you with information about referral to the Victorian Ombudsman or another dispute resolution forum.

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.

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.

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

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

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 9 North Tower
459 Collins Street
Melbourne 3000
Telephone: 9613 6222

The Equal Opportunity and Human Rights Commission

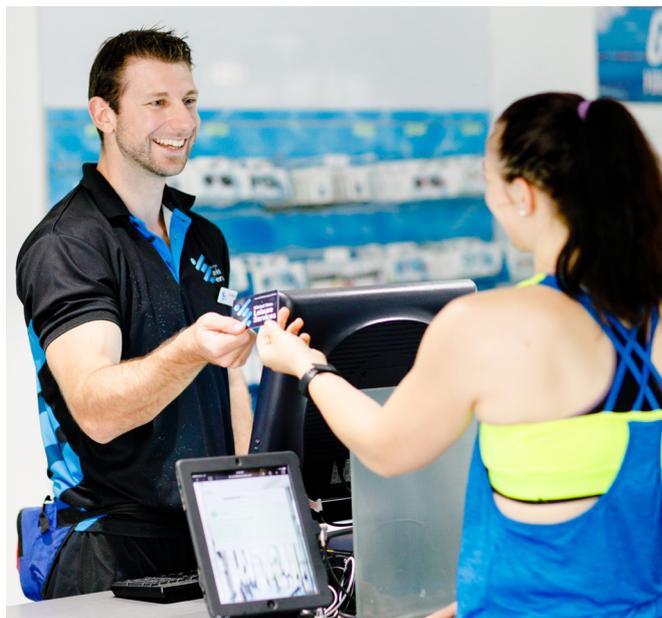
Level 3, 204 Lygon Street
Carlton 3053
Telephone: 1300 891 848

Victorian Civil and Administrative Tribunal

www.vcat.vic.gov.au/contact-us

Privacy Victoria

Level 11, 10-16 Queen Street
Melbourne 30000
Telephone: 1300 666 444
Email: 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	Service Level
Response to a phone message	Within 2 business days
Acknowledgement of an email	Within 2 business days
Response to an email request	Within 5 business days
Acknowledgement of written correspondence	Within 10 business days
Acknowledgement of a social media message	Within 2 business days

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

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

Community Development and Youth Services	Service Level
Youth drop in session opening hours	90% adherence to advertising hours
Youth FReeZA drug and alcohol-free events	5 Events and/or programs facilitated annually
Youth Council Program	Minimum of 7 Youth Councillors participating in the program annually
School Holiday Program	One facilitated event hosted Term 1, 2 and 3 annually
Volunteering Mitchell Website	Response to Volunteering opportunity submitted to website within 3 business days
Community Workshops	Minimum of 2 Community Training workshops delivered annually
Community Events	Minimum of 4 community events facilitated/delivered annually

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

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

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

Economic Development	Service Level
Business capacity event calendar	<ul style="list-style-type: none"> > 6 Small Business Victoria (or similar) business capacity building workshops per year > 2 Economic Development forums per year > 6 Small Business Bus visits/Small Business Mentoring sessions per year
Networking event calendar	4 events per year

Environmental Health	Service Level
Application for premises registration	Within 7 business days from inspection
Application for transfer of registration	Within 7 business days
Inspection on request	Within 5 business days once paperwork is received
Inspection report following premises inspection	<ul style="list-style-type: none"> Routine inspection – on the spot Request for inspection – up to 48 Hours
Permit to install septic tank	90% determined within 10 business days

Governance and Corporate Reporting	Service Level
Customer complaints resolved internally	90%
Response to questions at Community Questions and Hearings Committee	Within 5 business days
Development of Council Plan	Within 6 months of Council general election or by next 30 June, whichever is later
Development of Council Plan/Action plan mid-year report	By end February per annum
Development of Council Annual Report	By end September per annum

Leisure Services	Service Level
All pools tested for water quality	Minimum every 4 hours
Customer feedback concerning facility presentation and maintenance.	Responded/reported to within 48 hours
Email membership/swim class enrolment enquiries	Responded to within 48 hours



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



Maternal and Child Health	Service Level
Immunisation session opening hours	100% adherence to program sessions
Maternal and Child Health opening hours	85% adherence to advertised hours
Home visit service from Maternal and Child Health nurse to new born babies	Within 10 days of birth

