

Policy 6.13 Organisational Service Standards

Directorate	Organisation Wide
Responsible Officer	Chief Executive Officer

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1.1 Introduction

1.1.1 Scope

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

1.1.2 Purpose

Organisational service standards assist council to meet the needs of ratepayers, residents, and clients in a professional and ethical manner with courteous and efficient service. It improves customer satisfaction by providing relevant information that generates discussion, seeks feedback, and promotes engagement. Council has a commitment to listen to feedback and input from our community.

1.2 Definitions

Nil.

1.3 Legislation

- *Local Government Act 1993*

1.4 Implementation

1.4.1 Policy Statement

Bega Valley Shire Council will ensure 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 the organisational service charter and standards described in this policy..

1.4.2 Organisational Service Charter

1.4.2.1 *Our commitment to you*

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

1.4.2.2 *You can expect us to:*

- At all times, listen to your needs providing you with a prompt, courteous and professional service that is consistent and fair.
- 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.

1.4.2.3 *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.

1.4.2.4 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.

1.4.2.5 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 online.

1.4.2.6 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

1.4.3 Our Service Standards

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.

Area	Activity	Timeframes
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

Area	Activity	Timeframes
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 a 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

Area	Activity	Timeframes
Waste collection – residential:	Collect green bin	weekly
	Collect red bin	fortnightly
	Collect yellow bin	fortnightly
	Collect missed bin	within 1 day

1.4.4 Responsibilities

1.4.4.1 Elected Council

The elected council is responsible for adhering the service standards outlined within this document and will refer your enquiry to the Chief Executive Officer (CEO) if the matter is operational in nature. The Councillors will be responsible for adhering to the adopted code of conduct, administration of the code of conduct, and code of meeting practice when receiving and responding to enquiries from the community.

1.4.4.2 Chief Executive Officer (CEO), Leadership Executive Group (LEG)

The Chief Executive Officer (CEO) is responsible for overseeing the strategic and operational activities of the council and will ensure the service standards included in this policy are implemented by staff.

The Leadership Executive Group (LEG) will be responsible for implementing the service standards and will make sure staff have the tools and resources to meet the standards.

1.4.4.3 (insert position name details if applicable)

All staff of council will be responsible for adhering to the service standards included in this policy.

1.5 Supporting documents

1.5.1 BVSC Procedures that relate to this Policy

Procedure No.:	Procedure Name	External or Internal Procedure
6.13.01	Recording of customer requests	Internal
6.02.01	Code of Conduct (based on OLG Model Code)	External
6.02.1(a)	Code of Conduct Administration - OLG Guidelines	External
6.02.07	Responding to invitations	Internal
6.02.06	Compliments and Complaints (Inc. UCCC)	External

1.5.2 BVSC Policies that Relate to this Policy

Policy No.:	Policy Name
6.02	Behaviour of Councillor and Staff –
6.10	Communications

6.11	Records Management
6.12	Access to Information

Note: Policy details may change from time to time. To ensure you are viewing the most recent version please view Council's adopted Policies and Procedures on Council website.

Under Review