



CITY OF HOBART

AGENDA

Finance and Governance Committee Meeting

Open Portion

Tuesday, 15 May 2018

at 5.00 pm

Lady Osborne Room, Town Hall

SUPPLEMENTARY ITEM

ORDER OF BUSINESS

GOVERNANCE

- 10. CITY OF HOBART - CUSTOMER SERVICE CHARTER..... 3**

The General Manager reports:

“That in accordance with the provisions of Part 2 Regulation 8(6) of the *Local Government (Meeting Procedures) Regulations 2015*, these supplementary matters are submitted for the consideration of the Committee.

Pursuant to Regulation 8(6), I report that:

- (a) information in relation to the matter was provided subsequent to the distribution of the agenda;
- (b) the matter is regarded as urgent; and
- (c) advice is provided pursuant to Section 65 of the Act.”

GOVERNANCE

10. City of Hobart - Customer Service Charter
File Ref: F18/23214

Report of the Acting Director Corporate Services of 14 May 2018 and attachments.

Ms Sarah Phillips from Project Phoenix will provide the Committee with an overview of the Council's Customer Request Management System.

Delegation: Council

REPORT TITLE: CITY OF HOBART - CUSTOMER SERVICE CHARTER

REPORT PROVIDED BY: Acting Director Corporate Services

1. Report Purpose and Community Benefit

- 1.1. The purpose of this report is to present the final text for a revised Customer Service Charter for consideration and approval by the Committee and Council, following internal and external consultation.
- 1.2. The *Local Government Act 1993* requires councils to have a customer service charter which outlines the service standards their communities can expect when conducting business with their local council.

2. Report Summary / Background

- 2.1. The Council endorsed a draft charter for release for consultation at its meeting on 23 October 2017. The draft appears as **Attachment A** to this report.
- 2.2. The document was circulated for internal and external comment during November and December 2017.
- 2.3. Consultation was promoted through advertisements and articles featuring in The Mercury, Hobart Observer and City News; via the City of Hobart's Facebook page and Your Say Hobart; by correspondence to community and progress associations and promotion through the Customer Service Centre and via email to all City of Hobart employees.
 - 2.3.1. A total of 23 submissions were received. Of these 6 were external and 17 from employees.
- 2.4. Feedback relating to the draft Charter included commentary on the use of social media, suggestions around language, presentation and response times.
 - 2.4.1. Other feedback related to non-related operational matters which have been addressed with the individuals concerned.
- 2.5. Changes made to the final draft shown as **Attachment B**, include the following:
 - 2.5.1. The inclusion of the City's values as the basis for our performance;
 - 2.5.2. The inclusion of further clarification in relation to the contact standards
 - 2.5.3. Changes in language style to target the widest audience; and
 - 2.5.4. The addition of contact details for customers with first languages other than English.

3. **Recommendation**

That:

1. ***The text for the final customer service charter, shown as Attachment B to this report, be approved.***
2. ***The charter be further reviewed in the first quarter of 2019 following the implementation of the Council's customer request management system, to reflect the increased functionality available from that system and to enhance customer relationship management.***
3. ***All contributors to the consultation be advised of the outcome.***

4. **Proposal and Implementation**

- 4.1. It is proposed that the text for the charter as shown in **Attachment B** be endorsed.
- 4.2. The Charter will be published by the City's Marketing Unit in line with Council's branding style guide.
- 4.3. The Charter will be further reviewed following the release of the Council's customer request management system in the latter quarter of 2018 to reflect the improvements in customer relationship management which will be available from that system.

5. **Strategic Planning and Policy Considerations**

- 5.1. The availability of a clearly understood customer service charter is a fundamental link between the Council and the community it serves.

6. **Financial Implications**

- 6.1. Funding Source and Impact on Current Year Operating Result
 - 6.1.1. There is no financial impact arising from this report.

7. **Legal, Risk and Legislative Considerations**

- 7.1. The *Local Government Act 1993* requires all councils to adopt a customer service charter which outlines service principles and is available via the internet, and for purchase and public inspection, during office hours.

