



CDRC Service Charter

About us

The Central Desert Regional Council is a local government entity providing a range of municipal and community services across nine communities and a number of occupied homelands.

Customer Service Charter

The Council is committed to providing high quality customer services that respond to our unique cultural and geographical circumstances.

1. Our Commitment to you

We will provide you with a quality service where we:

- Address the needs of all people from diverse backgrounds in a culturally sensitive manner,
- Treat you with courtesy and respect,
- Identify ourselves in all communications,
- Provide advice that is consistent, accurate and impartial,
- Provide clear, timely and relevant information about our services,
- Where we don't provide a service we will refer you to the service provider,
- Responsibly manage public resources and ensure transparency in what we do,
- Meet the customer service standards highlighted in this document,
- Continuously seek community feedback to learn and improve our services to you.

2. How can you help us help you?

To help us help you, we ask that you:

- Provide us with all requested information and specific details in a timely manner,
- Ensure requests are documented, with our assistance as required,
- Treat us with courtesy and respect.

3. Our Customer Service standards

We are committed to deliver a service that is timely, open, accountable and responsive to your needs.

Our staff are required to conduct their duties in accordance with our Council's Code of Conduct. A copy is available on our website and a copy will be publicly available in each reception area.

If you believe that a member of our team has not been professional or has not met our customer service standards below, or our Council Code of Conduct, please report the matter to us.

The following is our customer service standards.

3.1 Office Opening Hours

Our offices will be open to the public from 8.30am to 4.30pm Monday to Friday unless there is

sorry business or other cultural issues where the office will be closed. The service delivery centres will also be closed for a one hour between 12 to 2pm depending on the community. Open hours will be advertised on the entrance of the office building.

3.2 Staff Names & Contact Details

When you contact us, our staff will identify themselves and provide their contact details if requested.

3.3 Maintain Client Request Log

We will log and report all community member requests at our reception areas and ensure follow up and necessary action.

3.4 Phone Answering

We will answer the phone in all reception areas in 90% of cases. When we are unable to answer the phone it will divert to a message service where we will return your call within 2 working days if correct details are provided.

3.5 Response to Correspondence

If you have emailed or written to us where possible we will acknowledge receipt of your correspondence within two (2) working days and provide you with an update on the issue.

We aim to resolve issues within 20 working days of receipt of the correspondence.

3.6 Accurate Information & Respect Privacy

We will provide information which is accurate and respects your privacy and confidentiality.

3.7 Compliments & Complaints

We aim to support options to ensure you can provide compliments and complaints. Please see Attachment A. Customer Service Complaints Form and Attachment B. Customer Service Complaints Procedure.

3.8 Annual Community Satisfaction

We will seek community feedback at least once every two (2) years on the services we provide.

4. Community Engagement

The Council will ensure views of the community are captured and included in our broad planning and decision making processes. The Council's Community Engagement Strategy provides details of this approach and is available from our website. We are committed to ensuring that all community members receive fair treatment and an efficient standard of service is provided that is sensitive to individual needs.

5. Contacting the Council

We provide information about our services in a variety of ways as follows:

Online

Information about our services and application forms are available on our website www.centraldesert.nt.gov.au

You may make email enquiries online at info@centraldesert.nt.gov.au and online contact form is also available on the website at the link <http://www.centraldesert.nt.gov.au/contact-us> .

In person at our Service Delivery Centres

You can visit any of our Service Delivery Centres between the hours of 8.30am and 4.30pm (excluding public holidays or when closed for cultural reasons). The office will also be closed for a one hour lunch break between 12pm to 2pm depending on the community which will be signed on the entrance of the office building.

Any requests will be dealt with in person where possible and also logged. Where an issue can not be dealt with immediately the issue will be logged and followed up and you will be required to provide your details so that we can provide an update.

To respect local cultures the office is also closed during sorry business and a note will be left at the front door.

Contact details for all Service Delivery areas and Alice Springs office are detailed in Attachment C. They are also on our [website](#).

By Mail

You can write to us at PO Box 2257 Alice Springs NT 0870.

Please note that all complaints against staff should be addressed to the CEO.

6. How you can provide a compliment or make a complaint.

You can provide a compliment at anytime to any of our staff and we welcome feedback on what we do well. In addition any complaints about any aspect of the services provided by the Central Desert Regional Council are also welcome. In addition please consider the following areas:

Telling Your Manager on Community

If you wish to make a complaint, and are unable to resolve an issue with the person you are dealing with, in the first instance please ask the Council staff member for the name and contact details of their manager.

The manager involved will work with you to reach resolution.

The manager may assist you on ensuring your complaint is captured in writing that you will need to sign. Feedback you provide about the service you have received will not affect the consideration of your application or any other dealings you may have with us.

Councillor Role & Contact

You can also contact your Councillor who will ensure the information is collected and passed to the CEO for follow up. Where possible it would be appreciated for issues to be shared with staff first to provide them with the opportunity to resolve the issue.

Website

A procedure and form for complaints has been developed to support our approach to complaints management and is available on our website.

