

# GLENORCHY CITY COUNCIL

...

Customer Service Strategy  
2020-25





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# INTRODUCTION

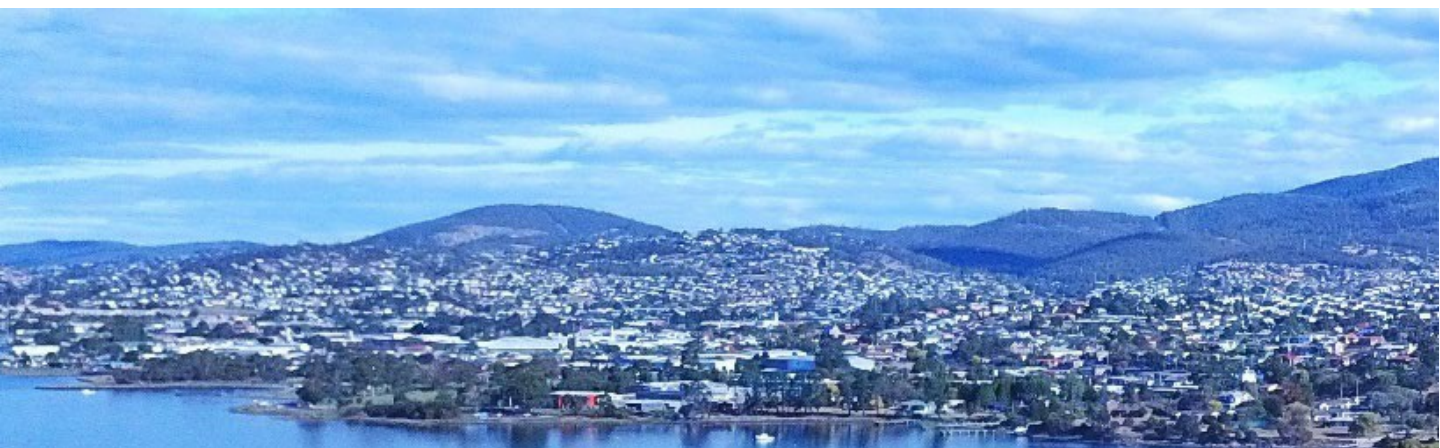
Glenorchy is Tasmania's fourth largest city, positioned on the western shore of the River Derwent about 7 kilometres from Tasmania's capital city, Hobart.

Covering 121 square kilometres of the Greater Hobart metropolitan area, we are known for our community facilities, artistic and creative culture, lively shopping precincts, beautiful parks and trails, and spectacular views of Mt Wellington.

With more than 47,000 people living in around 21,000 dwellings, Glenorchy is rich in its cultural diversity with many different cultural groups calling our city home. We have a higher proportion of people in younger age groups (under 15 years) and a lower proportion of people in older age groups (65+ years) compared to the rest of Tasmania. More than 12% of our population was born overseas, and almost 10% of households speak a language other than English.

The Glenorchy City Council provides a broad range of services to our community, and we are committed to providing our customers with outstanding service.

We recognise the importance of working with our community, and as such, this Customer Service Strategy is part of our ongoing commitment to ensure we understand the needs and expectations of our customers and deliver in line with this commitment.



# PURPOSE

Glenorchy City Council is committed to our growing community and to providing our customers with outstanding service.

We strongly believe that customer service is everyone's responsibility across Council. Therefore, we are committed to ensuring that the implementation of this Customer Service Strategy is not just the responsibility of the Customer Service team, but rather, all staff.

The purpose of this Strategy is to define what outstanding customer service looks like at Council, and to provide a clear action plan for how we will improve our customer service and deliver on our commitment to the community. The Strategy includes four principles that outline our approach to delivering customer service. Each principle includes a set of actions that we will prioritise and complete over the next five years.

This Strategy will contribute to the following five goals of Glenorchy City Council:

## OPEN FOR BUSINESS ...

We will better understand our customers, including their needs and expectations, and will be better positioned to support their dealings with Council.

## MAKING LIVES BETTER ...

We will learn from our customers and identify better methods of interacting with our diverse customer base.

