

Monitoring Quality of Service and Performance

We are committed to:

- The core principles of Council's CARES program: communication, accountability, responsiveness, empathy and solution.

This includes:

- Continuously monitoring and seeking to improve the quality of service to our customers
- Reviewing customer service policies and practices annually to ensure that we deliver on our commitments to you
- Implementing community satisfaction surveys and reporting results
- Publishing details of how we performed against the service standards in this charter in Council's Annual Report
- Recording all issues in our Customer Service Request/Records Management System (allocating each query a reference number)
- Ensuring that all communication with you is in line with our corporate style guide
- Welcoming suggestions regarding improvements to services and taking on board any feedback regarding the standard of service you have experienced. If you have a concern about a matter you believe has not been adequately addressed, please refer to Whitehorse City Council's Complaint Resolution Policy, which outlines Council's formal complaint management process.

Privacy

We are committed to:

- Respecting the privacy of individuals and complying with the *Privacy and Data Protection Act 2014* in the collection, use, storage, management, provision of access and disposal of information
- Providing you with access to documents about your personal affairs that we have on record in accordance with the *Freedom of Information Act 1982*.



Acknowledgement of Country

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional custodians of the land on which Whitehorse stands. We pay our respects to their Elders past and present.

Contacting Council

Postal Address:

Whitehorse City Council
Locked Bag 2
Nunawading Delivery Centre 3131

Telephone: 9262 6333

Fax: 9262 6490

National Relay Service: 133 677

(Service for deaf or hearing impaired people)

TIS: 131 450

(Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)

Email:

customer.service@whitehorse.vic.gov.au

Website:

www.whitehorse.vic.gov.au

Service Centres:

Whitehorse Civic Centre

379-397 Whitehorse Road
Nunawading 3131

Box Hill Service Centre

Box Hill Town Hall
1022 Whitehorse Road
Box Hill 3128

Forest Hill Service Centre

Shop 275,
Forest Hill Chase Shopping Centre
270 Canterbury Road
Forest Hill 3131

*For a large print version of this brochure,
please call 9262 6124*

Sustainable and Proud of It

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Whitehorse City Council Customer Service Charter



At Council, we are committed to meeting the needs of the community and providing excellence in customer service. Our Customer Service Charter sets out how we propose to meet these commitments to our customers.



Council's Values

We are committed to upholding and expressing the following values in our day-to-day actions and decisions, and in our interactions with others:

- **Community consultation:** ensuring that members of our community are sufficiently informed and able to contribute to Council's decision-making processes
- **Democracy and leadership:** recognising and valuing community participation in Council's decision-making as well as Council's role in providing leadership to the community
- **Equity and social justice:** sharing the benefits and burdens of living in this city, celebrating our cultural diversity and paying attention to the needs of our disadvantaged residents
- **Integrity:** making decisions and acting in ways that reflect our values.
- **Openness and accountability:** being transparent in its decision-making, Council welcomes public scrutiny and community feedback
- **Sustainability:** making decisions about our social, economic, built and natural environments that will benefit both present and future generations
- **Wellbeing:** developing a community that is aware of and seeks to achieve personal and community wellbeing.

Contacting Council

We are committed to:

- Enabling you to contact us in a variety of ways – by telephone, online, in writing (letter, fax or email) or in person
- Enabling customers who speak a language other than English to contact us by using the Australian Government's Translating and Interpreting Service (TIS). An Auslan sign language interpreter can also be provided with prior notice.

Communicating with Council

We are committed to:

- Responding promptly to your enquiries, including*:
 - Answering 80% of all calls within the first 20 seconds or placing you on hold within 30 seconds when all lines are busy
 - Responding to your phone messages as soon as possible, no longer than 48 hours
 - Acknowledging your presence at our Customer Service Centres within three minutes
 - Answering your query at the first point of contact. If we are unable to do so, we will research your request and respond to you within three working days
 - Acknowledging your correspondence (letter, email, fax or online request) within seven days
 - Providing a resolution to your correspondence within seven to 30 days. If we are unable to provide a resolution to your correspondence within these timeframes, we will communicate this to you

* These standards may be modified based on departmental business and legislative requirements.

- Being courteous, cooperative and professional at all times
- Providing you with current, accurate, accessible and easy to understand information
- Being punctual and meeting agreed appointment times
- Providing access to translation and interpreting services when required for non-English speaking residents
- Providing a 24-hour service through after-hours general information and emergency contact with non-urgent messages processed the next business day.

