

## Our Vision

A professional organisation creating a better future for our community.

## Our Values

### Simplicity

We will simplify things for ourselves and our community, and focus our efforts on the things that matter most.

### Transparency

We will meaningfully engage with our community in our decision-making processes and in the delivery of our projects, services and infrastructure.

### Accountability

We are all accountable for our actions, inactions, professionalism, performance and behaviour which will drive our culture of continuous improvement.

### Respect

We will respect each other, our organisation, our community and our environment.

## How to Contact Us

### In Person

Our Administration Office is open Monday to Friday from 8.30am until 5.00pm

**Address:** 6 Perkins Street, Jundah Q 4736

**By Telephone:** 07 4658 6900

**By Email:** shire@barcoo.qld.gov.au or use the contact form on our website, [www.barcoo.qld.gov.au](http://www.barcoo.qld.gov.au)

### In Writing

Chief Executive Officer, PO Box 14, Jundah Q 4736

### Councillors

Contact details for the Mayor and Councillors are located on the Council's website [www.barcoo.qld.gov.au](http://www.barcoo.qld.gov.au)

If you are not satisfied with a decision or response by Council, a review body such as the Queensland Ombudsman may be able to help.

**Website:** [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

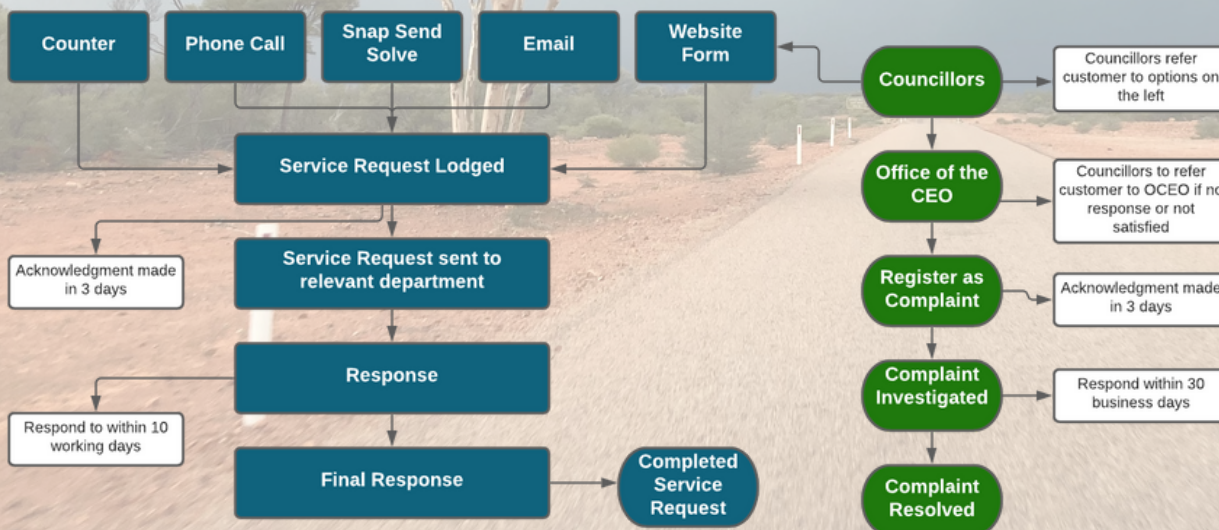
**Freecall:** 1800 068 908

**Telephone:** 07 3005 7000

**Email:** [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)



## Services Request - Flow Chart



# Barcoo Shire Council Customer Service Charter



[www.barcoo.qld.gov.au](http://www.barcoo.qld.gov.au)



## Contacting Council

### When you contact Barcoo Shire Council our staff will:

- Treat you professionally and respectfully with fairness and honesty
- Recognise that you have the right to be informed, consulted and engaged
- Provide consistent and accurate information in a timely manner
- Value your feedback
- Work to continuously improve our service to you

### We ask that you:

- Treat us with courtesy and respect
- Be open and honest in your dealings with us
- Provide accurate and complete information
- Make an appointment when you have complex enquiries or wish to see a specific officer
- Provide constructive feedback on how we can improve our service to you
- Manage expectations of what council can reasonably achieve within a constrained budget, scale and scope of services.

## Our Customer Service Promise

To provide a customer-friendly organisation, committed to providing service excellence to our community. We will project a positive attitude, focus on the solutions and provide a committed, can-do approach.

## Our Service Standards

Whenever you engage with us we strive to:

REQUIRED SERVICE	OUR STANDARD
Answer Telephone - Main Switch	Within 5 rings
Return your call	By end of the next working day
Reply to general correspondence	Within 10 working days
Respond to service requests (website, email, phone, in person)	Within 10 working days
Keeping you informed	Notify you if there is a delay in our service commitment within 10 working days
<b>Dogs</b> Respond to urgent dog requests	5 days a week
<b>Roads and Footpaths</b> Inspect and assess urgent requests about damage	Within 3 working days
<b>Any Safety Matters</b> That place the community at risk	Immediately

*Water supply services are provided in accordance with Council's Customer Service Standards which are available on our website.*

## Complaints are different from Requests for Service

**Service requests** are a request for council to take action on a matter (i.e. barking dog, pothole or overgrown allotment) and should be made to our customer service team who will log your request and forward to the appropriate department for action.

Our process for managing service requests begins with a triage of importance. Generally, routine service requests are concluded, or progressed, within 10 business days. Some service requests require, and are given, immediate attention, while others are assessed as being important, but not immediate. These are usually progressed or concluded within three business days.

**A complaint** may result if you are not satisfied with our standard of service or we've made a mistake. If this happens, please contact us directly so that we can resolve the issue, and improve our service for the future.

A complaint can be made by phone, in person, in writing or by email to [shire@barcoo.qld.gov.au](mailto:shire@barcoo.qld.gov.au)

If your complaint is a particularly serious or complex matter, please put it in writing addressed to the CEO who will personally arrange for the appropriate manager to review the matter and respond.

If you are still not satisfied with our response to your service request or complaint you can contact a review body such as the Queensland Ombudsman. (Details overleaf)