



OUR COMMITMENT **TO YOU**

Logan City Council Customer Service Charter

INNOVATIVE, DYNAMIC, CITY OF THE FUTURE



WELCOME

Our Customer Service Charter is our commitment to provide you, our customer, with quality service that is professional, efficient and effective.

It also provides our staff with clear standards and expectations to deliver on our promise of quality service. These standards will be regularly monitored to gauge our performance and where we may need to improve.

WHO WE ARE

Logan City Council is the seventh largest local government in Australia and has an area of almost 957 square kilometres, more than 300,000 residents, more than 2,000 kilometres of roads, more than 900 parks and reserves and a large number of community facilities and libraries.

The City of Logan is home to more than 215 different cultures, making it one of the most diverse cities in Australia. It is also a very young city with around 50 per cent of our residents aged 33 or younger. The cultural diversity and age demographics add energy and enthusiasm to our community and give us a real vibrancy.

OUR PURPOSE AND GOALS

Our purpose is to make a positive difference in people's lives through the quality of the services we provide.

We expect all of our staff, whether they are at a counter, working in the office, driving a truck or mowing a park, to pursue excellence in all that they do with high levels of personal job satisfaction.



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OUR VALUES

At Logan City Council, we value:

COMMUNITY FIRST

We work together to know our customers' needs so we deliver what matters and what makes a difference. We make decisions with empathy and recognise that our community's needs are at the core of every decision we make now and into the future.

OUR PEOPLE

We respect, care about, support and develop our people. We promote a safe workplace where people can explore opportunities, enjoy themselves and achieve high levels of personal job satisfaction.

EXCELLENCE

We create an environment where people are clear about expectations and accountable for achieving excellent outcomes. We foster enquiry, innovation and creativity with a focus on continuous improvement.

LEADERSHIP

We encourage leadership aligned to our values at all levels of the organisation. We work together to best use our skills and knowledge to pursue challenges and to deliver excellent services to our customers and our community.

INTEGRITY

We are honest and open by saying what we believe, doing what we say and giving permission for others to do the same. We take responsibility, individually and as a team, for all that we do.

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DELIVERING ON OUR PROMISES TO YOU

WE WILL:

Provide efficient and effective customer service:

- Where possible we will resolve your enquiry at the first point of contact. We aim for more than 80 per cent of enquiries to be resolved via our customer service centre.
- We will answer your call as quickly as possible. Our target is an average wait time of less than 45 seconds for Council's Customer Contact Centre.
- We will respond to written correspondence within 10 working days.
- We will serve all customers in a professional and polite manner.

Provide convenient access to our services:

- Conveniently located service centres, depots, libraries and other facilities operate throughout the city.
- A 1300 1LOGAN number is provided as an easy point of contact for telephone enquiries to Council.
- Services and information are available online via Council's website.
- A range of payment options for services has been established.

Have professional and well-trained staff assist you:

- Customer service training programs are delivered to all staff across Council.
- Council is committed to its recruitment, selection and retention strategies to ensure the right people are employed to assist you.

Provide clear, accurate information that is consistent and easy to understand:

- We use a translation service if language is a barrier.
- We regularly review and update the information provided to you on our website and in corporate publications.
- We provide staff with guidelines and training to support high standards of correspondence.

Actively pursue continuous improvement and understand the needs of our customers now and into the future:

- We continually review our service delivery and implement service improvement projects where required.
- We encourage feedback from customers on our service through our feedback forms, the 'contact us' section on the website and regular customer satisfaction surveying.
- We undertake community engagement activities to ensure we understand and respond to what the community needs from us.
- We strive to respond quickly to issues and have formal procedures for complaint handling.
- We provide value for money services and facilities to our community.

Respect your privacy:

- We respect your privacy and keep your information confidential in accordance with relevant legislation.



HELP US TO HELP YOU

Council is committed to assisting you to the best of our ability. You also have a part to play in this. It is important that you provide relevant and accurate information to us in a timely manner and that you treat our staff with respect. Failure to do this may result in delay and difficulty in providing a high standard of service to you.

FEEDBACK

We are constantly looking for ways to enhance the services and programs we provide to you. If you have been pleased with our service, let us know, as it gives us the opportunity to recognise the great service provided by our staff.

If you can suggest how we can do things better, please tell us. We welcome your feedback to improve our service to you. A feedback form is available online at www.logan.qld.gov.au or at any of our customer service centres or libraries. Alternatively, you can write to us or give us a call.



HOW TO CONTACT US

Website: logan.qld.gov.au
Email: council@logan.qld.gov.au
Post: PO Box 3226, Logan City DC QLD 4114
Phone: 3412 3412

Council's 1300 1LOGAN (1300 156 426) number is for use by customers calling from within the city and from a landline. When contacting Council from a mobile phone or from outside of the city please call (07) 3412 3412.

CUSTOMER SERVICE CENTRES

ADMINISTRATION CENTRE

150 Wembley Rd, Logan Central
Opening hours: Monday to Friday, 8am to 5pm

BEENLEIGH CUSTOMER SERVICE CENTRE

105 George Street (corner of George St and City Rd),
Beenleigh
Opening hours: Monday to Friday, 8am to 4.45pm

JIMBOOMBA CUSTOMER SERVICE CENTRE

18-22 Honora St, Jimboomba
Opening hours: Monday to Friday, 8am to 4.45pm

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