## LEADING OUR COMMUNITY ...

We will identify progressive and contemporary practices in the world of Customer Service, starting with positive customer experiences.

## BUILDING IMAGE AND PRIDE ...

We will work with our customers to understand exactly the type of customer service experience they expect from us, putting us in a better position to meet customer expectations.

## VALUING OUR ENVIRONMENT ...

We will work with our community to manage our natural environments.



# STRATEGIC ALIGNMENT



Our vision and mission for Glenorchy City and our community is set out in the Glenorchy City Council Community Plan 2015-2040.

## OUR VISION

We are a proud city; a city of arts; of opportunity; of partnerships;  
a city that makes exciting things happen.

## OUR MISSION

Our mission is to deliver the community's vision, goals and priorities from the City of Glenorchy Community Plan 2015-2040.

## CUSTOMER SERVICE CHARTER

Our Strategy aligns to our Customer Service Charter commitments, which outlines how we will endeavour to serve you.

The *Tasmanian Local Government Act 1993* states that each Local Government must have a Customer Service Charter that outlines how the Council will serve its residents and deal with complaints. A recent amendment to *The Act* states that the Charter is to be reviewed within 12 months of a Council being elected.

Please find Council's current Customer Service Charter, as referenced in this Strategy, as Attachment #1.



# OUR APPROACH

The Customer Service Strategy has been developed through consultation with customers, staff and Aldermen. This inclusive approach has meant that a range of perspectives impacting on the customer experience have been considered, and have informed the desired customer service for Council.

We engaged customers through a customer satisfaction survey to better understand their needs, expectations and current experience with Glenorchy City Council with respect to customer service. Additionally, the Strategy used insights from a survey distributed to all Council staff as well as from workshops that included representatives from a wide range of Council's services. These insights provided a Council-wide view of customer service and guidance on ways that we can improve our customer service moving forward.

Using the feedback and insights from the community, staff and Aldermen, we identified four common themes that shaped the four customer service principles used to underpin this Strategy. We listened to the community's feedback and matched these against the challenges that our staff face in providing the best possible customer service, to then create an action plan for improvement. Ultimately, all staff within Council will be responsible for executing this Strategy.

The Strategy has been developed in alignment with the 2015-2040 Glenorchy Community Plan, Council's Strategic Plan and Council's Annual Plan.

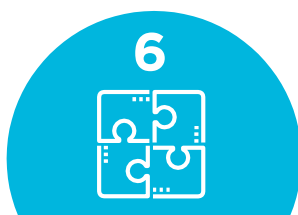
## OUR ENGAGEMENT HIGHLIGHTS



...  
CUSTOMERS  
SURVEYED



...  
STAFF  
SURVEYED



...  
STAFF  
WORKSHOPS



...  
STAFF AND ALDERMEN  
PARTICIPATED IN  
WORKSHOPS



# COMMUNITY CONSULTATION

Community consultation played an important role in developing our Strategy. We have a diverse range of customers, including visitors, residents and local businesses that we serve on a daily basis, as well as internal customers such as employees.

Given the diversity of our customer base, each with differing needs and expectations, the Strategy aims to provide an overarching vision and action plan for the whole organisation to improve our performance and to meet our customers' needs and expectations.

The objective of the community consultation was to assess customer service performance across the Council's range of services, and to gain an understanding of our customers' needs and expectations when it comes to customer service, to better help us deliver in line with these.

Our community consultation, which included both resident and non-resident engagement, captured customer satisfaction with Council interactions over the past year across a range of services, providing insight into our customers' experiences and their customer service expectations. It focussed on customer service prior to the COVID-19 pandemic.

## WHEN ASKED TO THINK ABOUT INTERACTIONS WITH COUNCIL OVER THE PAST YEAR...

**98 CUSTOMERS**

completed the survey



“As a customer of the Glenorchy City Council, I do want to feel that I am part of a community and that begins with the way we are spoken to through the staff and communications such as the Glenorchy Gazette.”

“I expect you to say clearly what you intend to do, to communicate regarding progress, and to achieve the stated objectives within a reasonable timeframe.”



