

## CUSTOMER SERVICE ETHOS

His Worship the Mayor, Allan Arbon, Elected Members, Chief Executive Officer Damien Moloney, Executive Managers, Staff and Volunteers are committed to creating a friendly and positive customer service experience for all.

In setting this goal, Council has delegated some of its legislative authority to the Chief Executive Officer to ensure the smooth day to day running of the business, allowing Elected Members to concentrate on the strategic policy direction of our City.

### ***WHAT DOES THIS MEANS FOR YOU?***

Our Elected Members, Staff and Volunteers will treat you with respect, a friendly attitude and a professional approach to your enquiry.

Council has a Code of Conduct in place for our Elected Members and also our Staff - [Council Code of Conduct](#) [Staff Code of Conduct](#)

As you would understand there are times when the person you would like to speak to is not always able to speak to you due to other commitments that are being dealt with at the time. Accordingly we have set the following standards to ensure we provide you with valuable support.

### ***WE WILL:***

- Welcome you in a professional and polite manner, listen to your enquiry and endeavour to satisfy you at the time of the first contact.
- Provide a prompt, courteous and efficient service to you and resolve your enquiry expediently and professionally.
- Where technical or further information is required to adequately resolve the enquiry, an appropriate person will be engaged, if required, a follow up appointment or response will occur.
- Telephone messages left with officers, who are unavailable at the time, will be returned to you within 24 hours.
- Incoming correspondence will be acknowledged or answered within 5 days and monitored daily through our Electronic Records System.
- For complex issues we will keep you updated on a regular basis.
- Issues requiring reports to Council need to be received at least a fortnight before presentation to Council.
- We will listen to and respect your views

## ***COMMUNITY ENGAGEMENT***

- Elected Members and Staff are keen to hear your views and encourage your input into our strategic direction.
- There are many opportunities available for you to include and update Council on what is occurring:
  - Write to us - PO Box 421, Murray Bridge, 5253 or [council@murraybridge.sa.gov.au](mailto:council@murraybridge.sa.gov.au)
  - Seek to appear before the Council as a [deputation](#) - contact [r.kruger@murraybridge.sa.gov.au](mailto:r.kruger@murraybridge.sa.gov.au)
  - Participate in surveys we conduct from time to time
  - Make an appointment to see your Elected Member or one of the Executive Leadership Team - 85391100
- We acknowledge that from time to time there are many differing view points and Council will endeavor to reach an amicable resolution that will provide a positive outcome for those involved.
- Council also has [formal consultation processes](#) relating to matters such as reviews of Strategic Management Plans, Annual Business plans etc.

## **ACCESS TO COUNCIL & AVAILABILITY OF YOUR INFORMATION TO THE PUBLIC**

- Our aim is to provide information that is easy to understand and relevant.
- We will endeavour to provide information through our website and in line with our [Corporate Policy G12](#) - Access to Council & S 41 Committee Meetings and Council Documents Code of Practice
- We will also ensure documents on public exhibition are displayed at the Local Government Centre, Public Library and Council Works Depot.
- You should be aware that in receiving and collecting information Council has obligations under the following Acts that may result in any information being made available to the general public for inspection and in some cases information may be published. If you would like your name suppressed you must advise us in writing at the time you submit your information, however in doing so your name and address may be discoverable under Freedom of Information Act, 1991 and/or other Legislation.

### **State Records Act 1997**

The State Records Act 1997 requires that official records in Council's custody are maintained in good order and condition and that official records are managed and not destroyed without a determination made by of State Records with the approval of the State Records Council, unless there is specific legislation requiring it. This Act also has provisions for accessing records.

### **Freedom of Information Act 1991**

The Freedom of Information Act 1991 applies to the Council and makes legislative provision to give the public enforceable rights of access to Council documents. Accordingly, the Council does not give any warranty, assurance or undertaking in respect of confidentiality of documentation (or other information) provided by a member of the public or a Contractor (including but not limited to the Contract and all pre-Contract information) where the Act applies to require access be given to an applicant for access. By providing this information the member of public and/or a Contractor acknowledges the Council's obligations under the Act.

Information can also be obtained under the Freedom of Information Act by contacting our FOI Officer on 85391100 - [council@murraybridge.sa.gov.au](mailto:council@murraybridge.sa.gov.au). Further information on Freedom of Information can be found at [www.archives.sa.gov.au/foi/intro.html](http://www.archives.sa.gov.au/foi/intro.html)

### **Ombudsman Act, 1972**

The Ombudsman Act 1972 provides that the Ombudsman may investigate any act of an individual or organisation in the performance of a contract entered into with the Council. By providing this information the Contractor acknowledges its obligations under the Act and agrees to ensure compliance with all obligations arising under the Act and any other applicable law.

