

Sunshine Coast Council

Customer charter

Promptness | Efficiency | Professionalism

Sunshine Coast Council aspires to be recognised for its commitment to excellence in customer service.

Council provides the following services:

- Roads, bridges and footpaths
- Waste collection and recycling
- Recreation facilities such as parks, beaches, pools, community halls and sporting grounds
- Pet registration
- Planning and development approvals
- Public libraries and art galleries
- Community events
- Volunteering.

Council will

- Provide a timely resolution to your enquires
- Ensure our interactions and responses to you are professional and efficient
- Treat you with courtesy and respect
- Provide feedback and updates where required
- Ensure council staff provide their name and contact details
- Protect your privacy under the Right to Information Act 2009 (Qld) and the Information Privacy Act 2009 (Qld).

You can help us by

- Providing honest and accurate information when dealing with us
- Letting us know when things change (e.g. your contact details)
- Treating staff with courtesy and respect
- Advising staff if you need an interpreter to assist you.

Your feedback

- Your feedback on our service, staff, processes and decisions is very important.
- We appreciate your feedback on what we are doing right and where we can improve.
- We will respond to all feedback in a respectful manner.



How to Contact Council

Visit our offices in person

Offices are open from 8:30am to 4:30pm from Monday to Friday.

- Caloundra, 1 Omrah Avenue
- Maroochydore, 10 First Avenue
- Nambour, Corner of Currie and Bury Streets

Phone and fax

General council enquiries	(07) 5475 7272 or 1300 007 272
Fax	(07) 5475 7277
Planning, building and plumbing enquiries	07 5475 7526
Hearing impaired	National Relay Service - 133 677 or chat online
Speech impaired	National Relay Service - 1300 555 727 or chat online

Mail

Locked Bag 72, Sunshine Coast Mail Centre
QLD 4560

Live chat, email or request a service online

Website: www.sunshinecoast.qld.gov.au

Via email: mail@sunshinecoast.qld.gov.au

Chat with a Customer Service Officer using council's Live Online Chat from 9.00 am - 4.30 pm Mon-Fri by clicking the icon on the bottom right hand side of the website.

Social media

Facebook	SunshineCoastCouncil
Instagram	sunshinecoastcouncil
Twitter	CouncilSCC
Linkedin	Sunshine Coast Council
YouTube	Sunshine Coast Council

Multicultural Welcome Hub

Find out where you can get support, how you can meet people and explore your new community. Listen to stories of other migrants.

www.sunshinecoast.qld.gov.au/multicultural

Do you need language help?

If you have difficulty speaking or understanding English, you can call the Translating and Interpreting Service (TIS) on 131 450 and request to be transferred to Sunshine Coast Council on 5475 7272.



Translating online information

You can use Google Chrome to translate webpages into another language. Follow these steps to activate this function:

- On your computer, open Chrome.
- At the top right, click More Settings.
- At the bottom, click Advanced.
- Under "Languages," click Language.
- Check or uncheck "Offer to translate pages that aren't in a language you read."

Current as at August 2019

Sunshine Coast Council

www.sunshinecoast.qld.gov.au

mail@sunshinecoast.qld.gov.au

T 07 5475 7272 F 07 5475 7277

Locked Bag 72 Sunshine Coast Mail Centre Qld 4560