



Upper Lachlan Shire Council Customer Service Charter

This Customer Service Charter seeks to advise you of:

- The services we provide
- The timeframes and standards attached to our service
- Related information and contact details



What is a Customer Service Charter?

Upper Lachlan Shire Council's Service Charter sets out Council's service standards.

This Charter was developed to enhance relationships and partnerships with our community and customers as well as providing a system for continuous improvement at all levels of customer service.

What you can expect from Upper Lachlan Shire Council

We will:

- identify ourselves and greet you in a friendly way;
- have our customer service office counters attended during service times;
- answer phone calls promptly and return calls within 2 business days;
- acknowledge receipt of customer correspondence within 5 business days;
- respond to correspondence and requests within, 15 business days;
- respect, listen and respond to your concerns within our service delivery standards;
- respect your privacy;
- be helpful and sensitive to your needs; and
- work with you to solve problems.



Service Commitment

Council staff shall strive to meet the needs of our customers in a professional manner. Council staff shall:

- treat all customers with courtesy, fairness, dignity and respect;
- listen attentively to what customers have to say;
- communicate clearly, accurately and in plain language;
- respond to customers' enquiries promptly and efficiently;
- strive to achieve high standards of professionalism and quality of advice;
- take responsibility for providing answers to requests to the best of the staff member's knowledge and skills;
- be transparent and accountable;
- demonstrate standards of conduct and ethics that maintain public confidence;
- be fair, be consistent and impartial in administering Council's legal obligations;
- act with integrity and honesty when liaising with customers;
- consult customers about service needs;
- give firm but fair interpretation and application of law and policy when decisions are made; and
- not disclose any information about the customer without the customer's consent, except as permitted by law

What are our Services? Customer Service Requests

Our services include:

- Animal Control
- Arts and Cultural Planning
- Asset Management
- Bridges
- Building and Development Controls
- Caravan Park
- Civic Function and Citizenship
- Community Centres/Public Halls
- Community Strategic Planning
- Domestic Waste Collection
- Economic Development
- Footpaths and Cycleways
- Governance
- Human Resource and WHS
- Kerb and Guttering
- Library Services
- Noxious Weed Control & Biosecurity
- Parks and Gardens
- Public Cemeteries
- Public Conveniences and Amenities
- Rates and Charges
- Regulatory and Health functions
- Roads Construction and Maintenance
- Service NSW services - Crookwell
- Sewerage
- Sporting Grounds and Facilities
- Stormwater Management
- Tourism and Visitor Information Centre
- Swimming Pools
- Town Planning
- Waste Management Centres
- Water Supply

These refer to general enquiries, e.g. pothole repair, road maintenance requests, fallen trees, barking dogs, requests for waste collection, drain clearing.

In the first instance, Customer Service Requests are to be made using Council's Customer Request Management System (CRMS). Along with the details of the request, the CRMS collects and provides a record of the caller's name, the caller's contact details, and the date and time the request was submitted.

Service requests can also be made by email, by phone or on the Council website at <https://eservices.upperlachlan.nsw.gov.au/eservice/start.do>.

Complaints

Complaints are different from a 'Customer Service Request.' A complaint is generally an expression of dissatisfaction. It includes dissatisfaction with the outcome of a decision, level or quality of service, the failure to adhere to a policy or the behaviour of an employee.

Complaints can be made in any of the following ways:

Email: council@upperlachlan.nsw.gov.au

Mail: in writing to the
Chief Executive Officer,
Upper Lachlan Shire Council,
PO Box 42 GUNNING NSW 2581

All complaints will be dealt with in line with Council's Complaints Policy.

Council's objective is to answer all complaints and resolve them within a reasonable timeframe, however there are times when a detailed investigation is required.

Please be assured that we will keep you informed at regular intervals.



Contact Details

Chief Executive Officer
PO Box 42, Gunning NSW 2581
Phone: (02) 4830 1000
Email: council@upperlachlan.nsw.gov.au
Website: upperlachlan.nsw.gov.au

Offices

Crookwell Office

44 Spring Street, Crookwell NSW 2583
Open: Monday to Friday,
9.00am to 4.00pm

Gunning Office

123 Yass Street, Gunning NSW 2581
Open: Monday to Friday,
8.30am to 4.00pm

Council offices are closed on Public Holidays.
Shutdown periods over Christmas are
advised on Council's website.

Emergency After Hours Contact:

Phone: (02) 4830 1000

What we ask of you

- To treat our staff with mutual respect
- To respect the rights of other customers
- To provide accurate and complete information in your dealings with us
- To work with us to solve any problem

Payments

We offer the following payment choices:

Payment via the Internet

- BPAY via your financial institution can accept cheque and savings payments only
- Australia Post - postbillpay.com.au can accept cheque, savings and credit payments
- Eservices via Council website

Payment at Council

- Payments can be made at Council offices by cheque, cash, EFTPOS or credit card

Payment through the mail

- Payment by cheque/money order can be posted with the payment advice to: Upper Lachlan Shire Council, PO Box 42, GUNNING NSW 2581

Payment via phone

- 13 18 16 (POST Billpay) can accept cheque, savings and credit card payments

Payment at a Post Office

- Payment can be made at any Australia Post Office within Australia by cheque, cash or EFTPOS. The Post Office will issue you with a receipt

Note Cheques are being phased out by some financial institutions from 2028

