



We receive, process and report on requests received from customers (residents, visitors and businesses).

We also provide input into the policies and administer the system for how customer requests and complaints are managed within Council.



5.7 CUSTOMER SERVICE

What we do

We have customer service offices in each of our local areas:

- Yuleba – servicing Yuleba, Wallumbilla, Jackson and surrounds
- Mitchell – servicing Mitchell, Amby, Mungallala and surrounds
- Surat – servicing Surat and surrounds
- Injune – servicing Injune and surrounds
- Roma – servicing Roma, Muckadilla and surrounds.

Council offers a call centre number that is answered by Customer Service Officers across the region (1300 007 662). Local numbers are also now available for residents who would like to contact their local office directly.

What we must do

Queensland Government

Information Privacy Act 2009

Information Privacy Regulation 2009

Internal

Customer Request Policy

Complaint Management Policy & Process

Code of Conduct

Why we do it

Customer service is not the sole responsibility of our officers on the front counters or on the telephones in each of our towns.

Our new Corporate Plan embeds Customer Service as part of everyone's responsibility:

- Strategic Priority - "Managing our operations well" includes **Provide customer service**.
- We measure our performance for **Customer Requests**. In summary:
 - The elected council sets the direction and expectations through the Customer Request Policy;
 - Employees implement and advise on the policy.
- Some of our values are particularly applicable to customer service including:
 - Striving for excellence - in our services and projects
 - Being respectful of other people
 - Showing empathy
 - Demonstrating accountability for the accuracy and timeliness of our reporting and by care and diligence in undertaking our responsibilities.

Did you know

Council has re-established local telephone numbers in each of our local areas so that residents are able to contact their local office if that is their preference. The well known Council telephone number of 1300 007 662 continues in operation.

Note: The regional call centre number (1300 007 662) will still be the after hours emergency number as that enables calls to be transferred to the rostered on-call employees.



5.7 CUSTOMER SERVICE

Corporate Plan 2018-2023 and Operational Plan 2021/22

Corporate Plan (What we aim to do)	Operational Plan 2021/22
5.7.1 Offer a range of ways to lodge requests with Council - in person, at one of our Customer Service offices, telephone, e-mail and letter.	Update of communication platforms.
5.7.2 Implement and continue to improve Council's Customer Request System.	Review of workflows in parallel with establishment of service level targets.
5.7.3 Develop and periodically review policies applicable to customer service: - Customer Service Policy - Complaint Management Policy and Process	Review of policies in line with additional legislation (e.g. Human Rights).
5.7.4 Review customer service performance against service levels and seek feedback.	Corporate performance measures.
	Customer 'quick' survey (How did we do?)
	Undertake an independent community satisfaction survey (including customer service).
5.7.5 Provide and promote access to local customer service officers based in each service centre.	Review of existing Customer Service procedures and update to reflect transition to local area customer service delivery (operating locally model).
	Training for existing, new and relief staff across the organisation.
	Back up resourcing for local area customer service centres (over the counter and telephone)
	Update the business systems (e.g. intranet forms, frequently asked questions and facilities booking system)
	Review of e-mail addresses.
	Promotion of the local office number for each area (go local campaign).
5.7.6 Establish service level targets by request types.	Establishment of service level targets by request type - in conjunction with work areas and stakeholders.
5.7.7 Establish a cross Council Customer Service team for communication and service standards.	Establishment of Customer Service team - including meeting calendar and agenda.
5.7.8 Coordinate the after hours service numbers and rosters.	Annual service
5.7.9 Review and implement processes for messages on hold.	Annual service
5.7.10 Continue to operate the Post Office for Yuleba.	Annual service

