

Our commitment to you.

Customer Charter



Our promise.

Moorabool Shire Council provides more than 220 services to the Moorabool Shire community.

We are committed to designing and delivering services that are consistent, inclusive, easy to use and meet your needs.

And we regularly share how we are doing.



Our commitments.

1

We understand your needs.



We work hard to understand what matters to you most.

2

We are easy to deal with.



We design our services to give you a great experience, and to help you quickly and simply complete your transaction.

3

We do what we say we will.



We earn your trust by how we act and what we do.

4

We keep you updated.



We explain what we will do and keep you updated until we resolve your enquiry.



We understand your needs.

We continue to seek your feedback.

We find new and innovative ways to best serve you.

We use your feedback to help us improve.

We design our services to give you a great experience, and to help you quickly and simply complete your transaction.

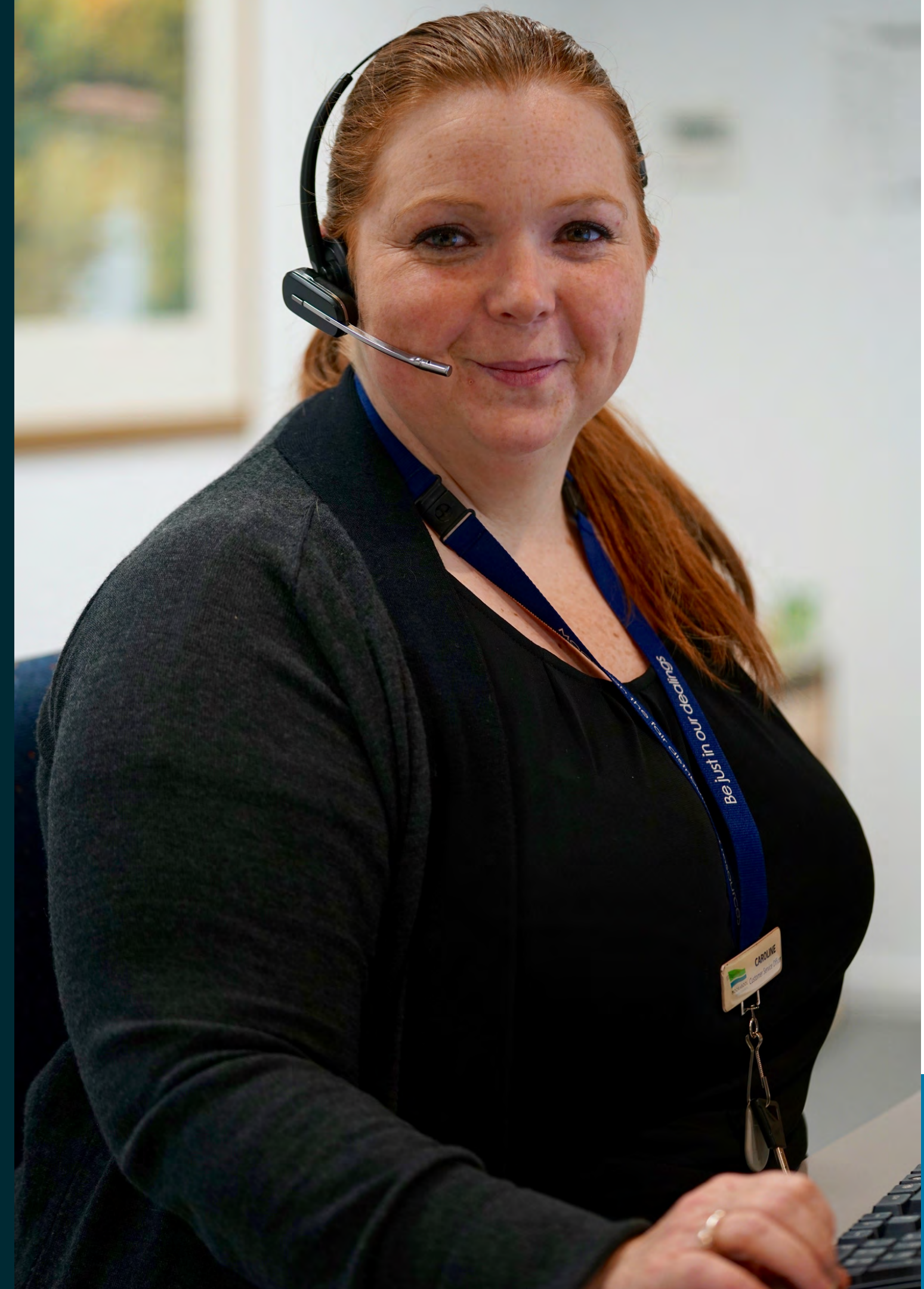
We are easy to deal with.

We provide contact options that suit your needs:

- telephone
- online
- livechat
- website
- letter
- social media
- face-to-face

We supply comprehensive, accurate and up-to-date information online for you to complete your enquiries and transactions.

We review our services to ensure they give you the best experience and meet your needs.





We keep you updated.

We take the time to listen and understand your enquiry.

We share what will happen next, and if there is anything you need to do.

We provide you with an expected response timeframe for your enquiry.

We explain the reasons for our decisions.



We do what we say we will.

We deliver our services within the stated timeframe.

We explain why something is taking longer than anticipated.

We will try our best to contact you via your preferred channel, where possible.

We clearly explain our next steps if things don't go to plan.

We are regularly tracking our performance.

Our performance against our customer commitments is important to us. Where we can, we track how consistent, reliable, and easy to use our services are.

Each quarter we report how we are tracking publically on our website.

We regularly expand the list of services that we track and report on.