Your Local Authority

You are invited to attend Local Authority meetings. If you would like to make a deputation or raise an issue for consideration at a local authority meeting please contact your LA Chair or Council Services Manager.

Your Council

You are invited to attend Ordinary Council meetings. If you would like to make a deputation or raise an issue for consideration at a council meeting please contact the President or Governance Manager.

Attachment A. Customer Complaint Form

PERSON DETAILS:

Name: _____

Address: _____

Email: _____

Date: _____ Phone No: _____

COMPLAINT DETAILS:

PLEASE TREAT CONFIDENTIALLY

Date of Incident: _____ Time: _____

Where did the incident take place? _____

Summary of Issue: _____

WITNESS DETAILS (Please leave blank if not relevant)

Name: _____

Address: _____ Daytime Contact Number: _____

COMPLAINT OUTCOME		
As a result of this complaint, is there any outcome you would like?	Yes	No
If Yes, please provide details:		
PERSON SIGNATURE:	DATE:	
NAME OF EMPLOYEE RECEIVING COMPLAINT:		
POSITION:	DATE COMPLAINT RECEIVED:	

LODGEMENT

The Central Desert Regional Council will accept complaints in the following ways:

- a) In writing:
 - By mailing to the Chief Executive Officer at PO Box 2257 Alice Springs NT 0870
 - By email: info@centraldesert.nt.gov.au
 - By submitting to the Council / Regional Services Manager in the Community.
- b) In person:
 - By attending one of Council's Offices located at the Local Authority/Community you are based in as per opening hours.
 - Your complaint will need to be recorded to ensure follow up and will be recorded on our complaints log.

INTENRAL USE ONLY

Manager / Director sign off:	Yes	No	Date:
CEO review:	Yes	No	Date:
Issue logged:	Yes	No	Date:

This form will be made available at Service Delivery Centres and on the CDRC website.

ATTACHMENT B. Customer Complaint Handling Procedure

This procedure is related to the CDRC External Complaints Policy.

1. PROCESSING COMPLAINTS

- a) Council will acknowledge all complaints within TWO (2) working days and aim to resolve complaints within 20 days,
- b) We will have due regard to your privacy and confidentiality,
- c) Applicants must provide sufficient information to enable investigation to be made,
- d) If you are submitting a complaint on behalf of another person, you must submit a letter of consent or completed complaint form signed by that person,
- e) Council on receiving complaint may advise complainant to direct the application to another agency and or refer it onto another agency as appropriate, and
- f) At the conclusion of the investigation you will receive a written investigation outcome report.

2. THE FOLLOWING ARE NOT COMPLAINTS UNDER THIS POLICY:

A complaint may include matters related to Councillors, Council staff, regulations, services, policies or procedures, but this policy does not include or cover the following:

- Lodgement of any appeal in accordance with any other legislation, policy, procedure or Council decision,
- Disputes concerning neighbours.

In addition the External Complaints Policy highlights other items which are not classified as a complaint under this policy

3. REFUSAL TO PROCESS REQUESTS:

In relation to public complaints, the CEO may decide that a complaint may not be investigated if:

- It is frivolous, vexatious, not made in good faith or where it concerns a matter which is deemed trivial,
- It involves a matter where adequate remedy or right of appeal already exists, whether or not the complainant uses available remedy or right of appeal,
- It relates to specific conduct already before a court, coroner or tribunal,
- It relates to matter already under investigation by the Minister for Local Government or other prescribed body with jurisdictional rights to investigate the allegation,
- It relates to a decision or policy of Council,
- It relates to a matter before Council and awaiting determination of Council,
- It relates to an appointment or dismissal of an employee or an employee relations or disciplinary issue.
- It relates to a decision , recommendation, act or omission which is more than one year old,
- It relates to conduct or actions of private individuals,
- It relates to a matter where the complainant has provided insufficient information to investigate the complaint and declines or refuses to provide further information,
- It is found, based upon legal advice or legal privilege to be not able to be investigated,
- It is found to be contrary to law and,
- Any threat is made against Council or a member of Council's staff.

Note that all threats made against Council staff are immediately reported to senior staff and by senior staff, to the NT police with 24 hours.

Attachment C: Central Desert Regional Council Contact List.

OFFICES	PHONE / FAX
ALICE SPRINGS OFFICE	Phone: 8958 9500 Fax: 8958 9501
ATITJERE (Harts Range)	Phone: 8956 9787 Fax: 8956 9917
ENGAWALA	Phone: 8956 9989 Fax: 8956 9976
LAJAMANU (Hooker Creek)	Phone: 8975 0886 Fax: 8975 0988
LARAMBA (Napperby)	Phone: 8956 8765 Fax: 8956 8341
NYIRRIPI	Phone: 8956 8720 Fax: 8956 8739
ANMATJERE (Ti Tree)	Phone: 8956 9933 Fax: 8956 9730
WILLOWRA	Phone: 8956 4820 Fax: 8956 4920
YUELAMU (Mt Allen)	Phone: 8956 4016 Fax: 8956 4088
YUENDUMU	Phone: 8956 4038 Fax: 8956 4070