

Our Corporate Values



Accountability - We are responsible, open and transparent about what we do and how we do it.

Leadership - We provide direction and good decisionmaking for our organisation and community in an understanding environment that embraces trust and continuous improvement.

Safety - We actively care for the health and wellbeing of our organisation and community.

Trust - We foster trust within our community and organisation.

Unity - We work together as a cohesive and proactive team.

Pride - We take pride in our diverse community and the service we deliver.

Contact Us

Customer Service (including after hours)

1300 WRC QLD (1300 972 753)

Customer Service Centres

- 67 Herbert Street, Bowen QLD 4805
- Cnr Stanley and Conway Streets, Collinsville QLD 4804
- 83-85 Main Street, Proserpine QLD 4800
- Whitsunday Plaza, Shute Harbour Road Cannonvale QLD 4802

Business Hours (by phone)

Monday to Friday, 8:15am to 5:00pm

Service Centres

Monday to Friday, 8:15am to 4:45pm

Postal Address

PO Box 104
Proserpine QLD 4800

Fax

(07) 4945 0222

Email

info@whitsundayrc.qld.gov.au

Website

www.whitsundayrc.qld.gov.au

CUSTOMER SERVICE CHARTER



Our Customer Service Promise

Customers are all of those who interact with Council including residents, ratepayers, business operators, visitors, contractors, Councillors and employees.

Whitsunday Regional Council is committed to providing quality service and effective communication.

Council will deliver consistent customer service with respect, empathy, integrity, professionalism and common sense.

This service offer will align with Council's values to ensure that interacting with Council is a positive experience.

'Customer Centric Culture' will be promoted throughout the organisation through training and continuous improvement.

Monitoring and evaluating our service through feedback and satisfaction surveys will ensure the standards set out in the Customer Service Charter are met.

Customers privacy is respected and therefore your information is kept confidential in accordance with relevant legislation. To view Council's Privacy Statement, visit www.whitsundayrc.qld.gov.au and follow the links to our **Information and Privacy** section.

We will aim to:

Answer customer telephone calls	80% of calls in 25 seconds
Return telephone calls when required	Same day if possible or no later than 48 hours from time of call.
Resolve as many requests for service at first contact	Endeavour to resolve 80% of enquiries at the first point of contact or record all requests in our Customer Request Management System immediately for further investigation.
Keep customers informed	Acknowledge all correspondence and notify the customer if there are delays to their request. We will set clear expectations and deliver on those commitments.
Provide 24/7 service request facilities	Provide 24/7 phone access via an afterhours call centre for emergencies. Provide website with online request portal for all non-urgent enquiries and payments.

Our Service Commitment

What service may a customer expect when contacting council by telephone?

A Customer Service Officer will be available to accept telephone calls Monday to Friday, between 8:15am and 5:00pm (excluding Public Holidays). An 'After Hours' service will also be provided to accept emergency telephone calls outside these times, all year round.

All calls shall be answered within 25 seconds, however, if demand for Council's services is high, the call may be in a queue for a short period. If a call back is required, the call shall be returned within 48 hours from the time of call.

What service can be expected when visiting our offices?

Customers will be attended to promptly; council aims to not keep customers waiting for longer than five minutes.

What service can be expected when dealing with council through written correspondence?

An acknowledgement of correspondence will be received within 2-3 business days. All general correspondence will be responded to within 7 business days. Applications will be processed within the designated timeframes set by legislation.

Website, Social media and Feedback

Comprehensive, accurate relevant and timely information will be provided for residents, businesses and visitors.

Council is committed to providing more online services to connect to our community 24/7.

Feedback is conducted through regular surveys and consultations. Performance is monitored through Council reporting systems. Compliments, complaints, and suggestions are all very important in building trust and improving services.

To provide feedback visit www.whitsundayrc.qld.gov.au and visit the **Customer Service and Feedback** section.

To Help Deliver Better Service

- Provide accurate and complete information in order for the relevant complaint, opinion or concern to be readily understood.
- Please acknowledge that Council is subject to strict governance and legislation requirements that may result in decisions that the customer may not agree with.
- Keep Council informed of any changes to personal details to ensure all correspondence will be forwarded to the correct address.
- Appointments may be made for complex enquiries or if there is a need to speak to a specific officer.

Customer Requests and Complaints

Council has updated all requests and complaints processes to improve communication and service.

Service Requests are initial requests for information or services. These are collected and maintained in a CRM (Customer Request Maintenance) system.

These requests will be managed and communicated with customers by WRC within a set timeframe. If a customer feels as though the request has not been actioned or actioned incorrectly, a **Service Complaint** may be submitted.

Service Complaints provide customers the opportunity to have a preliminary review of their request that will be responded to by the relevant Manager or Director.

If still dissatisfied, the Customer may ask for an **Administrative Action Complaint** to be actioned by the Governance team and responded to by the CEO.

If further dissatisfaction with Council's response, Council will provide details on accessing a review body such as the Queensland Ombudsman.

Visit www.ombudsman.qld.gov.au or call 1800 068 908.