

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 – Immediate:** Service requests that require immediate attention, are hazardous and/or pose a threat of injury will be actioned within 24 hours.
- **Category 2 – Urgent:** 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 – Non-Urgent:** Service requests that are deemed non urgent and will be actioned within 7 business days.

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 us as soon as practical through our customer service complaint process. Complaints can be made either verbally or written.

CONTACT US:

KATHERINE TOWN COUNCIL CIVIC CENTRE

24 Stuart Highway
Monday – Friday: 8am – 4:15pm
Saturday – Sunday: Closed
Closed Public Holidays
P: (08) 8972 5500
E: records@ktc.nt.gov.au

KATHERINE TOWN COUNCIL PUBLIC LIBRARY

Level 1, Randazzo Centre, Katherine Terrace
Tuesday: 8am – 5pm
Wednesday – Friday: 10am – 5pm
Saturday: 10am – 1pm
Sunday – Monday: Closed
Closed Public Holidays
P: (08) 8971 1188
E: library@ktc.nt.gov.au

WASTE MANAGEMENT FACILITY

Novis Quarry Road, Cossack
Monday – Friday: 7.30am – 5.30pm
Saturday – Sunday: 8am – 4pm
Public Holidays: 8am – 4pm
Good Friday and Christmas: Closed
P: (08) 8971 2014
E: wts@ktc.nt.gov.au

KATHERINE VISITORS CENTRE

Cnr Lindsay Street and Stuart Highway
Monday – Sunday: 8.30am – 5pm (1 April - 30 Dec)
Monday – Friday: 8.30 – 5pm
Saturday and Sunday: 10am – 2pm
P: (08) 8972 2650
www.visitkatherine.com.au