

Brisbane's Customer Charter

Brisbane City Council is committed to responsibly managing the city on behalf of its residents. We set and strive to maintain the highest standards of service to ensure we are delivering real value for Brisbane ratepayers and residents. *Brisbane's Customer Charter* is a public statement that reflects this commitment and provides a clear framework for what you can expect from us.

Our commitment to you

When you contact us you can expect to be treated with honesty, fairness, sensitivity and dignity.

While we endeavor to get things right the first time, sometimes this may not happen. Should this occur please let us know by email or phone.

Our commitment to you is to:

- deal with complaints fairly, promptly and professionally
- take ownership of our errors
- advise you of remedial action.

You can help us meet our charter commitments by:

- treating our staff with courtesy and respect
- being open and honest in your dealings with us
- letting us know when things change - e.g. your address or dog registration details
- paying your bills in a timely manner
- providing us with feedback about our operations and services.

Vision for Brisbane

The delivery of Council services is framed by a vision developed in partnership with the people of Brisbane. *Brisbane Vision 2031* expresses our aspiration that Brisbane will be:

- Our accessible, connect city
- Our active, healthy city
- Our clean, green city
- Our friendly, safe city
- Our New World City
- Our smart, prosperous city
- Our vibrant, creative city
- Our well-designed, subtropical city.

Our Values

We are driven by strong corporate values that guide our thinking, actions and decision making .

- getting things done
- value for money
- passion for Brisbane
- respect for people
- responsive customer service
- working together
- courage to make a difference.



Our Service Standards

We are committed to communicating with you in a timely manner and being as responsive as possible to your issues and concerns.

Online

You can contact us online 24 hours a day, seven days a week by visiting www.brisbane.qld.gov.au and clicking on 'contact Council'. When you contact us online, we endeavor to email an immediate acknowledgement.

Report it

When you report a routine maintenance issue, we will also endeavour to contact you within five working days with a reference number and a time frame for the request to be completed.

Write to Council online

When you write to Council about a more complex issue, we will also endeavour to contact you within 20 working days with a full response.

Phone

Residents

You can phone us 24 hours a day, seven days a week on 07 3403 8888. You can expect the following:

- Your call will be answered by a staff member within 20 seconds 80% of the time
- We will resolve your call on-the-spot 90% of the time, without having to refer it to another person or part of Council
- If you are making a request that requires action, we will give you a reference number to quote should you need to re-contact us.

If our staff cannot answer your enquiry directly, we will let you know when someone will get back to you.

Business

You can access information on a range of topics, such as food licensing, advertising and upcoming business events, obtain licenses and permits for festivals/events/filming, through to planning and development applications, procurement and business opportunities.

You can phone the Business Hotline on 133 BNE (133 263) and expect the following:

- A dedicated 24 hours a day, seven days a week hotline to support business in Brisbane
- Your business related enquiries will be client managed
- Every attempt will be made to satisfy your enquiry during your initial call to the Hotline. However, if we can't we will endeavor to contact you again within one working day.

Alternatively, you can visit <http://www.brisbane.qld.gov.au/business> and gain information on a range of business specific topics.

SMS/MMS

You can report a problem via SMS or MMS from your mobile phone to 0429 2 FIX IT (0429 234 948). When you report a problem, we will:

- endeavour to acknowledge receipt of your contact within two working days



- give you a reference number to quote should you need to re-contact us.

Mail

You can write to us at:

Brisbane City Council
GPO Box 1434
Brisbane Qld 4001

When you write to Council, we will endeavour to:

- acknowledge receipt of your letter within two working days
- provide a detailed response within 20 working days.

In person

Our specialist Regional Business Centres provide information and professional advice on topics such as local laws, licenses, permits, rates enquiries and account payments.

There are five Regional Business Centres, located at Chermside, Carindale, Indooroopilly, Yeerongpilly and the Library and Customer Centre, Brisbane Square.

For locations and opening hours visit www.brisbane.qld.gov.au or phone Council on 07 3403 8888.

Paying your bills

There are many payment methods available that are listed on your invoice. If you have difficulty in paying, please phone us on 07 3403 8888 before the due date to discuss payment options.

Contacting Councillors

For details on how to contact your local Councillor, visit www.brisbane.qld.gov.au or phone Council on 07 3403 8888.

You can contact the Lord Mayor:

- online via www.brisbane.qld.gov.au
- by mail Office of the Lord Mayor
GPO Box 2287
Brisbane Qld 4001

The way we will work with you

When working with you, we are committed to ensuring you experience the following.

Value for money

We strive to continually improve the way we do business. We will continue to review our operations to increase efficiency and effectiveness and deliver improved services to meet customer needs – now and into the future.

Transparency

We are committed to being clear and open in reporting Council decisions and actions. We will continue to make important information



regarding our city and how it is being managed available, including the following:

- annual budget and corporate plans outlining key areas of expenditure and service
- an annual report outlining services that have been delivered across the full range of our operations and programs
- a complete and timely account of Council meetings.

Our website allows you to find the latest information and reports at any time.

Consultation on key decisions

We will make every effort to be open and accountable about Council decisions and how they are made. We will:

- provide you with clear and relevant information
- consult with you on major issues affecting the future of the city and on local issues that significantly impact on the community and consider your views
- provide you with feedback on decisions made and the reasons for those decisions.

Your City Your Say provides ongoing opportunities for you to be informed and involved in future directions for the city.

For information about how you can have your say visit www.brisbane.qld.gov.au/yoursay

Understanding of your needs

In addition to consulting with you regarding major decisions and projects, we are committed to:

- testing ideas, checking our progress and asking you for feedback
- surveying you in the design and development of products and services
- seeking your views about the city and our organisation's performance as we move forward.

Respect for your privacy

We will respect and protect your personal information through our policies made under freedom of information and privacy legislation.

Acknowledgement of your disputes

We recognise there are instances when you will disagree with our actions to enforce local laws. You have the right to dispute infringement notices (also known as on-the-spot fines or prescribed infringement notices) within 28 days from the date of issue, following the correct legal process.

We will investigate and send you a written decision to let you know if the fine stands or if it has been waived. We will also advise you on your further review rights including access to the independent Disputes Commissioner.

For information about the disputes process visit <http://www.brisbane.qld.gov.au/laws-permits/complaints-fines/how-dispute-fine> or phone Council on 07 3403 8888.

Your feedback is important to us

We value your feedback about our operations and services. Your comments provide us with valuable information to allow for continuous customer service improvement.



To let us know how we can better serve your needs, you can contact us by:

- emailing us, visit www.brisbane.qld.gov.au click on 'contact Council'
- phone on 07 3403 8888
- mail, post to Brisbane City Council, GPO Box 1434, Brisbane Qld 4001
- visiting a Regional Business Centre.

