



GLEN EIRA
CITY COUNCIL

BENTLEIGH
BENTLEIGH EAST
BRIGHTON EAST
CARNEGIE
CAULFIELD
ELSTERNWICK
GARDENVALE
GLEN HUNTLY
MCKINNON
MURRUMBEENA
ORMOND
ST KILDA EAST

GLEN EIRA CITY COUNCIL CUSTOMER SERVICE CHARTER



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LAST REVISION: 30 SEPTEMBER 2022

RESPONSIBLE OWNER: MANAGER, CUSTOMER EXPERIENCE



ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Glen Eira City Council acknowledges the Boonwurrung/ Bunurong and Wurundjeri Woi Wurrung peoples of the Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging. We acknowledge and uphold their continuing relationship to land and waterways. Council extends its respect to all Aboriginal and Torres Strait Islander peoples.

Council honours the rich histories and cultures of First Nations peoples and recognises and values the important contribution of Aboriginal and Torres Strait Islander peoples in enriching our community.

We support the Uluru Statement from the Heart and are committed to a *Reconciliation Action Plan* which is underpinned by the principles of self-determination. We work towards improved outcomes and long-term generational change, and to consolidate Glen Eira as a culturally safe place for Aboriginal and Torres Strait Islander peoples. We are committed to achieving equality for Aboriginal and Torres Strait Islander people to live healthy and prosperous lives and to improve life outcomes for current and future generations.

Glen Eira resides on country that always was, and always will be, Aboriginal land.



CHIEF EXECUTIVE OFFICER'S FOREWORD

At Glen Eira City Council we take pride in supporting our community and helping to ensure our residents can access our services quickly and easily. We strive to embed a customer-centric culture and pursue innovation that improves customer experience for the benefit of our community.

I am delighted to present our *Customer Service Charter* as our commitment to delivering highly valued service experiences for our customers and community. This *Customer Service Charter* has been informed by insights from our customers and community about their needs and expectations.

We connect with our community and customers in many ways and we strive to provide a consistent and high-quality experience, regardless of how or where they interact with us.

We are committed to continuing to improve and adapt our services to meet our customers' evolving needs. Our investment in improving our digital service options and streamlining our processes to make them simpler and easier to use continues, and while the way we deliver services might change over time, our commitment to providing excellent service will not.

The *Customer Service Charter* sets out our commitments along with clear standards on service delivery. We will continue to work with our community to establish service standards for the broad range of Council services and regularly update this document. We also commit to reporting regularly to the community about how we are progressing.

I encourage you to let us know how we are performing and provide feedback to help us improve so we can continue to meet your expectations now and into the future.

Rebecca McKenzie

Chief Executive Officer

ABOUT GLEN EIRA CITY COUNCIL

Glen Eira City Council provides services to more than 155,000 residents across approximately 54,000 households managing more than 200,000 customer interactions each year. Every day we connect with our community and customers in many ways and are fundamentally committed to providing a consistent and high-quality experience, regardless of how, where or why they interact with us.

PURPOSE OF THE CUSTOMER SERVICE CHARTER

The purpose of the *Charter* is to describe our commitments to our customers. It is our pledge that we will strive to provide a reliably high standard of service, support, information and advice, and above all — a seamless experience. Customer experience goes beyond the individual services Council provides, it's about how we work together to create a consistent and connected experience for you as a customer.

Our *Customer Service Charter* defines the promises we make to our customers and provides information about what we will do to deliver on these promises.

It describes how we will focus our efforts on continuously improving our performance to make those experiences with us as simple and effective as possible. Through this *Charter*, we demonstrate our commitment to working in partnership with our customers to deliver highly valued services.

OUR VISION

Our vision is to become a truly customer-centric organisation, supporting a thriving and empowered community, working together towards an inclusive and sustainable future.

To achieve this vision, we commit to creating:

A customer-centric culture

- > Our people will be engaged, connected and empowered to enable an environment where our customers are the centre of all that we do.
- > We will foster and build a passionate and accountable customer-centric culture that upholds Council's values and rewards high performance.

Innovation that transforms the customer experience

- > We will focus on continually reviewing and improving how we design and deliver services to transform the customer experience.
- > We will unite our people to champion initiatives which improve our customer experience.



**OUR
CUSTOMER
PROMISES**

OUR CUSTOMER PROMISES

Our customer promises reflect what our customers have told us is important. Our promises guide our focus, ensuring we are transparent and accountable for our actions and work together to deliver excellent service, to everyone, every time.

Our five promises unite us in our mission to achieve our vision to be a truly customer-centric organisation.

CUSTOMER-CENTRIC CULTURE

INNOVATION THAT TRANSFORMS THE CUSTOMER EXPERIENCE



01

Empathetic

We put our customers first



02

Accessible

We make it easy for you to connect and engage with us



03

Timely

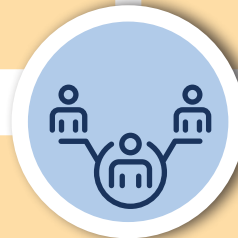
We strive to resolve customer requests as quickly as possible



04

Simple

We strive to make our services and processes easy to use



05

Consistent

We are committed, capable and united in providing a highly valued and trusted customer experience



O1 Empathetic

We put our customers first

What you can expect from us

- You can expect our staff to be respectful, courteous and take ownership of your request.
- We will be responsive to your needs and will seek to understand your point of view.
- We will respect your privacy and confidentiality in your dealings with us.

How you can help us

Tell us how we're doing — we welcome your feedback including complaints and compliments and use this information to make improvements.



