



# CUSTOMER EXPERIENCE CHARTER

## ACKNOWLEDGEMENT

Buloke Shire Council acknowledges the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagalk people and the Dja Dja Wurrung people as the Traditional Owners of parts of the land now known as Buloke. We pay our respects to Elders past and present, and value their ongoing contribution to our heritage and our community.

## OUR VISION

**Building a Better Buloke - A healthy, connected, inclusive and prosperous community.**

## OUR VALUES

Good communication  
Accountability for actions  
Taking responsibility  
Showing care and respect

Transparency in decision making  
Working collaboratively with partners  
Being responsive and timely

## WORKING TOGETHER

**We are committed to fostering a safe, inclusive, diverse and respectful environment for all individuals. Aggression towards Council staff inside or outside the workplace is not on.**

**Council Does Care - Listen Talk Respect.**

We understand the importance of transparency and clarity in our customer interactions, by phone, in-person, online, or written communication.

- Excellent Customer service outcomes are built on two-way relationships
- Customers can expect to be spoken to in a friendly and courteous, helpful and professional manner
- Our Customers will be listened to carefully to establish their requirements
- We value Customer privacy by treating all personal information confidentially
- All requests for services will be logged onto our electronic request system.
- Provision of necessary and relevant information in a timely manner is important to us. Response times may vary depending upon the nature of the request and in these instances where our ability to meet these commitments are affected, Customers will be updated on the progress of their request.

## OUR COMMITMENT






We place our Customers at the centre of all we do by:

- Identifying and understanding their different needs and preferences
- Consistently redesigning service options to ensure exceptional experiences that align with their expectations
- Striving to eliminate any barriers to service access
- Dedication to delivering efficient and responsive services
- Adopting a holistic approach involving the entire organisation
- Valuing feedback in our commitment to providing exceptional service
- Empowering communities through effective communication, fostering informed decisions and inclusion.

## COMPLIMENTS, COMPLAINTS AND CONCERNS

Council is dedicated to addressing and resolving complaints and concerns, fostering a culture that acknowledges and respects individuals' right to express dissatisfaction. Complaints are highly valued by the Council as they serve as valuable feedback, contributing to our ongoing efforts to enhance service delivery and better serve the community. We love your compliments as they inspire of staff to strive for continuous achievement and excellence. More information on our Complaints Handling Policy is available at [www.buloke.vic.gov.au](http://www.buloke.vic.gov.au) or by contacting Council.

## CONTACT STANDARDS

-  **Writing or by Email** – From receipt of your correspondence, we will respond within 5 business days with an answer or indicate which department is managing your enquiry.
-  **Council's website** – Aims to provide comprehensive, accurate and timely online information for residents, businesses and visitors. You can leave feedback on the website to detail your experience.
-  **In Person** – We aim to resolve face to face enquiries immediately. Sometimes this is not possible, we may ask for your contact details to phone or write to you with a response.
-  **Telephone** – Calls will be answered in a timely manner and we will endeavour to resolve enquiries immediately. On occasions where your enquiry requires specialist attention we will try not to transfer your call more than once. For any enquiry that requires further action we will tell you when we expect to be able to resolve it. We aim to respond to requests for a call back within 1-2 business days, where possible. For emergencies and urgent matters, we provide after-hours phone service. Non-urgent matters are addressed on the next business day.
-  **Social Media** – We aim to answer Social Media enquiries as quickly as possible during business hours. The member of staff who answers your online enquiry will identify themselves with their first name.



If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service (NRS): TTY users phone 133 677, then ask for 03 5478 0100 or 1300 520 520 (local calls only); SMS relay number 0423 677 767, then then ask for 03 5478 0100 or

1300 520 520; Speak and Listen users phone 1300 555 727, then ask for 03 5478 0100 or 1300 520 520 Internet relay users connect to [www.relayservice.com.au](http://www.relayservice.com.au), then ask for 03 5478 0100 or 1300 520 520. Everyone who uses the National Relay Service (NRS) to make calls needs to first register as an NRS user, visit [Accesshub:www.relayservice.com.au](http://Accesshub:www.relayservice.com.au).



If you need an interpreter, please call TIS National on 131 450 and ask them to call Buloke Shire Council on 1300 520 520.

**IN PERSON:** 367 Broadway, Wycheproof.  
Monday to Friday 8.30am to 5.00pm  
(excluding public holidays).

**IN WRITING:** PO Box 1, Wycheproof, Victoria 3527.

**EMAIL:** [buloke@buloke.vic.gov.au](mailto:buloke@buloke.vic.gov.au)

**WEB:** [www.buloke.vic.gov.au](http://www.buloke.vic.gov.au)

**PH:** 1300 520 520

