

A photograph of a woman with glasses and a blue lanyard smiling at a man with grey hair and glasses who is standing with his back to the camera. They are at a reception desk with a speckled countertop. The background is a dark blue wall.

Strathbogie Shire Council
**Our Promise to the Community -
Customer Service Charter**

Strathbogie
SHIRE COUNCIL

OUR VISION

Our vision is to deliver a customer-focused service across all functions of our organisation functions to support and empower a thriving community all while working towards delivering a sustainable and inclusive future.

To ensure we achieve this vision, our commitment to you is:

A Customer Focused Culture

- We will foster a culture where our people are engaged, connected, and empowered—creating an environment that places our customers at the heart of everything we do.
- We will cultivate a passionate, accountable and customer-centric culture that reflects our values and recognises and rewards excellence in performance

Transforming the Customer Experience

- We will prioritise the continuous review and enhancement of our service design and delivery to drive meaningful transformation in the customer experience
- We will align and empower our people to champion initiatives that enhance the customer experience.

We are committed to understanding our customers’ needs through active listening and feedback, ensuring a positive experience in all interactions. All staff play a role in delivering excellent service, and we will continue improving the customer experience by adopting new, responsive support methods.

OUR PROMISE TO YOU

We are committed to ensuring all interactions with our community are fair, efficient, and courteous. We also uphold the highest standards of occupational health and safety and meet our duty of care obligations at all times.

When you contact Council, we will:

- Greet you politely and identify ourselves by first name
- Respond to your contact promptly, within 2 business days for in person or phone calls and within 10 business days for written or emailed requests.
- Treat you with respect and courtesy
- Listen carefully to understand and respond to your needs appropriately
- Communicate in a clear and concise manner
- Take responsibility to assist you with your enquiry to the best of our ability
- Provide choice in our service delivery methods to ensure accessibility across the community
- Keep you informed of the status of your request or enquiry and close the loop once it’s complete
- Give priority to any emergency situation that may pose a risk to community safety within our jurisdiction

WORKING TOGETHER - HELP US TO HELP YOU

When you contact Council, please:

- Provide all relevant information to help us better assist effectively
- For complex enquiries, provide full details in writing to ensure accurate response or investigation
- Please treat us with courtesy and respect. We are here to help you. Abusive behaviour towards our staff will not be tolerated under any circumstances
- Let us know when things change, for example your contact details

To ensure your request is properly recorded and directed to the most appropriate Officer, please contact Council using one of our monitored Corporate Contact Solutions.

Email: info@strathbogie.vic.gov.au

Business Hours Telephone:
1800 065 993 or 03 5795 0000

After Hours Telephone: 1800 065 993

Post: PO Box 177, Euroa VIC 3666

Our Website www.strathbogie.vic.gov.au and selecting the “Submit a Request” icon

Or in person at one of our Offices

109A Binney Street Euroa, Mon – Fri 9am - 5pm
352 High Street Nagambie, Mon – Fri 9am – 4pm

Or Snap Send Solve via the mobile app.

ACCESSIBILITY

We are committed to ensuring all members of the community have full access to Council Services.

Please tell us if you have specific communication needs or barriers so that we can assist you by:

- Using an assistance service, such as an interpreter or TTY (for free)
- Talking with you if you have trouble reading or writing
- Communicating with another person acting on your behalf

OUR SERVICE TARGETS

Measuring our Performance

We measure our performance against clear service standards, reflecting customer expectations and our regulatory obligations. We are committed to transparent reporting to the community.

Service Type	Our Targeted Response Time
Enquiries resolved at first contact with a Customer Service Centre	80%
Average wait times for calls to the Customer Service Centres	60 seconds
Maximum time to acknowledge a phone message	2 working days
Maximum time to acknowledge written or emailed correspondence	10 working days
Maximum time to acknowledge receipt of a Complaint	2 working days
Maximum time to reply to an escalated Complaint	10 working days
Community Satisfaction Survey – Customer Service performance	70%

We are committed to providing high-quality services and seeking continuous improvement. This Charter includes clear standards and performance measures for transparency, is reviewed annually and updated to reflect our community’s evolving needs.

WE VALUE YOUR FEEDBACK

We encourage and welcome any feedback or suggestions you may have to help us improve our customer service. Your input is important - it helps us better understand your needs and continuously enhance the way we serve our community.

You can provide feedback at anytime through the following channels:

- Email: info@strathbogie.vic.gov.au
- Business Hours Telephone: 1800 065 993 or 03 5795 0000
- Post: PO Box 177, Euroa VIC 3666
- Or In person at one of our Offices

RESPECTING YOUR PRIVACY

Strathbogie Shire Council recognises that your privacy is very important to you and we are committed to safeguarding it. We will endeavour to take all reasonable steps to keep any information we hold about you secure.

Strathbogie Shire Council employees are also obliged to respect the confidentiality of any personal information held and not disclose such unless required to do so by law.

Your Personal Data will be managed in line with Councils Privacy and Data Protection Policy, in accordance with the Privacy and Data Protection Act 2014.

You can access this policy on our website. You can also access your personal information by contacting Council’s Privacy Officer on 1800 065 993.

IF YOU ARE NOT SATISFIED

We welcome and encourage all feedback as a key means of measuring what we are doing well and where we can improve our service.

Our Complaints Policy outlines what you can expect from us, and how you can assist us in responding to complaints effectively. This policy is available on our website.

If you feel that the service you received does not meet the standards outlined in this Customer Service Charter, you may lodge a complaint, in accordance with our Complaints Policy.

Submitting a Complaint

Complaints can be submitted via:

Website: www.strathbogie.vic.gov.au/council/contact-us/

Email: info@strathbogie.vic.gov.au

Post: PO Box 177, Euroa VIC 3666

Phone: 1800 065 993 or 03 5795 0000

In Person:

- Main Office - 109A Binney Street Euroa from 9am – 5pm
- Nagambie Office - 352 High Street, Nagambie from 9am – 4pm
- All complaints will be treated as a priority
- We aim to process and acknowledge you within 10 business days. If we are unable to meet this time-frame, we will contact you to advise of a delay and when you should expect a response. Our aim is to resolve all complaints within 30 business days
- If you are not satisfied with the result, we will provide you with an internal review

Contacting us

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After Hours Telephone: 1800 065 993

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Acknowledgement of Country

Strathbogie Shire Council acknowledges the Taungurung and Yorta Yorta people as the Traditional Owners of the lands and waterways in the area now known as Strathbogie Shire.

We pay our respect to their rich cultures and to Elders, past and present, as well as other First Nations people who live, work and play in the area.