### **Development Act 1993**

Under section 38(8) of the Development Act, 1993 a copy of representations received relating to Development Applications will be forwarded to the applicant for a written response.

### **Information Privacy Principles (PC012 Information Privacy Principles Instruction)**

Local Government is not subject to the Privacy Act 1988 (Commonwealth) which applies to private organisations. However Council has elected to following the PC012 Information Privacy Principles Instruction, reissued by the State Government 1992, as amended, and the Department of Health Privacy Statements as best practice. Also refer Council [policy G:22](#)

### **Legal Professional Privilege**

Confidential 'communications' between Council and its Solicitors are not subject to production if - made to obtain or give legal advice, or in anticipation of actual or contemplated litigation

## **Local Government Act, 1999**

Under the Local Government Act, 1999, Council is allowed to restrict attendance at Council meetings to discuss information under Section 90 and retain information as confidential under Section 91 of the Act.

## ***BECOMING PART OF OUR TEAM - STAFF, VOLUNTEERS***

Please do not hesitate to contact Human Resources on 85 391100 to discuss any positions that may be available and/or view our website -

[www.murraybridge.sa.gov.au](http://www.murraybridge.sa.gov.au) Council acknowledges the important role Volunteers play in our Community.

## **OCCUPATIONAL HEALTH, SAFETY & WELFARE**

Council continues its commitment to Occupational Health, Safety and Welfare by ensuring, so far as is reasonably practicable that all employees (either paid or unpaid) will be provided with a safe and healthy system of work that is achieved through a management system approach achieved by:

- The development of policies, programs and action plans to implement policy objectives and procedural requirements;
- Provision of a safe and healthy workplace combined with the prevention / reduction of illness and injury equally for employees, contractors and visitors;
- Provision of a safe and healthy operating environment for all employees, the general public and other stakeholders involved with the provision and use of Council services;
- An effective hazard and risk management approach to OHS&W which encompasses the identification, assessment and control of hazards;
- The current OHS&W system in place encourages active participation in health and safety matters by managers, supervisors and employees and their representatives;
- Compulsory OHS&W training is provided to management and employees throughout the year to ensure staff are aware of any changes in OHS&W;
- The prudent management of Council property, infrastructure and resources on behalf of the community;
- Regular audits & reviews of Council's Occupational Health and Safety & Risk Management Systems.

## ***MOVING TO OUR COUNCIL AREA***

Please contact our Visitor Information Centre for a new residents kits located in the Local Government Centre or call 85391142 or email

[council@murraybridge.sa.gov.au](mailto:council@murraybridge.sa.gov.au)

If you would like information on economic development activities please contact Council's Executive Manager – Corporate and Community Services – Wayne Wright – [w.wright@murraybridge.sa.gov.au](mailto:w.wright@murraybridge.sa.gov.au) or the Regional Development Australia, Murraylands Office on 85357170 - <http://www.murraylands.org.au/>

**WHAT WE EXPECT FROM YOU:**

- Politeness and fairness
- Patience and respect - Our staff work under pressure and cannot always attend to your request immediately
- Customers who abuse, bully or intimidate staff will be asked to leave immediately, and may face further action

***GRIEVANCES***

If for any reason you are not happy with the service you receive please contact the appropriate Executive Manager to discuss the issue,

Executive Manager – Corporate and Community Services – Wayne Wright – [w.wright@murraybridge.sa.gov.au](mailto:w.wright@murraybridge.sa.gov.au)

Executive Manager – Sustainable Development – Peter Bond – [p.bond@murraybridge.sa.gov.au](mailto:p.bond@murraybridge.sa.gov.au)

If these discussions do not satisfy you, an opportunity exists to seek an [Internal Review of Council Decision](#) to be undertaken

or you may make contact with the Ombudsman, South Australia at PO Box 3651, Rundle Mall, Adelaide, 5000, telephone toll free 1800 182 150; <http://www.ombudsman.sa.gov.au/>

***Thank you. We look forward to meeting and assisting you in Local Government Affairs.***

If you have any questions in relation to this statement please contact Ros Kruger, Executive Assistance & Governance Officer - [r.kruger@murraybridge.sa.gov.au](mailto:r.kruger@murraybridge.sa.gov.au) or phone 85391174