



CUSTOMER SERVICE CHARTER

OUR COMMITMENT TO YOU

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. The Council is committed to providing high quality customer services that respond to our unique cultural and geographical circumstances. We are committed to deliver a service that is timely, open, accountable and responsive to your needs.

We will provide you with a quality service where we:

- 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.

Our Customer Service standards

Council will:

- Keep offices open 8.30am to 4.30pm Monday to Friday unless there is sorry business or other cultural issues, with Service Delivery Centres closed for one hour between 12 to 2pm depending on the community
- 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
- When you contact us, our staff will identify themselves and provide their contact details if requested
- We will log and report all community member requests at our reception areas and ensure follow up and necessary action

In person at our Service Delivery Centres

Council will:

- deal with any requests in person where possible and log them
- follow up an issue that can not be dealt with immediately, requiring you to provide your details so we can provide an update

Phone Answering

Council will:

- answer the phone in all reception areas in 90% of cases
- when 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

In Response to Correspondence

Council will:

- acknowledge receipt of your correspondence within two (2) working days and provide you with an update on the issue
- aim to resolve issues within 20 working days of receipt of the correspondence

Accurate Information & Respect Privacy

Council will:

- provide information which is accurate and respects your privacy and confidentiality.

Compliments & Complaints

Council will:

- aim to support options to ensure you can provide compliments and complaints
- seek community feedback at least once every two (2) years on the services we provide

How can you 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.

Please see our website for the full Customer Service Charter including a Customer Complaint form, Customer Complaint Handling Procedure and contact details of Service Delivery Centres.

Web: www.centraldesert.nt.gov.au

For enquiries please email:

info@centraldesert.nt.gov.au