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

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

Recreation and Open Space	Service Level
Develop or review master plans for key open space sites	2 per annum
Renew and/or upgrade play spaces	2 per annum
Advocate to and develop partnerships with government and agencies to improve sport and recreation outcomes for Mitchell's communities:	
Officer meetings with state sporting associations	5 per annum
Officer meetings with Sport and Recreation Victoria	2 per annum

Risk and OHS	Service Level
Acknowledgment of receipt of issue/complaint	Within 2 business days
Determine liability	Within 28 business days
Close out letter (deed of release)	Within 10 days from confirmation of liability
Payment of claim	Within 28 days from approval

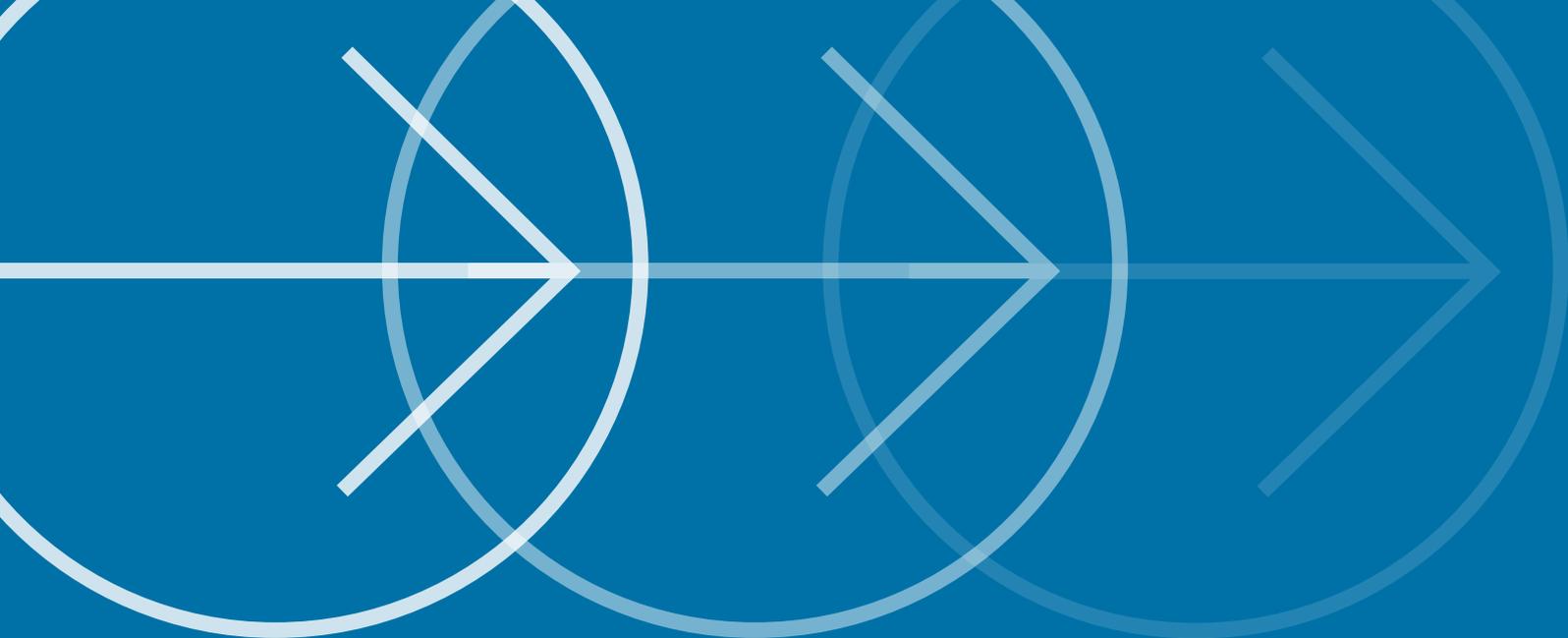


Road Maintenance	Service Level
Emergency response: <ul style="list-style-type: none"> > Blocked road > Flooded road > Major hazard 	Inspect and make safe within 4 hours
General road maintenance request <ul style="list-style-type: none"> > Potholes > Pavement failure > Grading request > Signage missing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



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

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



MITCHELL SHIRE COUNCIL

113 High Street, Broadford 3658
t: (03) 5734 6200
e: mitchell@mitchellshire.vic.gov.au
w: 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

**MITCHELL
SHIRE COUNCIL**

