



**CENTRAL
GOLDFIELDS
SHIRE
COUNCIL**

Service Charter

22 NOLAN STREET
MARYBOROUGH VIC 3465



DOCUMENT CONTROL

Title	Service Charter
Policy Number	1.8
Responsible Business Unit	CEO
File Location	
Document Status	
Version	2.04
Version Date	27 March 2018
Next Review Date	March 2020

DOCUMENT HISTORY

	Version	Date	Author
Initial Draft	2.02	27 February 2018	Marita Turner, Project Officer, Business Transformation Team
Second Draft	2.03	27 March 2018	Marita Turner, Project Officer, Business Transformation Team
Final Draft	2.04	24 April 2018	Marita Turner, Project Officer, Business Transformation Team
Approved			
Review Draft			
Review Final			
Approved		Council 24 April 2018	



Contents

1.	Foreword.....	4
2.	About Central Goldfields Shire.....	4
3.	Purpose of the Charter.....	4
4.	Scope.....	5
5.	Operation and review of the Charter.....	5
6.	Our commitment to you	5
7.	Our vision and values	7
8.	Compliments and complaints	7
9.	External authorities for lodging complaints.....	8
10.	Service standards	9
11.	Related Documents.....	11



1. Foreword

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

Central Goldfields 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 Service Charter (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 this document outlines how we will achieve our service objectives.

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

With our organisational values as a guide, we aim to provide the best possible service outcome for our community through the Charter.

2. About Central Goldfields Shire

Located at the geographical centre of Victoria, Central Goldfields Shire covers 1,532 square kilometres and has an estimated residential population of just over 12,500 people.

Maryborough is the shire's major business centre with a population of around 7,500. Maryborough has gained recognition in recent years as having some of the finest sporting facilities in regional Victoria, together with significant historical buildings dating back to the goldmining era of the 1850's.

Other towns in the municipality include Bealiba, Carisbrook, Dunolly, Majorca, Talbot, Bowenvale-Timor and the rural districts surrounding these centres. All are famous for their heritage architecture and significant agricultural heritage.

The State government's commitment to the region has seen recent investments in the areas of health, education, and law and order, together with assistance to economic development activities initiated by Council.

The Shire is located within one hour's drive from the main provincial centres of Ballarat and Bendigo and just two hours from Melbourne.

3. Purpose of the Charter

Section 3C (1) of the Local Government Act 1989 states that the primary objective of a Council is to endeavour to achieve the best outcomes for the local community having regard to the long term and cumulative effects of decisions.

The purpose of this Charter is to simply and clearly state our commitments to the community.

In conjunction with the Central Goldfields Shire Council Plan 2017-2021, the Charter sets out the standard of service that our community can expect to receive, and those against which our performance will be judged.

Central Goldfields Shire Council is committed to providing our community with a responsive experience.

Quality service is one of the highest priorities for our staff. It is what our community demands, deserves and expects.



4. Scope

This Charter outlines our commitments to the people we deal with and in turn, how the people we deal with can help us provide a quality service.

5. Operation and review of the Charter

The service standards set out in this Charter reflect Council's commitment to provide high quality service, with a view to improving our performance over time. The Charter will be reviewed every 2 years.

6. Our commitment to you

Central Goldfields Shire Council has established a set of core values which guide our approach. Central to this is our value of Service Excellence.

We are committed to providing a consistently high standard of service and putting those we deal with first by:

- Welcoming input and suggestions to assist us to continuously improve our performance
- Treating people with respect and courtesy
- Ensuring people we deal with receive an excellent standard of service each and every time
- Valuing privacy and treating personal information confidentially
- Providing feedback on the progress of your enquiry prior to ultimate resolution
- Providing a dedicated telephone line Monday to Friday 8.30am - 5pm Telephone: 03 5461 0610
- Providing dedicated after hours telephone services from 5pm - 8.30am weekdays and anytime on weekends - Telephone numbers are: Works on call 0419 005 577, Local Laws and Ranger 0400 690 794 and Environmental Health Officer 0417 125 752
- Ensuring our services are inclusive to meet the needs of our diverse municipality
- Being punctual for meetings and appointments.

What you can expect

When you call us, we will:

- Answer the phone in a timely manner
- Be courteous, friendly and professional
- 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 our service centre 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.

Council's Expectations

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.



7. Our vision and values

Vision

The Central Goldfields Shire Council's vision is to be a vibrant, thriving and inclusive community.

Values

In all our dealings we will;

➤ Be innovative	Find new and creative ways. Focus on the future
➤ Work together	Recognise collaboration and partnerships in meeting our challenges and opportunities
➤ Be respectful, inclusive and caring	Listen, consider all viewpoints and embrace and respect diversity and inclusion, that is, bring everyone along on the journey
➤ Value knowledge	As a way of realizing our potential and encouraging lifelong learning
➤ Be accountable	By being responsible for our actions and always acting with integrity

8. Compliments and complaints

We value your feedback on our performance when we do things well, and any suggestions that you have on how we can improve are encouraged.

