



**Policy Title:                    CUSTOMER SERVICE CHARTER**

**Policy Type:                    ADMINISTRATIVE**  
 (Statutory, Financial, Administrative, Human Resources)

**Policy Number:            A008**

Approved by Council	Last Review	Current Review	Next Review
	19 May 2020	18 May 2021	May 2022
	Resolution #	Resolution #	Resolution #
	20.6632	21.6948	
Approved by CEO/Director:	Bernie McCarthy – CEO	 ..... Signature.	
Effective Date	<b>19 May 2021</b>		
Implementation Department		Officer Position	
Corporate Services		Director Corporate Services	
Revision #:	Document Management File #.		
<b>2.0</b>	<b>01-03-A008</b>		

## **1. Who are our customers?**

- Our customers are everyone who receives services from the Council and anyone who interacts with Council employees in the course of their work. These include the residents of Aurukun, our Mayor and Councillors, suppliers of goods and services, Members of Parliament, Queensland and Australian government departments, community organisations and NGO's, visitors to Aurukun and many others.
- Our customers also include our workmates, supervisors and staff who we support, manage and advise in the course of our work.

## **2. As a customer you can expect that we will:**

- Provide all Council services in a friendly, courteous and professional manner.
- Be polite and treat you with respect.
- Identify ourselves when we talk with you.
- Listen carefully to what you say.
- Keep you informed of the progress of your enquiry.
- Pay your invoices on time.
- Protect your privacy.

## **3. As a customer you can help us help you by:**

- Being polite and treating our staff with respect in all circumstances.
- Providing accurate and complete information.
- Respecting the community in which we live and work.
- Appreciating that problems cannot always be solved quickly.
- Working with us to solve problems.

## **4. When you seek to contact us you can expect that we will:**

- Seek to have as many staff available during core business hours (Mon-Fri 8:00-12:00, 1:00-4.15).
- Welcome you at our main office service counter and business centre operations in Kang Kang Road Aurukun and at our support office at 200 McLeod Street Cairns.
- Respond to all telephone enquiries promptly.
- Respond to all email correspondence promptly.
- Provide a timely response to written correspondence.
- Strive to keep agreed appointment times (unfortunately sometimes we may have to negotiate a new time).

## **5. Council meetings and you**

- The Council meeting is the peak decision-making forum of Council.
- Members of the public are welcome to attend and observe open meetings from the gallery.
- Council values the input of residents and other stakeholders in Council decisions.
- All correspondence for consideration by Council must be submitted with the Chief Executive Officer 6 working days the Friday before each meeting.
- All delegation requests must be lodged with Chief Executive Officer 6 working days the Friday before each meeting.
- The usual date for each ordinary meeting is the third Tuesday of each month commencing 9:00 am.
- Notice of the days and times ordinary meetings are to be held is published annually in the Weipa Bulletin and posted on Council's website.
- Notice of the days and times when ordinary meetings are to be held may be viewed in our main office foyer.
- Open Meeting agendas are available to interested persons prior to meetings the morning of the meeting.

For your convenience telephone numbers and email addresses of our key staff are available on Council's website [www.aurukun.qld.gov.au](http://www.aurukun.qld.gov.au) and updated monthly.