

You Can Expect That

- We will provide prompt, friendly, courteous and efficient service to you
- We will listen and respond to your concerns in a timely manner
- We will respect and protect your personal information
- We will notify you if there is a delay in our service commitment
- We will provide information that is current and easily understood
- If Council cannot provide the service you require, we will endeavour to refer you on to the appropriate agency
- We will leave a visit card with contact details if we call at your residence and you are not at home

You Can Help Us By

- Treating Council staff with respect, honesty and courtesy so we can deliver the best possible service for you
- Respecting the rights of other customers
- Providing accurate and detailed information when dealing with us
- Working with us to solve any problems you may have
- Respecting the community in which we live
- Letting us know if you do not understand



Feedback

Pyrenees Shire Council is committed to being a customer focused organisation. Understanding your experience with Council is important to us and will help us to improve our services.

As we strive to deliver excellent service, we encourage you to give us feedback. Whether you have a complaint or compliment, or just a constructive comment, we would love to hear from you.

If you can suggest ways in which we can serve you better or if you wish to tell us that we have or have not met our service standards, please complete our feedback form by going to our website www.pyrenees.vic.gov.au

We are proactive about receiving your feedback regarding our commitment to you and from time to time may contact you to seek your feedback.

PYRENEES SHIRE COUNCIL

5 Lawrence Street
Beaufort VIC 3373

T. 1300 797 363 (1300 PYRENEES) or
03 5349 1100

E. pyrenees@pyrenees.vic.gov.au

f www.facebook.com/pyreneessc/

pyrenees.vic.gov.au



Our Commitment To You



Pyrenees Shire Council is committed to providing a high level of customer service to its communities and members of the public.

This Charter outlines the standards you can expect, how you can measure whether Council is achieving the specified standards, and the rights and obligations you have when using Council services.

Council has a zero tolerance policy to violence and aggression and expects all transactions to be conducted in a courteous and polite manner.

Our Commitment To You

FRONTLINE SERVICE	STANDARD
Answer telephones	90% answer within 5 rings
First call resolutions	70% of the time
Process disabled parking permits	Within 3 business days
CUSTOMER ACTION REQUESTS	STANDARD
Officer notifies customer of request outcome	Within 15 days
If course of action to be taken	Advise of timeframe
If no course of action to be taken	Advise of reasons why
Active customer action requests at any one time	<20% of annual # received
GENERAL SERVICE	STANDARD
Reply to correspondence (where a response is called for)	90% within 10 business days
Respond to telephone messages	Within 2 business days
Acknowledge complaint receipt	Within 2 business days
Respond to complaints	In accordance with Policy
Provide emergency point of contact	24 hours / 7 days per week
Response to enquiries via social media	Within 2 business days
COMMUNITY HEALTH	STANDARD
Home care client intake processing	Within 3 business days
Provide home care after-hours emergency point of call	24 hours / 7 days per week
Child immunisations	Monthly clinics 100% new babies immunised
Conduct school immunisation program	2-3 times per year
HUMAN RESOURCES	STANDARD
Job application acknowledgement	Within 5 business days
Job application decision notification	Within 14 business days of decision specific to appointment

ENVIRONMENTAL HEALTH (EH available Mon/Tue/Wed)	STANDARD
Response to food complaints	If emergency within 1 business day If non-emergency within 3 business days
Response to other Public Health and Wellbeing Act reports or enquiries	Within 3 business days
Response to a food, accommodation or health premises new application or transfer	Within 3 business days of receiving application and fee
Process a septic tank application	Within 14 business days of receiving fee, completed application form including all plans and attachments
Process food, accommodation or health renewal application	Within 3 business days of receiving completed application and applicable fee
GOVERNANCE	STANDARD
Response to Freedom of Information requests	Within 30 days of receiving a valid request
Display documents for public submission on website	Minimum of 28 days
Hold public Council meetings	Monthly (except January)
Council meeting agendas	Available 2 business days before meeting date
Adopt budget	By 30 June annually
Submit annual report to Minister	By 30 September annually
COMMUNITY GRANTS	STANDARD
Notify of opportunity to apply	> 2 weeks prior to deadline
Notify community grant applications of Council decision	Within 5 business days of decision

ROADS	STANDARD
Road Maintenance	100% within intervention levels set in Road Management Plan
Road resealing	>4.5% (32.5km) of sealed road network annually
Gravel roads resheeting	>2.9% (37km) of unsealed road network annually
BUILDING / PLANNING	STANDARD
Building permit processing	Building permits not currently issued through Council
Building, planning and flood certificate processing	90% within 10 business days of receiving fee and completed application
Planning application processing	90% within 60 business days of receiving fee and completed application, unless required to go to Council for decision
LOCAL LAWS	STANDARD
Response to reports of livestock on roads	Within reasonable resource limitations—reporting point of contact available 24 hours, 7 days per week Regional Roads Victoria controlled roads—13 37 78
Response to dogs at large and dangerous dog reports	Within reasonable resource limitations—reporting point of contact available 24 hours, 7 days per week
Response to routine domestic animal reports	90% within 1 business day
FINANCE	STANDARD
Payment of accounts	90% within 30 days of receiving invoice
Response to rates and other enquiries	90% within 3 business days
Process land information certificates	90% within 5 business days of receiving completed application and fee