8. **Social and Customer Considerations**

- 8.1. As well as being a legal requirement, the adoption of a customer service charter provides clarity around service delivery both for Council's customers and employees.

9. Community and Stakeholder Engagement

9.1. A consultation process was conducted both internally and externally during November and December 2017, with changes made to the original draft in line with suggested improvements.

10. Delegation

10.1. This matter is reserved to the Council.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.



Margaret Johns
**ACTING DIRECTOR CORPORATE
SERVICES**

Date: 14 May 2018
File Reference: F18/23214

Attachment A: Draft Consultation Charter ↓
Attachment B: Final Draft Charter ↓



City of HOBART **CUSTOMER SERVICE CHARTER**

The City of Hobart exists to serve the community so our customers are at the heart of everything we do.

This charter details what you can expect as a customer of the City of Hobart. If we don't meet these standards let us know so we can keep improving.

Our service principles

As a customer of the City of Hobart, you can expect us to act:

- Respectfully
by providing courteous and friendly service, listening to your needs and valuing and considering the perspective and contribution of our diverse community
- Responsively
by acknowledging that we are available to you via your preferred method of contact
- Resourcefully
by managing and maintaining facilities on your behalf to ensure a high standard of presentation and performance for your use and enjoyment

Our contact standards

You can expect prompt responses from us within the following timeframes:

- By phone:
- We will answer calls quickly and connect you with the right service area to deal with your call.
 - We will reply to phone messages within two business days.

In writing	We will acknowledge your correspondence and advise our intended actions within ten business days.
Via social media	We will answer your message within one business day and point you in the right direction to make a formal request or complaint.

Making a request

Please let us know if your bins weren't picked up, there is a pothole in your street or you have any other service request. Our staff can't be everywhere, so when you let us know there is a problem it helps us do a better job.

Making a complaint

If you want to make a complaint about services provided by the City, please let us know, providing us with your name, address, telephone number and details of the issue. We will acknowledge your complaint within three business days, followed by advice on the results of our investigation and proposed action within ten business days.

If you are not happy with our response, you can request the Office of the Ombudsman to review it.

The Ombudsman is responsible to the Parliament of Tasmania and can be contacted at:

- level 6, 86 Collins Street, Hobart.
- ombudsman@ombudsman.tas.gov.au
- 1800 001 170

Passing on a compliment

We want to reward and celebrate our staff when they do the right thing, so please let us know if you think someone has done an outstanding job.

Community engagement

The City of Hobart recognises your right to be informed and have input into decisions which affect your life.

The yoursay.hobartcity.com.au website is where you can find out about and provide feedback on important projects that are shaping Hobart's future. You can also comment on any matter on our Facebook page.

Help us help you

We ask you to:

- keep us updated on changes to your contact details
- treat our employees respectfully
- provide us with accurate and complete information.

Contact us

In person: Hobart Council Centre
16 Elizabeth Street, Hobart
(corner Elizabeth and Davey streets)
8.15 am to 5.15 pm
Monday to Friday (public holidays excluded)

By phone: + 61 3 62382711
8.15 am to 5.15 pm
Monday to Friday (public holidays excluded)

By mail to: The General Manager
City of Hobart
GPO Box 503
Hobart 7001

By email: coh@hobartcity.com.au

Online: general request form at
hobartcity.com.au/Council/Communications-complaints-and-feedback

Via social

media: Facebook: facebook.com/CityofHobartOfficial/#

Linked In: linkedin.com/company-beta/55243/

Further help

If you have a speech or hearing impairment, the National Relay Service website can help you to make contact with the City: relayservice.gov.au.



City of HOBART CUSTOMER SERVICE CHARTER

The City of Hobart Customer Service Charter details our service commitment to our customers.

If we don't meet these standards please let us know so we can keep improving.

