

Customer Service Charter



Our Commitment to You

At Uralla Shire Council, we are committed to providing friendly, professional and responsive customer service. We aim to make your interactions with Council simple, respectful and productive.

- ❖ Respectful
- ❖ Accountable
- ❖ Clear Communication
- ❖ Professional Service

What You Can Expect

- ❖ Telephone calls responded to within 3 business days
- ❖ Written correspondence acknowledged and detailed responses provided within 10 working days where possible
- ❖ After-hours response for emergency incidents
- ❖ Friendly, courteous and professional service
- ❖ Opportunities to provide feedback

Our Customer Service Principles

Respect: Treating people with dignity and courtesy

We treat every individual with dignity, regardless of their background, role, or beliefs. This means actively listening, valuing diverse perspectives, and fostering an inclusive environment where everyone feels safe and empowered to contribute.

Accountability: Taking responsibility for our actions

We take responsibility for our actions and decisions, ensuring they serve the greater good. This involves being transparent, acknowledging mistakes, and continuously striving to improve outcomes for the people and communities we serve.

Honesty: Providing accurate and truthful information

We base our decisions and communications on truth and evidence. Integrity guides our behaviour - we do not mislead, exaggerate, or conceal information. Trust is built through openness and a commitment to reality over convenience.

Efficiency: Making the best use of resources

We aim to achieve the best possible outcomes with the least waste of time, money, and effort. This means streamlining processes, avoiding duplication, and making smart choices that maximize impact without compromising quality.

Equity: Providing fair access and opportunity

We ensure that everyone has access to opportunities and resources based on their needs and circumstances.

Communication: Sharing information clearly and promptly

We convey information in a way that is easy to understand, timely, and relevant. Whether speaking or writing, we avoid jargon, tailor our message to the audience, and ensure that our intent is understood without ambiguity.

Professionalism: Delivering quality service and expertise

We consistently demonstrate competence, courtesy, and ethical behavior. Our work reflects high standards, and we take pride in delivering quality outcomes. Reliability, respect, and responsibility are the hallmarks of our conduct.

Working Together

We will:

- ❖ Greet you personally
- ❖ Listen carefully
- ❖ Communicate clearly
- ❖ Provide professional service
- ❖ Seek feedback
- ❖ Respond within published standards

We ask you to:

- ❖ Treat staff respectfully
- ❖ Provide accurate information
- ❖ Work with us to resolve issues
- ❖ Make appointments for complex matters
- ❖ Use the Service Centre as your first point of contact

Our Values

Unity: We succeed as a team with integrity and accountability

Safety: Keeping our people and community safe

Commitment to Service: We use resources efficiently in an equitable manner

Tell Us How We're Doing

We welcome compliments, suggestions and complaints. Your feedback helps us improve our services and better meet community expectations.

Online feedback form: www.uralla.nsw.gov.au/Council-Services/Contact-Council

Phone: 6778 6300

Email: council@uralla.nsw.gov.au

Website: www.uralla.nsw.gov.au

Postal address: Uralla Shire Council, PO Box 106, URALLA NSW 2358