**74%**

felt satisfied that Council **RESOLVED** their issue or complaint



**86%**

found staff **HELPFUL** and **UNDERSTANDING**

felt their issue or request was resolved in a **TIMELY** and **EFFICIENT** manner

**70%**



**77%**

felt Council met their **EXPECTATIONS**

# OUR SERVICES

Glenorchy City Council plays a vital role in the community, providing a range of services to residents, businesses and visitors.

We seek to be effective and efficient in our service delivery, and we recognise that providing outstanding service is important to our community.

The below table shows the services of Glenorchy City Council.

## SERVICES

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- Building Services
- City Strategy
- Economic Development
- Environmental Health Services
- Planning Services
- Plumbing Services
- Rates
- Civil Works and Projects
- Fire Abatement
- Kerbside Waste
- Reserves, Parks and Open Spaces
- Sport and Recreation
- Animal Management
- Arts and Culture
- Child Care
- Community Development
- Community Engagement
- Community Planning
- Council Facilities Bookings
- Festivals and Events
- Parking
- Landfill
- Natural Resource Management

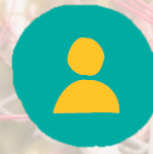


# SERVICE HIGHLIGHTS

## OUR CUSTOMERS CONTACT US TO...



GET INFORMATION



REQUEST A



REQUEST PERMISSION



USE A COUNCIL FACILITY



REPORT AN ISSUE



ACCESS A COMMUNITY



MAKE A PAYMENT



GIVE FEEDBACK

## IN THE 2019 FINANCIAL YEAR...



**60,176**

customers served at front desk and call centre



**11,658**

customer requests created



**89,588**

tonnes waste delivered to landfill



**20**

abandoned vehicles collected and disposed



**317**

planning applications determined



**804**

food businesses inspections



**9,231**

Dogs Registered



**> 7,000**

Meningococcal vaccinations at DEC 'Super Clinics'



After listening to your feedback, we have developed four customer service principles based on the issues you told us were important to you. These principles will underpin how we will approach customer service.

## **We are open, transparent and responsive to our community**

- 1** We listen to our community and actively participate in an open dialogue with our customers. We are committed and accountable to our community, and proactively inform and follow up with our customers on progress, outcomes and next steps.

## **We make it simple and seamless for our customers**

- 2** We provide easy and accessible services to our customers so that the community can reach us when and how they prefer. We make our information and dealings simple, concise and easy to understand for our customers. Our customers will have choice and options in the way they engage with us, including the option to self-serve.

## **We understand our customers and personalise our customer service**

- 3** We are committed to meeting our customers' needs, preferences and expectations. We are authentic in our responses and are empathetic to the customers that make up our diverse community. We welcome and treat all our customers equally with the respect they deserve.

## **We are customer-driven and deliver on our word**

- 4** We deliver on our commitment to the community, and empower our staff with the right skills, tools and knowledge to serve our customers. We adopt a customer-first culture and ensure customer service is the responsibility of all staff.

Actions have been developed against each of these principles to guide improvements in customer service across Council over the next five years. These actions involve making improvements across technology, data, people and processes.

**The implementation of these actions will occur over the coming five years, subject to availability of resources. Further work will be undertaken to plan for implementation of these actions as time and resources allow.**

## Customer Service Principle 1

### We are open, transparent and responsive to our community

Establishing transparent communication with our customers will help us provide timely responses and communicate on progress, outcomes and next steps. Staff will be equipped with the right information to provide improved service to our customers, and increased engagement with our community will foster an open dialogue.

#### Action Plan

##### 1.1 Close the loop with customers

Provide customers with confidence that their request has been acknowledged by Council, update them on progress and confirm completion of action. This will result in improved customer communication and customer satisfaction.

- 1.1.1 Develop and implement a new procedure for closing the loop with customers, including acknowledgement of request and completion of action.
- 1.1.2 Investigate technologies to automate closing the loop with customers.
- 1.1.3 Develop and implement a Council-wide Correspondence Management Framework.

##### 1.2 Increase community engagement

In line with Council's Community Engagement Framework, progress a culture of meaningful engagement with customers that results in improved dialogue with the community about the delivery of services and planning for the future.

