

Customer charter

Our commitment to you



Sunshine Coast Council
aspires to be recognised for its
commitment to excellence in
customer service.

Sunshine Coast Council Corporate Plan 2014-2019

This commitment is to make doing business with council a positive experience. We will treat you honestly and fairly, consulting with you on key decisions, and will continually review our services to provide cost effective services that meet your needs.

The Sunshine Coast Council Customer Charter reflects this commitment. It provides a clear framework for what you can expect from us and how you can help us get better at what we do.



We will

- Provide a timely resolution
- Ensure our interactions and responses to you are prompt, professional and efficient
- Treat you with courtesy and respect
- Provide feedback and updates where required
- Ensure council staff provide their name and contact details
- Protect your privacy in accordance with the *Right to Information Act 2009 (Qld)* and the *Information Privacy Act 2009 (Qld)*.



You can help us by

- Providing honest and accurate information when dealing with us
- Letting us know when things change (e.g. your contact details)
- Recognising that in times of emergencies (e.g. during cyclones, heavy rains etc.) council may receive higher call volumes and your call may be reprioritised
- Treating staff with courtesy and respect.

Service standards

We understand it is important to be upfront about the time our processes will take to respond to your enquiry.

We also conduct customer satisfaction surveys to assess performance and determine areas for improvement.

The service standards, and how we are achieving them, along with our performance, against service standards and targets, are published on our website for your reference.

For more information please visit council's website – www.sunshinecoast.qld.gov.au.



Your feedback

Your feedback on our service, staff, processes and decisions is very important.

We appreciate your feedback on what we are doing right and where we can improve.

We are committed to dealing with all feedback fairly, confidentially, promptly and in a respectful manner.

For more information on how to provide your feedback, please contact us or visit council's website – www.sunshinecoast.qld.gov.au.

Fast Facts

Every year we:

- respond to over 175,000 phone calls, 36,000 emails, 38,000 counter visits and 6000 web chats
- conduct over 8 million garbage collections
- approve over 1700 development applications
- deliver 1800 programs and workshops to more than 38,000 participants
- mow almost 1000 hectares of grass in the region's parks and gardens.



Role of council

Australia has three levels of government that work together to provide the nation with the services it needs. Each level of government has its own responsibilities, although in some cases these responsibilities overlap.

The **federal government** collects taxes on incomes, goods and services and company profits and spends it on national matters, such as defence, foreign policy, national public works, social services, health funding and tertiary education.

State/territory governments raise money from taxes and receive more than half their funding from the federal government. This level is responsible for matters such as health, public transport, major roads, natural resources, electricity and gas supply, emergency services and public housing.

Local government is responsible for providing services within their local government area such as local roads, bridges, footpaths, waste collection, recreation facilities, food inspection, animal control, planning and development approval, public libraries and art galleries.

Councillors are the elected representatives. The role of a councillor is to represent the community. They make decisions that benefit both their divisions and the region as a whole. Councillors are responsible for providing community leadership, strategic planning, advocacy, policy development and law making. Good governance underpins all of these activities.

The internal day-to-day work of the local government is carried out by **local government employees** under the direction of the **Chief Executive Officer**. This operational work is directed by the decisions of the local government through its annual operational plan.

To find out more about council, including information on specific council services, MyCouncil, events and products:

- visit our website www.sunshinecoast.qld.gov.au
- follow us on Facebook
www.facebook.com/sunshinecoastcouncil
- follow Council Twitter
www.twitter.com/CouncilSCC
- sign up for council's News Centre (via our website).



Contact us

We will provide you with access to council via a choice of familiar, contemporary and user friendly contact options.

Sunshine Coast Council offices are open for business 8.30am to 4.30pm, Monday to Friday.

Our call centre is open until 5pm and after hours for emergencies.

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| Online | www.sunshinecoast.qld.gov.au |
| Email | mail@sunshinecoast.qld.gov.au |
| Phone | 07 5475 7272 |
| Mail | Locked Bag 72 Sunshine Coast Mail Centre Q 4560 |

In person

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| Caloundra | 1 Omrah Avenue |
| Maroochydore | 10 First Avenue |
| Nambour | Corner Currie and Bury Streets |

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| Live Chat | www.sunshinecoast.qld.gov.au |
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Translating and Interpreting Service (TIS)
131 450

Planning Inquiries 07 5475 PLAN (7526)

Hearing and/or speech impaired

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|------------------------|--------------|
| National Relay Service | 1800 555 660 |
| TTY/Voice | 133 677 |
| Speak and Listen | 1300 555 727 |