

Policy 6.13 Organisational service standards

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| Directorate | Organisation-wide |
| Responsible Officer | General Manager |

Scope

This policy prescribes the processes implemented to provide effective, efficient and professional standards of service and information sharing with the public across all functions of Council.

Purpose

To meet the needs of ratepayers, residents and clients in a professional and ethical manner with courteous and efficient service. To improve customer satisfaction through provision of relevant information used to generate discussion, feedback and engagement, and to listen to feedback and input.

Definitions

Nil

Legislative requirements

Local Government Act 1993

Policy Statement

Bega Valley Shire Council will provide effective, efficient and professional standards of service by:

- Putting customers at the heart of what we do
- Acting with integrity and empathy
- Applying time and effort to resolve customer requests for service
- Personalising our service to meet our customers' expectations

Our commitment to our customers is described in our Organisational Service Charter (Attachment 1).

Policy Version Control

| Policy title | Organisational Service Standards |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy No.: | 6.13 |
| Directorate | Organisation-wide |
| Outcome Area | Strong Consultative Leadership |
| Goal(s) | 11. We are an informed and engaged community with a transparent, consultative and responsive Council. 12. Our Council is financially sustainable and services and facilities meet community need. |
| Responsible Officer | General Manager |
| Version | 4 |
| Adopted | [TBC] |
| Next revision | May 2021 |

Related Council policies

| Policy No.: | Title |
|-------------|-------------------------------------------------------------------------------------------------------------------------------|
| 6.02 | Behaviour of Councillor and Staff – including Council's Code of Conduct, Compliments and Complaints and associated procedures |
| 6.10 | Communications |
| 6.11 | Records Management |
| 6.12 | Access to Information |
| 6.17 | Community Engagement |

Note: Policy details may change prior to review due. For the most up-to-date version please refer to Council's website (www.begavalley.nsw.gov.au)

Attachment 1 – Organisational Service Charter

Our commitment to you

This Organisational Service Charter describes our commitment to you, our customers.

You can expect us to:

- Provide you with a prompt, courteous and professional service, tailored to your needs, at all times
- Treat you with honesty, respect and understanding
- Communicate clearly and in plain language
- Respect and protect your personal information
- Do what we say we will do and keep you informed if our ability to meet our commitment changes
- Monitor our performance to improve our service

To assist us to help you, we ask you to:

- Provide us with information that is timely, accurate and complete
- Treat us with respect
- Work with us to find solutions
- Provide us with constructive feedback on our service
- Let us know if you think we have made an error or acted inappropriately

You can expect our responsiveness to be:

- Answering your calls to our Customer Service Centre within 5 rings
- Resolving 80% of calls to our Customer Service Centre at first contact
- Transferring your call to our Customer Service Centre not more than once
- Greeting you at our Customer Service Centre counter within 5 minutes
- Acknowledging your email to council@begavalley.nsw.gov.au or DevelopmentHub@begavalley.nsw.gov.au within 1 business day
- Acknowledging your enquiry via [Snap Send Solve](#) or our [Suggestion Box](#) within 1 business day
- Acknowledging your call, email or letter to another Council contact within 5 working days
- Responding to your enquiry within 15 working days
- Meeting the service standards described below

Our digital services:

- We will help you to contact us when it suits you
- Our website will be up to date and easy to navigate
- We will increase our capacity for you to do business with us on line

Get in touch:

- By Email:** council@begavalley.nsw.gov.au for general enquiries or DevelopmentHub@begavalley.nsw.gov.au for development matters
- On Line:** Use the [Suggestion Box](#) on our website (www@begavalley.nsw.gov.au) or use [Snap Send Solve](#)
- In Person:** At our front counter in Zingel Place, Bega, 9am to 4.30pm Monday to Friday.
- By Phone:** **Customer Service Centre:** (02) 6499 2222, 9am to 4.30pm, Monday to Friday (emergency support is available on this number 24/7).
Development Hub: (02) 6499 2209, 9am to 4.30pm, Monday to Friday
- By Post:** PO Box 492 Bega NSW 2550

Our Service Standards

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| Amenities maintenance: | Clean low-use amenities – twice each week Clean high-use amenities – every week day Clean boat ramps – fortnightly |
| Assessment of development applications: | Fast track development – 20 days General development – 60 days Major development – 120 days |
| Certificates: | Building certificate – 7 days Complying development certificate – 10 days Construction certificate – 10 days Planning certificate – 5 days Rates certificate – 10 days Subdivision certificate – 10 days Swimming pool compliance certificate – 7 days |
| Companion animals: | Respond to urgent incidents – 12 hours Pick up contained animal – 24 hours Respond to routine incidents – 3 days |
| Environment: | Respond to urgent environmental incident – immediately |
| Events and festivals: | Approve use of public land minor events – 20 days Approve use of public land major events – 90 days |
| GIPA application: | Respond to request – 20 days |
| Mowing (depending on the weather): | Sports fields – fortnightly summer, monthly winter Parks and reserves – fortnightly summer, monthly winter Road reserves in urban centres – up to 10 times each year |
| Rates: | Pensioner rebate processed – 15 days |
| Roads and signage: | Respond to major bitumen defects – within 48 hours Respond to major stormwater defects – within 48 hours Replacement of regulatory signs – 7 days |
| Trees: | Assess a hazardous tree (public and private land) – 7 days Assess a nuisance tree on public land – 21 days Process tree removal application on private land – 7 days |
| Water and sewer: | Respond to sewer choke – 1 hour Respond to water main break – 1 hour |
| Waste collection – public: | Collect low-use red bin – once each week Collect high-use red bin – 3 times each week Collect yellow bin – once each week Collect fish waste bin - once each week (Bermagui on call) Collect overflowing red bin – within 1 day Collect overflowing yellow bin – within 1 day Collect overflowing fish waste bin – within 1 day |
| Waste collection – residential: | Collect green bin – weekly Collect red bin – fortnightly Collect yellow bin – fortnightly Collect missed bin – within 1 day |

Timeframes are in working days, and may be subject to change particularly where dependent on factors out of our control such as severe or unusual weather, incomplete information, or additional approvals.