

Our Customer Charter



Vision

Where we want to be in 10 years from now, lived now

COLLECTIVELY PROUD

We're proud, together.

As community, we're proud to be part of the thriving region that is the Scenic Rim.

As a team, we're proud to work for Council and of what we stand for and deliver.

Council and Community are united, working together to achieve our goals for the common good.

We sit together at the table, in unity, not in opposition.



Intent

The intent that gets us out of bed in the morning

TO BE LOVED BY OUR COMMUNITY

You're the ultimate reason we're here.

It's important to us that you value the work that we do and that you love dealing with us.

Just because you can't 'choose' us, doesn't mean we shouldn't try.

In fact, if you had the choice, we'd want to be your number one.



Feeling

The intentional feeling we want to arouse in our customers

ASSURED

In all dealings you have with us, we want you to feel assured. Confident that we'll do what we say we'll do, that we'll keep you informed, that we're on your side.

We want you to feel safe, certain in the knowledge that we have your best interests at heart, whatever your goal.



Target

What we are aiming for in our operational delivery, every day

BE A STEP AHEAD

Our goal is to ensure we're always on the front foot in everything we do, for you, our community. We anticipate your needs, sometimes before you do. We know what's important to you and actively look for ways to make your life easier. We know the rules and how they impact you and your goals. We help you understand and navigate the complexity to make your journey as easy as possible.

We keep you informed on things that are relevant to you, so you don't have to search for it yourself. We're one step ahead, yet we walk beside you, always.

Commitments

The promises we make to our customers

	WE'LL ACKNOWLEDGE YOU AND LISTEN TO YOUR NEEDS	We won't treat you like a number. We'll treat you with the respect and care you deserve.	You matter to us. We care about what it is you want to achieve, and we'll do our best to help you achieve it. We may not always give you the answer you'd like, but we'll do our best to get it for you if we can. And if we can't, we'll treat you with care. We don't like it when we can't give you what you want. It affects us too. We're in this together.
	WE'LL MAKE DEALING WITH US AS EASY AS POSSIBLE	We'll connect you to who and what you need and help you navigate the tough stuff.	Dealing with government authorities isn't easy. There's a lot of us and only one of you. We will do our best to put you in touch with the right person, the first time. We'll keep it simple. We'll put things in plain English, not technical jargon. We'll make our processes as frictionless as we can so you can achieve what you want to achieve. We'll help you make it happen.
	WE'LL BE OPEN AND HONEST, ALWAYS	We'll be honest and transparent with you.	We won't hide facts from you or keep you in the dark. If we can't do something, we will tell you and if possible, we'll work with you to find another way. We will always tell you the truth, as soon as humanly possible. If something goes wrong or we mess up, we'll step up and be there to help. If something is taking longer than expected, we'll keep you informed. If we have to say no, we will own that decision, even if it's not ours in the first place. We're here for you.
	WE'LL FOLLOW THROUGH	When we make a promise, we keep it.	We'll do what we say we're going to do and keep you informed along the way. If we can do it quicker, we will. If we can save you money, we will. You'll never feel alone. When we begin a journey with you, we see it through to the end, regardless of the outcome. We'll stay in touch and we'll close the loop. We'll be there.
	WE'LL PUT OUR COMMUNITY FIRST	We'll act in the community's best interest, always.	Balancing the needs of individuals and the collective can be challenging, but we'll do our best to deliver fair, reasonable, meaningful outcomes for all. We'll make decisions for long-term sustainability over short-term gains, always with our community in mind. We'll avoid waste at all costs, operating for the good of the community in all that we do. We're for the people.