We often ask for your feedback on how we did, using that data to help shape our process improvements.



We respond to your concerns.

If you aren't happy with our performance, you can submit a complaint via:

- telephone
- online
- website
- letter
- face-to-face



We improve every day and have plans for the future.

We are working on a new customer portal.

We are digitising forms online, so you can get in contact, register for a service, or request a bin - when you want, how you want.

We are constantly reviewing our systems to find new ways to improve your experience.

We are always looking for new ways to be more transparent on what we are doing.

As we strive to always be better, we are exploring new ways to be more accessible and inclusive.



Get in touch.

Website: www.moorabool.vic.gov.au

Live chat: www.moorabool.vic.gov.au – available from 9.00 am to 4.30 pm weekdays, excluding public holidays.

Call us: 03 5366 7100

We are open from 8.30 am to 5.00 pm on weekdays - public holidays excluded. If your call is urgent and out of office hours, we have an after-hours phone service available.

Visit us:

15 Stead Street, Ballan - 8.30 am to 5.00 pm, Mon- Fri.

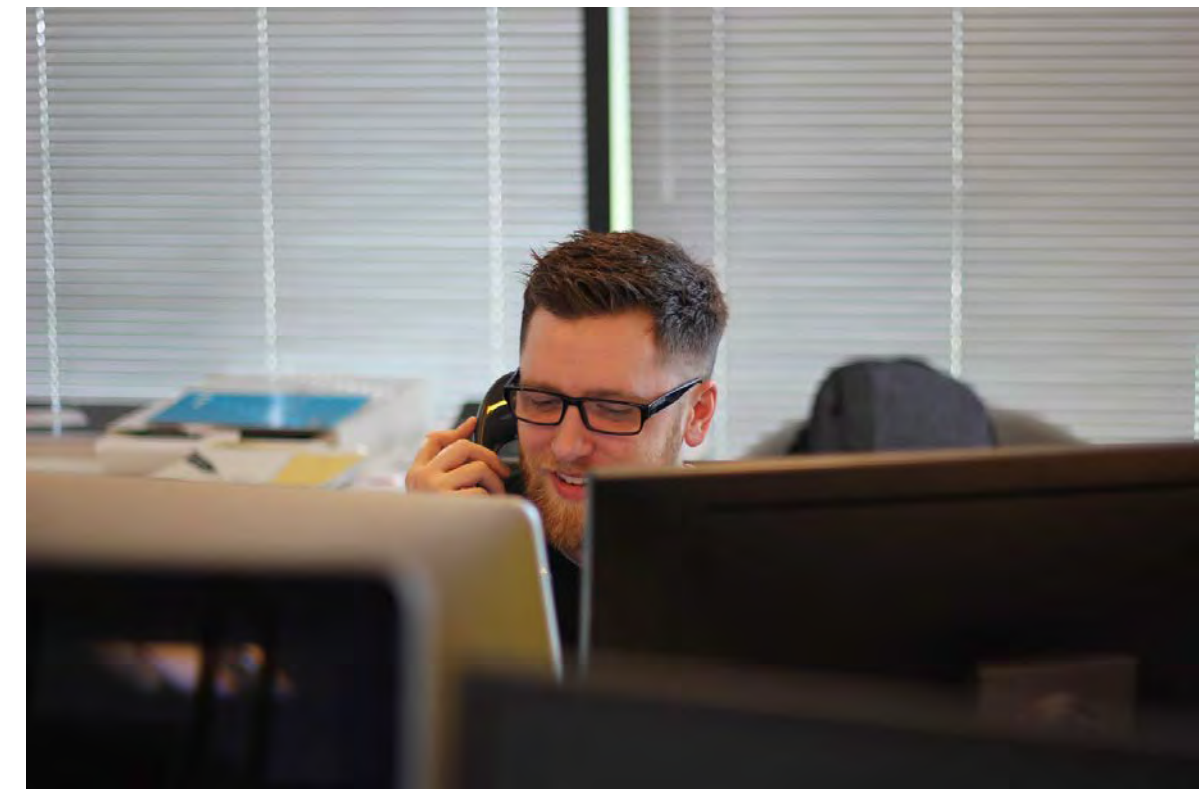
Lerderderg Library, 215 Main Street, Bacchus Marsh - 8.30 to 5.00 pm Mon- Fri; and 9.00 am – 2.00 pm Saturdays.

Civic & Community Hub, 182 Halletts Way, Darley - 8.30 am to 5.00 pm, Mon- Fri.

Write to us: PO Box 18, Ballan Vic. 3342

Fax: (03) 5368 1757

Email: info@moorabool.vic.gov.au



Get in touch.

National Relay Service: If you are deaf, have a hearing or speech impairment you can call through the National Relay Service (NRS):

- TY users can phone 133677 then ask for 03 5366 7100
- Speak & Listen (speech-to-speech) users can phone 1300 555 727 then ask for 03 5366 7100
- Internet relay users can connect to NRS on nrschat.nrscall.gov.au/nrs/internetrelay then ask for 03 5366 7100

Victorian Interpreting & Translating Service (VITS): VITS qualified interpreters provide on-site, telephone, and video interpreting services.

- For interpreting bookings, call 03 9280 1955
- For translating services call 03 9280 1941

Background

The Customer Charter was developed with feedback received through the Customer Satisfaction Survey. As well as through engagement with our community during the development of the Community Vision 2030.

With the assistance of this feedback, we were able to establish a Charter that captures our aspirations, goals, and standards to determine the best way we can serve our community and continue to improve.

The Charter and our Customer Commitments will continue to evolve through continued feedback received from you - our customers.



Thank you.



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www.moorabool.vic.gov.au



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