- 1.2.1 Publish a Council-wide calendar of upcoming community engagement activities.
- 1.2.2 For all community engagement activities, develop a plan in consultation with Customer Service Department, clearly outlining objectives, audiences and methods and publish to intranet.
- 1.2.3 Roll out Council's new online engagement tool for community engagement.

##### 1.3 Extend Knowledge Management System Council-wide

Accessible to staff across Council, this system will ensure customers are provided with up to date and correct information, resulting in improved service around timeliness, customer communication and information quality.

- 1.3.1 Implement a new centrally-managed knowledge management system across Council.
- 1.3.2 Provide training to content owners across services.
- 1.3.3 Develop processes to ensure content is regularly updated.

## 1.4 Increase communication across channels

Improve communication and awareness of Council's services and roll out the Communications Strategy as the framework to guide all communication activities across the Council. This will result in more proactive, accessible and consistent information, as well as increased understanding of our services by the community.

- 1.4.1 Regularly communicate with the community using a range of formats in line with the Communications Strategy, including newsletters, public information sessions, website and radio.
- 1.4.2 Align social media usage with Social Media Strategy and Communications Strategy.
- 1.4.3 Publish regular updates on Council's activities, such as implementation of Council's Annual Plan, Capital Works Program, Future Glenorchy and Economic Recovery Plan.
- 1.4.4 Publish a page on the website that lists services of Council and links to further information.



## Customer Service Principle 2

### We make it simple and seamless for our customers

Improving and simplifying the ways for customers to access and use our services will ensure we reach as many of our community members as possible. We will strive to make our processes and information easier to understand and navigate. We want our customers to be confident in their dealings with Council and feel empowered to self-serve if they wish.

#### Action Plan

##### 2.1 Improve 'self serve' options

Improve facilities in place to allow customers to self-serve online, including during non-business hours. This will result in increased convenience and accessibility for customers.

- 2.1.1 Identify processes that can be offered as part of online self-service.
- 2.1.2 Explore technology to enable self-serve. This includes consideration of the broader PlanBuild capabilities (a portal for the electronic lodgement and processing of planning, building and plumbing applications) planned for public release by the State Government.
- 2.1.3 Implement self-serve options Council-wide, including lodging requests online.

##### 2.2 Modernise payment options

Ensure payment options suit modern customer expectations, allowing customers to pay quickly and conveniently.

- 2.2.1 Review current payment methods across our services and explore the degree to which they meet customer expectations.
- 2.2.2 Design a future payments framework and roadmap to streamline payments processes.
- 2.2.3 Consider technology requirements and implement modernised payment options where possible.

##### 2.3 Improve forms

Implement Council's Style Guide and update existing forms to ensure the design and quality of customer-facing information is consistent and simple for our customers.

- 2.3.1 Implement Council's Style Guide, to be released 1 July 2020, to ensure consistent branding, tone, style and use of Easy English on forms and digital content.
- 2.3.2 Provide staff with training and implement a review process for all new forms and digital content.
- 2.3.3 Update existing forms in line with the Style Guide, ensuring an interpretation service reference is also available on forms where appropriate.



## 2.4 Improve usability of website

Update the Council website to ensure all information is written in Easy English and follows recommendations on digital inclusion, increasing the accessibility of the information for customers.

- 2.4.1 Redevelop website as planned to improve information architecture and useability, adhering to the Web Content Accessibility Guidelines 2.1 (WCAG 2.1), with the aim of improved customer service.
- 2.4.2 Review and develop website content in alignment with the Communications Strategy so that it is clear, concise and consistent.
- 2.4.3 For ongoing website management, assign content owners who are trained and accountable for updating information regarding their departments.



## Customer Service Principle 3

### **We understand our customers and personalise our customer service**

We will continuously seek to understand our customers and accommodate their preferences, such as how they wish to make contact or hear back from us. Service-specific feedback will help drive continuous improvement in the way we deliver our services to meet our customer's needs, and proactive targeting of customers will serve to improve awareness of our services. Our Customer Service area will be accessible and inviting to the community.

#### **Action Plan**

##### **3.1 Personalise our customer service**

Allow for more personalised interactions better suited to individual preferences, resulting in more tailored customer interactions with Council.