Annual services

What we do	Corporate plan reference	Target service levels
Receiving customer requests		
Local and regional customer service offices and officers	5.7.5	Serviced during normal business hours. Local numbers - As some phones are answered by a single Customer Service Officer, if the person is away from their desk for any reason, or on another call, residents have the option to either leave a message for the officer to call back, or to contact the regional number.
Local and regional e-mail addresses	5.7.1	Acknowledged no later than the next business day. New customer request e-mail address maintained and promoted. (customer.service@maranoa.qld.gov.au)
Local and regional telephone numbers	5.7.1	98% of calls through to the 1300 007 662 number answered within 60 seconds.
After hours emergencies service	5.7.8	On-call roster maintained for all service areas where emergencies arise; 1300 007 662 call centre software maintained to direct calls to the on-call employee/s.
By mail/post	5.7.1	Servicing of two postal addresses: <ul style="list-style-type: none"> • PO Box 620, Roma. Queensland 4455 • PO Box 42, Mitchell, Queensland 4465. (Note: Any requests forwarded by letter that relate to a customer request is to be entered into the customer request system).
Messages on hold	5.7.9	Review, coordinate and implement processes for messages on hold.
Yuleba post office	5.7.10	Operate and maintain.

Our business partners, stakeholders and customers



Customers (Ratepayers, Residents, Businesses, Industry)

Queensland Ombudsman

Australia Post

Queensland Government Agencies Program (QGAP)

Internal - Accounting (Receipting, Banking)

Internal - Other departments

- Exchange of information to update customers
- Transfer of telephone calls
- Messages on hold information
- Facility bookings.

How we are managing the key operational risks

Risk	Actions underway / planned
<ul style="list-style-type: none"> • Escalation of a request into a complaint <p>There are times when a customer is not satisfied with the outcome of their request. This falls within the definition of an administrative action complaint (Section 268 of the <i>Local Government Act 2009</i>):</p> <p><i>An administrative action complaint is a complaint that—</i></p> <p><i>(a) is about an administrative action of a local government, including the following, for example—</i></p> <p><i>(i) a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision;</i></p> <p><i>(ii) an act, or a failure to do an act;</i></p> <p><i>(iii) the formulation of a proposal or intention;</i></p> <p><i>(iv) the making of a recommendation; and</i></p> <p><i>(b) is made by an affected person.</i></p> <p><i>(3) An affected person is a person who is apparently directly affected by an administrative action of a local government.</i></p>	<ul style="list-style-type: none"> • Periodic review of the Complaints Management Policy and Process and development of a Quick Guide to Council's Customer Service Charter and Policy). • Clear process for internal reviews and escalation, and 'heads up' for any emerging issues. • Appointment of a governance officer to monitor and coordinate requests for internal reviews.
<ul style="list-style-type: none"> • Individual customer requests may be missed from receiving attention <p>In 2019/20 as an example:</p> <ul style="list-style-type: none"> • 18,204 (external) calls were received; • 15,322 people visited one of our Customer Service Offices; • 23,028 customer requests were recorded and managed by our teams. <p>It is important therefore that internal checks (our controls) are implemented and progressively expanded to reduce the risk of requests being missed from receiving attention within Council service level targets.</p>	<ul style="list-style-type: none"> • Council's new Customer Request Policy adopted and updated by Council on 14 March 2018 (GM/03.2018/04) and 22 August 2018 (GM/08.2018/100) endorsed a number of customer safety nets, taking effect with the new system going live on 5 September 2018: <p><i>7. Customer Safety Nets</i></p> <p><i>Implementing a range of checks to ensure that no request is missed from receiving attention.</i></p>
<ul style="list-style-type: none"> • Inconsistent information and service levels 	<ul style="list-style-type: none"> • Establishment of a cross Council team for customer service. • Review of procedures and training for Customer Service Officers.

Our finances - Customer service

Operations	2018/19 \$	2019/20 \$	2020/21 Quarter 4 review \$	2021/22 Cost and funding estimates \$	2021/22 Reduced budget \$
Operating revenue	\$54,729	\$60,792	\$54,000	\$54,000	\$54,000
Other revenue	54,729	60,792	54,000	54,000	54,000
Operating expenses	\$678,160	\$685,653	\$733,960	\$677,066	\$675,753
Employee costs	654,118	667,628	705,960	662,066	662,066
Materials and services	24,042	18,025	28,000	15,000	13,687
Depreciation expense	-	-	-	-	-
Operating result / (deficit) - Contribution required from general revenue	(\$623,431)	(\$624,861)	(\$679,960)	(\$623,066)	(\$621,753)

Our plans for 2021/22