

ON THE PHONE

- 90% of calls will be answered in 5 or less rings.
- We will identify ourselves to you.
- We will answer the phone with a professional and courteous greeting all of the time.
- We will introduce you before transferring you to internal departments in excess of 90% of the time.

ONLINE

- Ease of navigation - 80% customers satisfied.
- Links to other information - 80% customers satisfied.
- Visual appeal of site - 80% customers satisfied.
- murraybridge.sa.gov.au available - 99% of time.
- Website enquiries - response within 1 business day.
- Online forms - work flowed within 1 business day.
- Social Media comments – response within 1 business day where appropriate or necessary.

RESPONDING TO REQUESTS

- We will respond to written communication within 5 business days.
- We will provide a contact name and telephone number on all correspondence.
- We will respond to telephone messages within 1 business day.
- We will provide information about other relevant services and products when you make contact with us.
- We will respond to customer feedback within 5 business days of receipt.
- We will investigate and respond to service requests within 10 days.

AT OUR COUNTERS

- Less than 10 minute queue waiting times for 90% of customers with simple transactions.
- Pointing customers in the right direction for any council service.
- Providing accurate information 100% of the time.
- Providing relevant information 100% of the time.
- Customer Service staff will wear name badges 100% of the time.

WHAT WE DO

We provide an extensive range of services and infrastructure to the community, and discharge obligations under many pieces of legislation.

HOW WE WILL TREAT YOU

- We will greet you politely and identify ourselves.
- We will treat you as a valued customer.
- We will be responsive in meeting your needs.
- We will follow through on commitments we make.
- We will provide you with access options.
- Your privacy will be respected.
- You will be treated fairly.

HELP US TO HELP YOU

- Treat our staff with courtesy and respect.
- Provide us with accurate information and documents.
- Have all relevant information to hand.
- Be open and honest in your dealings with us.
- Advise us when your personal details or address details change.
- Be on time for appointments.
- Provide us with feedback on our services.
- Contact us if you are not satisfied with our services.

PRIVACY & CONFIDENTIALITY

Whilst every effort will be made to protect the privacy of individuals, correspondence received by Council is held in accordance with the State Records Act 1997 and may be discoverable under the Freedom of Information Act 1991, Ombudsman Act 1992, Local Government Act 1999, Development Act 1993 or other applicable legislation.

Customer Service Charter



The Rural City of
**MURRAY
BRIDGE**

Bridge to Opportunity

SERVICE STANDARDS

Our Vision

Thriving Communities comprising:

- A Valued Environment
- Great People and Lifestyle
- A Dynamic Economy
- Connected Communities.

Our Mission

The Rural City of Murray Bridge will ensure delivery by being:

- **Effective** - ensuring work is undertaken efficiently and in a cost effective manner providing value for money to the community.
- **Sustainable** – operating within its means and developing budgets which are affordable in the long term.
- **Responsive** – recognising that the community is our customer and responding in a timely manner.
- **Transparent** – reporting regularly to the community on our progress.

Core Values

We have identified the following corporate values that will contribute towards achieving our vision:

- **Accountable** - Effective, equitable, open and honest governance and administration.
- **Respectful** - Respect and support for the diversity of our ideas and culture.
- **Innovative** - Strong commitment to continuous improvement in all business processes.
- **Collaborative** - Focus on teamwork within our organisation and create external partnerships to achieve our vision.
- **Inclusive** - Value and incorporate local knowledge and viewpoints through effective community engagement.
- **Integrity** - Being open and honest in all our dealings and maintaining the highest ethical standards at all times.

OUR PROMISE TO YOU

We are a professional customer-focused Local Government organisation. We promise to provide quality, friendly and responsive service to you every time you communicate with us.

Our staff will be knowledgeable, competent and strive to meet your expectations. Our aim is to make your experience as convenient and productive as possible.

If you are not satisfied with our service in any way, tell us and we will attend to the matter as quickly as we can.

We recommend that you:

- Try to resolve the issue with the staff member you are dealing with.
- If you remain unsatisfied, then ask to speak to the staff member's manager.
- If you are still not satisfied or if the above suggestions are not appropriate in your circumstance you may wish to write to the Chief Executive Officer.

100% CUSTOMER SATISFACTION

We value your feedback as it helps us to understand what is important to you and where we need to improve.

You can provide feedback to us by:

- **Writing to us**

Rural City of Murray Bridge

PO Box 421

Murray Bridge SA 5253

E: council@murraybridge.sa.gov.au

- **In person**

Local Government Centre

2 Seventh Street Murray Bridge

8.30am to 4.45pm, Monday to Friday

(Except public holidays)

- **Telephone**

08 85391100

8.30am to 5pm, Monday to Friday

(Except public holidays)

- **Online**

www.murraybridge.sa.gov.au/contactus

www.facebook.com/ruralcitymurraybridge

On a positive note

If you are pleased with our service, let us know as it gives us the opportunity to recognise the efforts of our staff.

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MURRAY
BRIDGE