

MAYOR & COUNCILLORS



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PHONE

(07) 4913 5000 or 1300 790 919

Our Customer Service Call Centre is your first point of contact for all enquiries and operates **Monday to Friday 8.00am to 5.00pm.**



ONLINE SERVICES

www.livingstone.qld.gov.au/onlineservices

WEBSITE

www.livingstone.qld.gov.au

FACEBOOK

www.facebook.com/livingstoneshirecouncil

GET INVOLVED

getinvolved.livingstone.qld.gov.au



VISIT

25 Normanby Street, Yeppoon
7 Hill Street, Emu Park



WRITE TO

Livingstone Shire Council
PO BOX 2292
Yeppoon QLD 4703

YOUR RESPONSIBILITIES:

- » Behave appropriately
- » Accept our constraints
- » Respect our staff
- » Provide relevant information to help us assist you
- » Please turn your mobile phones to silent whilst visiting our front counters
- » Understand some decisions may take a little time

Livingstone Shire Council

Customer Service Charter



Livingstone Shire Council is committed to delivering high quality responses and effective solutions to the community.

To demonstrate this commitment, Council will build and maintain a relationship with our community through open and effective communication.

THIS CHARTER OUTLINES:

- » The commitment of Council towards provision of quality services and effective communication
- » A schedule of working days within which we will endeavour to resolve or contact you
- » The various ways in which you can contact us
- » Your responsibilities in helping us help you

COMMITMENT TO SERVICE:

- » Continue to deliver information on the services and activities of Council via various means - local newspapers, websites, social media etc
- » Continue to measure levels of service provision
- » Consult with representatives of the community to create an ongoing dialogue
- » Maintain a centralised complaint handling system to respond to service failures and unsatisfied expectations
- » Transparency in accordance with the *Right to Information Act 2009*
- » Continue to encourage input from the community on our activities via regular Community Meetings
- » Commit to keeping you up-to-date with the progress of your enquiry

RESPONSE TIMES

Building/Plumbing

Process applications as per *Sustainable Planning Act and Plumbing and Drainage Act 2002*. Undertake inspection within 2 working days of request. Notify you of decisions within 10 working days of contact.

Planning/Development

Process applications as per *Sustainable Planning Act 2009*.

Water/Sewer

Incident response to breaks/blockages within 2 hours. Install approved new connections within 15 working days.

Waste

Process approved collection service within 4 working days. Replace or repair bin within 2 working days.

Roads and Paths

Respond to emergencies within 1 working day. Respond to customer requests within 10 working days.

Local Laws

Urgent reports of stock on road within 3 hours.
Urgent reports of dog attacks within 3 hours.
Action general requests within 10 working days.
Health related matters - individually assessed.

Parks

Respond to emergency/safety concerns within 1 working day.
Respond to customer requests within 10 working days.

Job Applicants

Acknowledge job applications within 7 working days of position advertising closing.

OUR COUNTERS

We recognise the need to ensure our counters are staffed by friendly, knowledgeable and willing staff. Council commits to:

- » Staffing counters during office hours
- » Duty Planner service available - appointments required
- » Assist with enquiries or capture detailed information into our Customer Request Module for action/response
- » Provide customers with an individual reference number for each new interaction
- » Lodge, accept and receipt all payments

TELEPHONE

Telephone calls are important to us and we will try to answer them:

- » Promptly and in a professional manner
- » Deal with the call, refer or ring, if required
- » Ensure messages taken are delivered in a timely manner
- » Record calls for training purposes
- » Respond to messages within 24 hours

WRITTEN CORRESPONDENCE

Correspondence will be accepted, registered and tasked for relevant purposes:

- » You can expect an acknowledgement within 10 working days

FEEDBACK

We welcome and encourage feedback that will improve our levels of service delivery. Feedback can be provided via phone, email, mail or come in and see us!