- 3.1.1 Allow customers to choose how they communicate with Council and how they are updated on their request.
- 3.1.2 Improve accessibility of communications by providing information in different languages (where appropriate) and continuing to promote interpreter services.
- 3.1.3 Target new residents with a tailored information pack that focuses on informing new residents of Council's activities and services.

##### **3.2 Seek regular, service-specific feedback from customers**

Implement a service specific feedback program to capture customer feedback and expectations to ensure continuous improvement of service delivery.

- 3.2.1 Proactively invite customers to provide feedback during their interaction with Council.
- 3.2.2 Undertake an annual survey of our customers to capture feedback on our customer service.
- 3.2.3 Analyse results and re-assess service level commitments annually.
- 3.2.4 Report on the implementation of Customer Service actions and service levels annually.

##### **3.3 Improve the Customer Service area**

Undertake the planned Customer Service Centre improvement in Council Chambers, to make the area more welcoming, inviting and modern for our community.

- 3.3.1 Engage a specialist to review the Customer Service Centre, including an accessibility review to better meet the needs for customers with all abilities.
- 3.3.2 Implement improvements to the Customer Service Centre.

## Customer Service Principle 4

### We are customer-driven and deliver on our word

We will internally promote, support and measure customer service to empower staff to deliver outstanding service. Staff will be equipped with the right resources, technology and training to promote a consistent customer-driven approach across the Council.

#### Action Plan

##### 4.1 Ensure alignment of Customer Service Strategy with ICT Strategy

Align the Customer Service Strategy with Council's ICT Strategy and technology roadmap, to ensure that IT operations enable broader business transformation and customer-driven outcomes.

- 4.1.1 Document the customer service technology needs in the ICT strategy development.
- 4.1.2 Develop a business case to understand the costs and benefits of refreshing core systems.
- 4.1.3 Plan and implement a refresh of systems in line with the ICT strategy and the Customer Service Strategy.

##### 4.2 Maximise usage of current Customer Relationship Management

Utilise Council's existing Customer Relationship Management system to its full potential to ensure that staff can provide helpful, consistent customer service across all services.

- 4.2.1 Ensure the Customer Relationship Management System enables staff to see customer requests, which actions toward the completion of their request have been taken and when their request is likely to be completed.
- 4.2.2 Use the system to facilitate acknowledgement of customer requests and updates on progress or finalisation.
- 4.2.3 Model customer data to ensure more meaningful information is captured and maintained, enabling a single source of truth for customer information.

## **4.3 Improve Key Performance Indicators and service standards**

Refine and develop customer service measures across Council to guide and measure customer service, empower staff and continuously improve service delivery.

- 4.3.1 Develop Key Performance Indicators that have a greater emphasis on the customer and community, with accountability assigned to a specific team.
- 4.3.2 Refine existing Service Levels in the Customer Service Charter.
- 4.3.3 Develop internal Service Level Agreements with Council's service providers to ensure delivery of timely and effective services.
- 4.3.4 Create service-specific customer service standards and share these with our community.

## **4.4 Reinforce importance of customer service organisation-wide**

Promote and encourage all staff to be responsible for customer service by ensuring it is a core competency, thereby helping embed customer service in our organisational culture.

- 4.4.1 Design and implement a Customer Service Training Framework, tailored to specific teams to improve the understanding and expectations of customer service.
- 4.4.2 Ensure all staff undertake all key trainings, including Customer Service Training, Disability Awareness Training, Cultural Awareness Training and Diversity and Inclusion Training.
- 4.4.3 Introduce customer service as a component of the staff induction process, including an opportunity for inductees to shadow staff in the call centre.
- 4.4.4 Continue to include customer service criteria in staff position descriptions and performance reviews.



  
GLENORCHY CITY  
Where Ideas Happen.

  
GLENORCHY CITY  
Where Ideas Happen.

