

Customer Charter

Our commitment to you

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

(Corporate Plan 2014 to 2019)

This commitment is to make doing business with Council a positive experience. We will treat you honestly and fairly, consulting with you on key decisions, and will continually review our services to provide cost effective outcomes that meet your needs.

The Sunshine Coast Council Customer Charter reflects this commitment. It provides a clear framework for what you can expect from us and how you can help us get better at what we do.

We will

- provide a timely resolution
- ensure our interactions and responses to you are prompt, professional and efficient
- treat you with courtesy and respect
- provide feedback and updates where required
- ensure Council staff provide their name and contact details and
- protect your privacy in accordance with 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
- recognising that in times of emergencies (e.g. during cyclones, heavy rains etc.) Council will prioritise customer enquiries and issues, and
- treating staff with courtesy and respect.

Service standards

We understand it is important to be upfront about the time our processes will take to respond to your enquiry.

We also conduct customer satisfaction surveys to assess performance and determine areas for improvement.

The service standards, and how we are achieving them, along with our performance against targets, are published on our website for your reference.

For more information please visit <https://www.sunshinecoast.qld.gov.au/Council/Contact-Council/Customer-Contact-Standards>

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 are committed to dealing with all feedback fairly, confidentially, promptly and in a respectful manner.

For more information on how to provide your feedback, please contact us or visit <https://www.sunshinecoast.qld.gov.au/Council/Contact-Council>

Role of Council

Australia has three levels of government that work together to provide the nation with the services it needs. Each level of government has its own responsibilities, although in some cases these responsibilities overlap.

The federal government collects taxes on incomes, goods and services and company profits and spends it on national matters, such as defence, foreign policy, national public works, social services, health funding and tertiary education.

State/territory governments raise money from taxes and receive more than half their funding from the federal government. This level is responsible for matters such as health, public transport, major roads, natural resources, electricity and gas supply, emergency services and public housing.

Local government is responsible for providing services within their local government area such as local roads, bridges, footpaths, waste collection, recreation facilities, food inspection, animal control, planning and development approval, public libraries and art galleries.

Councillors are the elected representatives and are the region's decision makers responsible for making and developing policy, providing community leadership, strategic planning, advocacy, and law making. Good governance underpins all of these activities. While elected by voters in their division, the Councillor's role is to make decisions benefiting the whole region.

The internal day-to-day work of the local government is carried out by local government employees under the direction of the chief executive officer. This operational work is directed by the decisions of the local government through its annual operational plan.

Fast Facts

Every year we:

- respond to over 175,000 phone calls, 36,000 emails, 38,000 counter visits and 6000 web chats
- conduct over 8 million garbage collections
- approve over 1,700 development applications
- deliver 1,800 programs and workshops to more than 38,000 participants
- mow almost 1000 hectares of grass in the region's parks and gardens

Contact Us

We will provide you with access to Council via a choice of familiar, contemporary and user friendly contact options.

Sunshine Coast Council offices are open for business 8.30am to 4.30pm, Monday to Friday.

Our call centre is open until 5pm and after hours for emergencies.

Online www.sunshinecoast.qld.gov.au

Phone (07) 5475 7272

Mail Locked Bag 72
Sunshine Coast Mail Centre Q 4560

Email Mail@sunshinecoast.qld.gov.au

In person

Caloundra: 1 Omrah Avenue

Maroochydore: 10 First Avenue

Nambour: Corner Currie and Bury Streets

Live Chat www.sunshinecoast.qld.gov.au

Translating and Interpreting Service (TIS)
131 450

Planning Inquiries (07) 5475 PLAN (7526)

Hearing and/or speech impaired

- National Relay Service 1800 555 660
- TTY/Voice 133 677
- Speak and Listen 1300 555 727

To find out more about Council, including information on specific council services, MyCouncil, events and products:

- visit our website www.sunshinecoast.qld.gov.au
- follow us on Facebook
www.facebook.com/sunshinecoastcouncil
- follow Council Twitter
www.twitter.com/CouncilSCC
- sign up for Council's News Centre (via our website).