City of Hobart values: our values underpin our customer service approach

We're about people

We value people – our community, customers and colleagues

We're professional

We take pride in our work

We're enterprising

We look for ways to create value

We're responsive

We're accessible and focused on service

We're inclusive

We respect diversity in people and ideas

We're making a difference

We recognise that everything we do shapes Hobart's future

Service Principles: as a customer of the City of Hobart you can expect us to act:

- Respectfully
by providing courteous and friendly service, listening to your needs and valuing and considering the perspective and contribution of our diverse community

- Responsively
by keeping you informed using your preferred method of contact
- Resourcefully
by delivering a range of relevant and accessible services on your behalf and managing and maintaining facilities to ensure a high standard of presentation and performance for your use and enjoyment

Our contact standards: outline our service commitments to our customers

You can expect the following responses from us.

- We will answer your phone call promptly and where possible resolve general enquiries.
Where we need to take specific action, we will refer you to the relevant service area and let you know what we will do.
- We will reply to your correspondence, including e-mails and advise you of our intended actions, within ten business days.
- We will answer your social media message within one business day and where some form of action is required by the City, we will inform you of the next steps.

If the nature of your enquiry or request is not straightforward, we will keep you informed of our progress.

Whilst it is the City's aim to satisfy our customers, circumstances will, at times necessitate outcomes which may not be to the satisfaction of all of our customers. When this happens we will explain why.

Making a request

Please let us know if your bin collection was missed, you've noticed a pothole in your street or you notice overhanging trees which make it difficult to use a footpath.

Our staff can't be everywhere, so when you let us know there is a problem it helps us do a better job.

Making a complaint

If you have a complaint about an unreasonable delay in response to a request, the behaviour of an employee, or about the withdrawal or reduction of a service provided by the City, please let us know.

We will need your details so we can investigate and respond to you, so please provide your name, address, contact phone number and details of the issue.

We will manage your complaint in line with the City's complaint management policy, which can be accessed on our website via the following link (insert link)

You can expect acknowledgment of receipt of your complaint within three business days, followed by advice on the results of our investigation and proposed action within ten business days.

Sometimes we may need longer to complete the investigation. If this is the case, the investigating officer will make contact with you to discuss what we are doing and provide an estimated timeframe for your next update.

If you are not happy with the City's response to your complaint, you can request the Office of the Ombudsman to review it.

The Ombudsman is responsible to the Parliament of Tasmania and can be contacted at:

- Level 6, 86 Collins Street, Hobart.
- ombudsman@ombudsman.tas.gov.au
- 1800 001 170

Community engagement

The City of Hobart recognises your right to be informed and have input into decisions which affect the City.

The City's YourSay website is where you can find information and provide feedback on important projects that are shaping Hobart's future. You can also comment on any matter on our Facebook page.

At times we will engage in a range of other ways to inform, ask or collaborate with you. The best way to engage with our community will be tailored to achieve the greatest input and feedback in relation to specific projects or programs being discussed.

Passing on a compliment

We welcome your compliments and want to recognise and celebrate our staff and the work they do to make Hobart the special place that it is.

Please let us know if you think someone has done an outstanding job or the City has delivered a project or event which has particularly impressed you.

Help us help you

We ask you to:

- treat our employees respectfully
- provide us with accurate and complete information
- keep us updated on changes to your contact details

Contact us

In person: Hobart Council Centre
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8.15 am to 5.15 pm
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By phone: + 61 3 6238 2711
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By mail to: The General Manager
City of Hobart
GPO Box 503
Hobart 7001

By email: coh@hobartcity.com.au

Online: general request form at
hobartcity.com.au/Council/Communications-complaints-and-feedback

YourSayHobart

yoursay.hobartcity.com.au

Via social

media: Facebook: facebook.com/CityofHobartOfficial/#

Linked In: linkedin.com/company-beta/55243/

Further help

If you are deaf or have a speech impairment, contact us through the National Relay Service website at relayservice.gov.au.

If you would like the support of translating or interpreting services, contact the Australian Government's Translating and Interpreting Service using their website tisonational.gov.au or by phone 131450

Final Draft