 Superior Safety

# REVIEW OF THE STRATEGY



We are committed to the actions contained in this Customer Service Strategy. We will review and evaluate our progress by:

- Undertaking customer service satisfaction surveys (both annually and at key customer touch points) which will take into consideration measures such as overall customer satisfaction, customer effort and perceived value for money
- Monitoring and analysing customer service performance across services and assessing against service-specific customer service standards
- Monitoring and re-assessing service level commitments annually
- Monitoring and analysing self-serve channel usage, including website (frequency, pages per session & bounce rate) and payments made via internet or phone
- Monitoring and analysing volume of complaints and compliments

The progress of the Customer Service Strategy will be included in our Quarterly Report, with a more comprehensive end of year progress update in the Council's Annual Report. This will ensure effective delivery of the Action Plan.

Internally, progress will be reported to the Council's Executive Leadership Team on a monthly basis and regular updates will be provided to staff through internal updates and team meetings.

The Manager Customer Services and Director of Community and Customer Services will oversee the monitoring and reporting of the Customer Service Strategy.

## CONTACT US

We welcome our customers to contact us:

**In person:** 374 Main Road  
Glenorchy  
Mon-Fri 8:30am -  
5:00pm

**By phone:** (03) 6216 6800  
Mon-Fri 8:30am -  
5:00pm

**By email:** [gccmail@gcc.tas.gov.au](mailto:gccmail@gcc.tas.gov.au)

**By Letter:** PO Box 103  
Glenorchy  
TAS, 7010

**Via Website:** [www.gcc.tas.gov.au](http://www.gcc.tas.gov.au)

**Facebook:** [www.facebook.com/GlenorchyCityCouncilOfficial/](http://www.facebook.com/GlenorchyCityCouncilOfficial/)

Translating and Interpretation Service (TIS) is available in person or by phone.



**GLENORCHY  
CITY COUNCIL**

Attachment #1



# Our Commitment to you...



*At Glenorchy City Council we are committed to our community and to giving our customers outstanding service.*

*This Customer Service Charter outlines how we will endeavour to serve you and what you can do if you believe we have not delivered to those standards.*

*We look forward to serving you well!*

## Council's Vision, Mission and Values

### Our Vision

We are a proud city; a city of arts; of opportunity; of partnerships; a city that makes exciting things happen.

### Our Mission

Glenorchy City Council will be a leader in local government, representing its local community and ensuring best value services.

### Our Values

**People:** We believe that each person is equal and has a positive contribution to make. The rights and opinions of all are heard, valued and respected.

**Diversity:** We value differences that enrich our community and the positive contributions everyone can make in improving the quality of community life.

**Progress:** We value innovation, flexibility and imagination in building a better and sustainable community.

**Prosperity:** We commit ourselves to achieving social and economic prosperity for all.



## We value all customers to GCC and we will:

- Greet you in a friendly way
- Treat you with respect, courtesy and professionalism
- Be helpful, sensitive and listen to your needs
- Answer your telephone call on average within a minute
- Provide you a counter service time that is as efficient as possible, with minimal waiting times
- Answer your telephone message before the end of the following working day
- Action or acknowledge your letters or emails within 10 working days

## How you can help us to help you:

- Treat our staff with mutual respect
- Respect the privacy and rights of other community members
- Give us accurate and complete information to work with
- Work with us to solve problems
- Give us feedback on how we can continue to improve our service

## How do you make a request or suggestion?

A service request is made when you would like action taken on an issue in our municipality. For example a pothole in the road that needs repair, a missed waste bin collection or why that dog keeps barking. We welcome any of your requests or suggestions. Council will track your request and will pass it onto the relevant department for action.

## How do you make a complaint?

A complaint is if you are not satisfied with a service you have received. We will treat all complaints seriously, confidentially and in a professional manner. You can make a complaint face to face over the counter, by telephone or in writing (by email or letter).

## What does Council do with a complaint?

We will register your complaint and send it to the relevant department for investigation. We will make sure we act on or acknowledge your complaint by phone or in writing within ten working days. While most issues can be fixed quickly, some may take time. We will keep you informed about the progress of your complaint if it is likely to take longer to investigate.

## What if you are not happy?

We are confident that most complaints will be fixed quickly. However, if you are not happy with the outcome of a complaint you may write to the General Manager of Glenorchy City Council and ask for the matter to be reviewed.

## Reporting of complaints

The General Manager will provide an annual report to Council on the number and nature of complaints received as required under section 339F of the *Local Government Act 1993*.