O2 Accessible

We make it easy for you to connect and engage with us

What you can expect from us

- A range of easy options to interact with us including via our website, phone, email, via Live Chat or in person.
- We will continue to support, train and empower our people, so they stay well-informed and responsive to your needs.
- We will ensure our services are inclusive and support our diverse community by offering a range of accessible options.

How you can help us

To contact us at any time why not try our range of digital communication options including our website, Live Chat, Snap Send Solve app or email.



O3 Timely

We strive to resolve customer requests as quickly as possible

What you can expect from us

- We will respond to your enquiry as quickly as possible and strive to resolve your request to meet your needs when you first contact us.
- If we can't resolve your request immediately, we will keep you updated and will advise you of the outcome.
- We will provide you with a reference so you can easily track the progress of your application or enquiry.

How you can help us

When you contact us, provide as much information as possible so we can seek to resolve your query as soon as possible.



O4 Simple

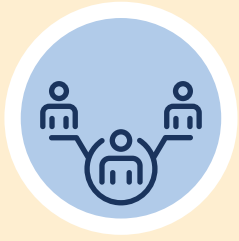
We strive to make our services and processes easy to use

What you can expect from us

- We will communicate in a simple, straightforward manner and use language that is easy to understand.
- We will take a common-sense and direct approach to our processes and policies and ensure they are as straightforward as possible.
- We will support you to navigate our processes by providing assistance that best suits your situation.

How you can help us

Please let us know when you don't understand something or need more information or support.



O5 Consistent

We are committed, capable and united in providing a highly valued and trusted customer experience

What you can expect from us

- We will be transparent and accountable about our performance.
- We will make every effort to ensure the standard of service we provide is consistently high across all the services you use.
- We will work collaboratively with you to continually refine and improve our service performance.

How you can help us

Let us know if we are not meeting your expectations or our agreed standards of service.



MEASURING OUR PERFORMANCE

HOW WE MEASURE OUR PERFORMANCE

We measure our performance against the following service standards and report transparently to the community.

Service standards reflect how customers expect services to be delivered. As well as meeting customer expectations, service standards link to our regulatory and legislative obligations.

SERVICE STANDARD	TARGET
Percentage of calls resolved at first point when contacting the customer contact centre.	85%
Average call wait time when contacting the customer contact centre.	60 seconds
Time taken to respond to a phone message.	Within two working days
Time taken to respond to written or emailed correspondence.	Within 10 working days
Time taken to acknowledge receipt of a complaint.	Within two working days
Time taken to respond to a complaint escalated to the Complaints Officer.	Within 10 working days
Annual community satisfaction with customer service performance.	77%

CONTINUOUS IMPROVEMENT FOCUS

Our commitment to provide high quality services is supported by our program of continuous improvement. We will continue to incorporate transparent service standards and performance measures into this *Charter* over time.

This *Charter* will be reviewed annually and updated to reflect emerging expectations of our customers.

FEEDBACK AND COMPLAINTS

We understand that sometimes we may not meet your expectations and we welcome your feedback. We want to understand what we are doing well and where we need to improve. Our *Complaints Handling Policy* outlines what you can expect from us and what you can do to assist us in responding to your complaint. The *Policy* is available [here](#).

Council is committed to ensuring the complaints handling process is accessible to everyone. Please let us know if you have any specific communication needs or barriers to help us to meet your needs.

What can I complain or give feedback about?

You can provide feedback or make a complaint about anything that you believe requires our attention, including:

- the knowledge and behaviour of our staff;
- the standard of service that you received;
- risks, health and safety issues;
- our policies, procedures or practices; and
- a decision made by Council.

How to make a complaint

Complaints can be made by contacting us via:

Council's website: www.gleneira.vic.gov.au/contact-us

Email: Mail@gleneira.vic.gov.au

Letter: PO Box 42, Caulfield South, Victoria 3162

In person: Council's service Centre, Glen Eira Town Hall
Corner Glen Eira and Hawthorn Roads, Caulfield
8am–5.30pm, Monday to Friday.

Phone: 03 9524 3333

What if I am not satisfied with the handling or outcome of a complaint?

Council manages complaints in accordance with our [Complaints Handling Policy \(PDF 101kb\)](#). The *Policy* outlines what you can do if you are not satisfied with the way Council has handled your complaint.

Information about your options is also provided below:

COMPLAINT	APPROPRIATE EXTERNAL BODY
Actions or decisions of Council, Council staff and contractors, including the handling or review of a complaint. This includes failure to consider human rights or failure to act compatibly with a human right under the <i>Charter of Human Rights and Responsibilities Act 2006</i> .	Victorian Ombudsman www.ombudsman.vic.gov.au
Breaches of the <i>Act</i> or the <i>Local Government Act 2020</i>	Local Government Inspectorate www.lgi.vic.gov.au
Breach of privacy or a Freedom of Information complaint	Office of the Victorian Information Commission www.ovic.vic.gov.au
Corruption or public interest disclosure (whistleblower) complaints	Independent Broad-based Anti-corruption Commission www.ibac.vic.gov.au
Discrimination	Victorian Human Rights and Equal Opportunity Commission www.humanrights.vic.gov.au
Council elections	Victorian Electoral Commission www.vec.vic.gov.au



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Glen Eira City Council

Corner Glen Eira and Hawthorn Roads, Caulfield

Mail address: PO Box 42

Caulfield South, 3162

Phone: (03) 9524 3333

Fax: (03) 9523 0339

mail@gleneira.vic.gov.au

www.gleneira.vic.gov.au

National Relay Service

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrscall.gov.au>

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