The effective management of complaints is fundamental to ensuring high quality 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:

- 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 the person 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 within Central Goldfields 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, you can contact us by phone, email or in writing. We encourage use of the Complaint and Compliment Feedback Form. This form is available from our Service Centre 22 Nolan Street Maryborough and our website www.centralgoldfields.vic.gov.au.

Complaints may also be lodged by **Visiting**: our Service Centre, 22 Nolan Street Maryborough **Calling**; 03 5461 0610, **Faxing**: 03 5461 0666, **Emailing**: mail@cgoldshire.vic.gov.au or **Mail**: PO Box 194 Maryborough Vic 3465.

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 that as much relevant information as possible is provided at the outset to help resolve a complaint. We also ask that any supporting documentation and evidence supporting complaints or concerns is provided.

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, you are strongly encouraged to provide contact details. The confidentiality and privacy of all complainants is assured.

9. External authorities for lodging complaints

We encourage you to always direct complaints to Central Goldfields Shire Council in the first instance. If a complaint cannot be resolved by Council, you are entitled to contact an external dispute resolution agency including the following:

Victorian Ombudsman

Level 2 570 Bourke Street Melbourne 3000, Telephone: 9613 6222 or www.ombudsman.vic.gov.au/Contact-Us

The Equal Opportunity and Human Rights Commission

Level 3 204 Lygon Street Carlton 3053, Telephone: 1300 292 153 or www.humanrightscommission.vic.gov.au/contact-us

Victorian Civil and Administrative Tribunal

55 King Street Melbourne 3000, Telephone 1300 018 228 or www.vcat.vic.gov.au/contact-us

Office of the Victorian Information Commissioner – Privacy and Data Protection

GPO Box 24014 Melbourne 3001 Telephone: 1300 666 444 Email: enquiries@cpdp.vic.gov.au

Local Government Investigations and Compliance Inspectorate

Level 27 1 Spring Street Melbourne 3000, Telephone 1800 469 359 or www.vic.gov.au/lgici/contact-us



10. Service standards

Approved service standards

As well as meeting expectations, service standards link to our regulatory and legislative obligations. Central Goldfields Shire Council service standards reflect how our community expects services to be delivered. Service standards specify the quality, availability, reliability and safety of the service our community can expect to receive.

Service Centre	Service Level
Response to a phone message	Within 2 business days
Acknowledgment 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 social media request	Within 1 business day
First point resolution of phone call enquiries	70% of calls to Service Centre
Processing of disabled car park permits	Within 7 business days
Service Complaints	Service Level
Complaints resolved internally	90%
Level of complainant satisfaction regarding complaint handling resolution process	90%
Public Health	Service Level
Application for premise registration	Within 14 business days from inspection
Application for transfer of registration	Within 14 business days
Inspection on request	Within 10 business days once paperwork is received
Inspection report following premises inspection	Within 10 business days
Permit to install septic tank	within 21 business days once all paperwork is received
Planning referral	Within 14 business days unless referrals to other agencies (eg.EPA) are required
Maternal and Child Health	Service Level
Immunisation session opening hours	100% adherence to program sessions
Contact after receipt of birth notification	Within 7 business days
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 8 business days
Local Laws	Service Level
Animal registration processed	Within 5 business days
Collection of contained cat/dog	1 hour *
Attend to wandering stock	1 hour *
Issue general local laws permit	Within 10 business days
Respond to reports of wandering dogs	1 hour *
Inspect dumped rubbish	Within 3 business days
Return phone call to caller for emergency after hours callout	1 hour

*During normal business hours and subject to resource availability.



Fire Prevention	Service Level
Fire prevention notice	Issued within 72 hours of inspection
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
General Parks and Open Space	Service Level
Emergency response	Inspect and make safe within 4 hours
Maintenance request	Inspect within 10 days and works scheduled in accordance with the Parks and Open Space Service Plan timelines
Road Maintenance	Service Level
Emergency response	Inspect and make safe within 4 hours
General road maintenance request	Inspect within 10 days and works scheduled in accordance with Road Management Plan timelines
Waste Management	Service Level
Missed bins	Resolved within 1 business day
Damaged bin replacement	Next collection day if bin is usable or within 2 business days
Bin delivery/new service	Within 7 business days
Garbage collection	Weekly in urban areas, Fortnightly in declared rural areas
Recycle collection	Fortnightly in declared collection areas
Transfer/Resource Recycling Centre	100% adherence to advertised hours - with exception of Total Fire Ban days
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 of ownership updates	Within 10 business days
Valuation objection review process	Within 90 business days
Communications	Service Level
Web directory updates received via online form	Within 3 business days
Social media – request query	Acknowledgement within 1 business day



11. Related Documents

Central Goldfields Shire Council's

- Complaint Resolution Policy and Procedure
- Complaint and Compliment Form
- Councillor Code of Conduct
- Employee Code of Conduct
- Privacy Policy