## What do you do if you are still not happy?

If you are still not happy with the result after the General Manager's review, you have the right to seek an external review from an outside agency. Agencies that may be able to assist are:

- **Ombudsman Tasmania**  
L6, NAB House, 86 Collins St, Hobart TAS 7000  
Post: GPO Box 960, Hobart TAS 7001  
Ph: (03) 6166 4566 or 1800 001 170  
E: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
- **Equal Opportunity Tasmania - The Office of the Anti-discrimination Commissioner**  
Level 1, 54 Victoria Street, Hobart 7000  
Ph: (03) 6165 7515  
E: [office@equalopportunity.tas.gov.au](mailto:office@equalopportunity.tas.gov.au)
- **The Director, Local Government Division**  
Level 5, 15 Murray Street, Hobart 7000  
Ph: (03) 6232 7022  
E: [lgd@dpac.tas.gov.au](mailto:lgd@dpac.tas.gov.au)

## How to talk to us:

- In person at 374 Main Road Glenorchy  
Mon-Fri 8:30am - 5:00pm
- By phone (03) 6216 6800  
Mon-Fri 8:30am - 5:00pm
- Translating and Interpreting Service (TIS) is available in person or by phone
- By email to [gccmail@gcc.tas.gov.au](mailto:gccmail@gcc.tas.gov.au)
- By letter to PO Box 103 Glenorchy TAS 7010
- Via Council's website at [www.gcc.tas.gov.au](http://www.gcc.tas.gov.au)



Animal Management	
Activity	Response Time
Response to medium priority animal complaints – general animal noise, straying, and other nuisances	4 business days or earlier
Finalisation of medium priority animal complaints	15 business days
Response to high priority animal complaints – animal attacks	3 business days or earlier
Finalisation of high priority animal complaints	15 business days
Response to animals currently roaming or being contained	2 hours or earlier
Response to scene of dog attack and livestock on highways (24/7)	1.5 hours or earlier
Finalisation of Notice of Complaint investigation	30 business days

Building	
Activity	Response Time
Period in which to grant a Building Permit application	7 days or agreed period
Process a 337 Certificate	10 business days

Bus Interchange Maintenance				
Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Oil leak damage to paved area	Inspect, assess risk and hazard	Repair and rectify any damage caused to the station occasioned by such oil leaks	Non-Metro vehicles	1 day

## Bus Interchange Maintenance continued...

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Clean up litter	Inspect and assess amount and type	Remove litter	General area (not within shelters)	Daily
Damage caused by Metro	Inspect, assess risk and hazard	Make site safe Repair and rectify any damage caused to the station	Make safe	1 day
			Full repair	14 days
Vandalism	Inspect, assess risk and hazard	Make site safe Repair and rectify any damage caused to the station	Make safe	1 day
			Full repair	15 days
Repair or replace lighting	Inspect on regular audits and organise remedial works on defects	Repair as required	Shelters	30 days
Footpaths	Footpath has trip hazard > 15mm step	Re-lay pavers or infill with concrete	Paved footpaths	30 days
Footpath pavement cleaning	When fallen debris or slippery substances becomes a danger to pedestrians	Remove debris and high pressure clean	Paved footpaths	1 day
Road pavement damage	Inspect, assess risk and hazard	Re-lay pavers	Road surface	30 days
Empty litter and butt bins	Daily excluding Sunday	Empty bins on a regular schedule	Fixed litter and butt bins	Daily
Road and footpath sweeping	Daily inspections excluding Saturday and Sunday	Sweep road on a regular schedule excluding Sunday	Road	Daily

## Corporate Services

Activity	Response Time
Process 132 Certificate	5 business days
Pay accounts	Due date
Acknowledge receipt of job applications	2 business days

## Council's Commitments

Activity	Response Time
Answer your phone call	Average less than 1 minute
Return phone calls	By the end of the next business day
Respond to general correspondence	5 business days
Respond to a complaint	10 business days

