



CUSTOMER SERVICE CHARTER

Council recognises that the customer service we provide to you is integral to your needs, and may impact your ability to achieve outcomes. We are committed to providing you with a service that supports your needs and meets mutual obligations, that are responsive and in a professional manner to a high standard.

Our approach is to provide consistent customer service and support with the aim of providing a service you can expect, outlined in this customer service charter.

CUSTOMER SERVICE PRINCIPLES

Councils' customer service principles that underpin the delivery of our customer service to you, will be provided as follows:

- **Be responsive:** We will respond promptly to your enquiries through phone and web services.
- **Be accountable:** We will be open and accountable and regularly measure our performance and customer service satisfaction standards.

CUSTOMER SERVICE STANDARDS

To further support our service commitments, we have reflected customer service in our individual performance framework to ensure we are continually focusing on delivering a high-quality customer service.

Council delivers customer service through skilled, motivated, professional, and courteous staff.

Our staff will deliver quality service with minimum delay, have the capability to understand your issue, are committed to understand your needs, treat you with dignity and respect and ensure that we protect any confidential information that you may provide.

WHAT HAPPENS TO YOUR SERVICE REQUEST?

The Service Charter will be guided by a triaging categorisation approach, each service request received will be applied to a category based on the incident type and supporting information received.

The following categories are as follows:

- **Category 1 – Urgent:** Service requests that require immediate attention, are hazardous and/or pose a threat of injury will be actioned within 24 hours.
- **Category 2 – High:** Service requests that are deemed urgent and does not pose a threat or is deemed hazardous will be actioned within 5 business days.
- **Category 3 – Low:** Service requests that are deemed non urgent and will be actioned within 20 business days.
- **Category 4 - Scheduled Works (Normal):** Service requests that are set for a planned time. This could mean that the service request maybe seasonal and/or includes specifications where the request is applied to a Council project.

All service requests will be considered and subject to the details, the request will be triaged and applied to a category.

Our officers anticipate to complete service request within the set timeframes. However, contributing factors such as accessibility, affordability, contractor, and staff resources may delay the timeframes.



If the request exceeds the given timeframe, this is then the prompt for the Council officer to contact the customer to provide an update and explain the measures around the time delays.

The focus with the triaging system is keep the messaging consistent and that the actioning officer is responsible in engaging and keeping the customer aware of the process and updates along the way in respect to their request.

HOW CAN YOU HELP US?

By recognising and understanding that the provisions of customer service support is a two process, we appreciate your assistance in helping us in any way, you can support the service delivery by:

- Providing us with timely and accurate information that is necessary for us to provide support and advice
- Recognising and understanding your responsibilities and accountabilities
- Working with us to solve problems.
- Have a realistic expectation of the service offered and
- Treat our staff with courtesy and respect.

TELL US HOW WE ARE DOING, WE VALUE YOUR FEEDBACK.

Providing feedback enables us with the information that helps us to refine and improve our services.

If we have exceeded your expectations, we would love to know. It will help us know what works well, recognises the efforts of our people, and ensure we replicate best practices across the departments.

If we don't meet your expectations, we are committed to ensure all complaints received are taken seriously and handled efficiently, fairly, and confidentially.

If the service received does not meet your expectations, we ask that you tell as soon as practical though our customer service complaint process. Complaints can be made either verbally or written.

CONTACT US:

KATHERINE TOWN COUNCIL

CIVIC CENTRE

24 Stuart Highway

Hours

Monday – Friday: 8am – 4:15pm

Saturday – Sunday: Closed

Closed Public Holidays

Contact

P: (08) 8972 5500

E: records@ktc.nt.gov.au

W: www.katherine.nt.gov.au

PUBLIC LIBRARY

Level 1, Randazzo Centre, Katherine Terrace **Hours**

Tuesday – Friday: 9am – 5pm

Wednesday – Friday: 10am – 5pm

Saturday: 9am – 12pm

Sunday – Monday: Closed

Closed Public Holidays

Contact

P: (08) 8971 1188

E: library@ktc.nt.gov.au

W: www.katherine.nt.gov.au

WASTE MANAGEMENT

FACILITY Novis Quarry Road,

Cossack **Hours**

Monday – Thursday: 7.30am – 4pm

Friday: 7.30am – 2.30pm

Saturday – Sunday: 8am – 2pm

Public Holidays: 8am – 2pm

Good Friday and Christmas: Closed

Contact

P: (08) 8971 2014

E: wts@ktc.nt.gov.au

W: www.katherine.nt.gov.au

VISITORS INFORMATION CENTRE

Cnr Lindsay Street and Stuart Highway

Hours

1st October to 31st March (Wet Season)

Monday – Friday: 8.30am – 5pm

Saturday, Sunday, and Public Holidays: 10am – 2pm

1st April to 30th September (Dry Season)

Monday – Sunday: 8.30am – 5pm

Contact

P: (08) 8972 2650

E: visitors@ktc.nt.gov.au

W: www.visitkatherine.com.au