



**Jim Montague**  
GENERAL MANAGER

**Providing quality facilities, programs and services to residents and local businesses is our priority, and providing efficient and friendly customer service is essential to meeting your needs.**

Each year our customer service staff respond to:

- 130,500 telephone calls
- 73,000 counter enquiries

These cover a range of issues including:

- Development Applications;
- Footpath or street maintenance and repairs;
- Rates and payments;
- Garbage collection;
- General enquiries.

The City of Canterbury is committed to providing a high level of service to our customers and has developed these standards to ensure that our services are delivered in a professional and timely manner.

We continue to review our customer service standards and would appreciate any feedback you would like to provide.

## Customer Service Standards



### SERVICE STANDARDS AT A GLANCE

#### IN PERSON

- Our Customer Service Centre is staffed between 9am and 5pm, Monday to Friday
- We identify ourselves by wearing a name badge
- We greet people on arrival and attend to your enquiry within 5 minutes

#### TELEPHONE

- In the Call Centre, we try to answer your call within 3 rings
- If you call when demand for our services is high you may have to wait for a short time
- We identify ourselves by name and Division
- When you are transferred to a staff member, your call will be answered within three rings or you will be given the choice of leaving a voicemail message or being reconnected to our call centre
- If you leave a message for a staff member we undertake to return your call within 2 days

#### REPLIES – LETTERS/FAX/EMAIL

- Acknowledge receipt within 5 days
- Target response time is subject to agreed response plan within 28 days

## THE CITY OF CANTERBURY WILL ACHIEVE THESE SERVICE STANDARDS BY PROVIDING YOU WITH:

Access to timely and efficient services by:

- Outlining our policies and procedures;
- Providing details of our obligations to customers;
- Preventing unnecessary return visits or calls to Council;
- Referring you to alternative service providers if your request does not fall within our jurisdiction;
- Publishing information on our website.

## FRIENDLY, PROFESSIONAL SERVICE BY:

- Treating you politely and with respect;
- Using plain English and eliminating jargon, acronyms and abbreviations;
- Showing you understanding and empathy;
- Focusing on solutions for customers;
- Valuing your personal information by maintaining your confidentiality;
- Listening to your feedback and acting upon it.

## A FAIR DECISION-MAKING PROCESS BY:

- Complying with relevant legislation;
- Ensuring staff have an appropriate knowledge of the services we provide;
- Ensuring the decision-making process is transparent;
- Making decisions quickly once we have all the information we require;
- Notifying you of the outcome and reasons for the decision;
- Notifying you of your options for appeal.

## RELATED INFORMATION

You can find the following related policy documents on our website:

[www.canterbury.nsw.gov.au](http://www.canterbury.nsw.gov.au)

- City Plan and Operating Plan
- Fees and Charges
- Access to our Records
- Complaint Management Policy
- Library Services – Service Charter

## YOU CAN CONTACT US BY:

- **Customer Service Centre:** 137 Beamish Street, Campsie
- **Telephone:** 9789 9300
- **Fax:** 9789 1542
- **Email:** [council@canterbury.nsw.gov.au](mailto:council@canterbury.nsw.gov.au)
- **Mail:** PO Box 77, Campsie NSW 2194
- **Online enquiry form at:** [www.canterbury.nsw.gov.au](http://www.canterbury.nsw.gov.au)