## Parking Compliance

Activity	Response Time
Response and removal time of non-urgent abandoned vehicle – not immediate traffic or safety hazard <i>*subject to Tasmanian Police declaration and towing contractor availability</i>	10 business days or earlier*
Response and removal time of urgent abandoned vehicle – causing immediate traffic or safety hazard <i>*subject to Tasmanian Police declaration and towing contractor availability</i>	As soon as possible*

## Planning

Activity	Response Time
Determine a valid 'permitted' Planning Application	28 days
Determine a valid 'discretionary' Planning Application	42 days

## Plumbing

Activity	Response Time
Period in which to grant or refuse a Plumbing Permit Application	7 days or agreed period
Period in which to grant or refuse a Certificate of Likely Compliance Notifiable Plumbing	14 days or agreed period
Period in which to grant or refuse a Certificate of Likely Compliance Permit Plumbing work	21 days
Period in which to inspect plumbing work	1 day after notification

## Parks and Recreation

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Tree trimming or removal	Reported or noted during inspection	Work practices subject to Aust. Std. Pruning of Amenity Trees  Remove limbs/tree if required  Dispose of waste material	Emergency	1 day
			High	5 day
			Medium	14 days
			Low	30 days
Brush cutting	3 monthly inspections carried out as part of maintenance schedule  As reported	Brush cut only in designated areas with appropriate plant	High	10 days
			Medium	20 days
			Low	30 days
Fences and gates	Reported or noted during inspections	Repair or replace as required	High	2-3 days
			Medium	10 days
			Low	20 days
Weed spraying	Reported  All areas done at least twice yearly	Spray fence lines  Broad leaf turf areas	High	10 days
			Medium	20 days
			Low	60 days
Vandalism	Reported	Carry out works to make site safe temporarily or permanent repair if possible  Respond to any other directions from the GCC, initiate permanent repair	High	1 day
			Medium	5 days
			Low	10 days
Public Toilets	Reported or noted during inspections	Isolate any potential hazards and repair or replace as required	High	< 1 day
			Medium	2 days
Playgrounds	Reported or noted during inspections	Repair damage to equipment or replace as required	High	1 day
			Medium	5 days
			Low	180 days

## Road Maintenance

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Potholes / patching	Failed area < 100 sq. m exhibiting major deformation and extreme severity crocodile cracking  Potholes > 500mm wide and/or > 50mm deep	Dig-out pavement and patch existing surface with asphalt	Main Road	15 days
			Collector	15 days
			Residential	15 days
			Rural	30 days
Repair / replace sign	Sign missing or damaged	Reinstate sign, replace if badly damaged	Regulatory and Warning	15 days
			Street name signs	15 days
Dead animal pick-up	Multiple carcasses or large animal on road (excludes domestic animals)	Dispose of carcass	All	1 day
Clean up litter	Inspect and assess amount and type	Remove litter	Main Road	15 days
			Collector	15 days
			Residential / Rural	15 days
			Open Space	15 days

## Stormwater Maintenance

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Creek vegetation control	As required by the Environmental Conditions		Urgent Issues	15 days
			All others	Up to 3 months
Clear blocked main or pit	Blocked line reported by incident or inspected through CCTV inspection	Remove blockages by using GCC equipment or Contract drain cleaner / root cutter etc.	If flooding property	1 day
			If flooding roadside	15 day
			If not damaging assets / hazard	15 days
Repair pit or grate / lid	Repair broken pit lid	Remove broken surround and replace with new	Make safe / repair	15 days

## Waste Management

Activity	Response Time
Collect household garbage and recycling (standard service)	Fortnightly
Collect household garbage and recycling (shared service for units)	Weekly
Missed bin requests	Same day as service was to be provided, or as soon as practical thereafter
Repair, replace damaged bins or allocate new bins	Within 1 week of notification
Public litter bin collections High impact areas: CBD, Moonah, Glenorchy, Claremont	Daily
Public litter bin collections Low impact areas: Parks, Reserves, Bike track	Weekly
Public litter bin - repair or replace damaged bins	12 business days
General waste enquiries	Respond within 5 business days or earlier

## Safety

Activity	Response Time
Reported safety hazard	Assessed and made safe as soon as possible

## Environmental Health

Activity	Response Time
Respond to reported issue	2 business days
Issue licence following lodgement of valid application	5 business days