

Customer Experience Charter

About this document

Georges River Council (Council) is committed to providing customers with excellent, responsive and appropriate services.

This document outlines: what customers can expect from Council; and how customers can access information, provide feedback, request a service or make suggestions to help us improve our services.

This document has been introduced as part of Council's Customer Experience Strategy 2022-27.



Our strategic drivers

Our vision

Naturally connected to place, community and Country.

Our mission

A leading people-focused organisation delivering outstanding results for our community and city.

Our values



United: We will work collaboratively as one team with common purpose and respect.



Professional: We will act with integrity and seek opportunities to learn to grow.



Honest: We will be open and truthful with each other and our community.



Accountable: We will own our decisions as we strive for excellence.

Our commitments to you

We will:

- Endeavour to resolve enquiries promptly and efficiently;
- Be professional, courteous and respectful;
- Provide accurate, transparent and consistent information so customers can make informed decisions;
- Have a positive, proactive disposition taking responsibility and ownership to resolve your enquiry;
- Actively strive to continuously improve based on customer feedback;
- Protect and treat your personal information confidentially;
- Ensure information, resources and services are accessible to all; and
- Keep you informed about how your matter is progressing.

Our standards

When you write to us

When you contact us by email or mail, we will respond within 10 business days from the date we receive your correspondence.

When you contact us by phone

We will answer calls promptly and try to resolve enquiries immediately.

When your enquiry needs specialist attention, we will endeavour not to transfer your call more than once.

For an enquiry that requires further action we will tell you when we expect to resolve it. If you request a call back, we will respond as soon as possible.

When you visit us in-person

We aim to resolve face-to-face enquiries immediately. If our customer experience team are unable to do this, we will endeavour to connect you with a specialist staff member. In some instances, it may be necessary to arrange an appointment at a future date.

When lodging a service request (“Log it Fix it”)

Customers can lodge a service request for the repair and maintenance or inspection of a range of Council services and assets; such as tree removal, waste collection or footpath hazards.

Providing accurate, detailed information when lodging a service request assists us to provide timely outcomes.

Timeframes for completing service requests vary depending on the type and nature of the request. We will keep customers updated about the progress of their service request via text message or email.

Council treats all requests seriously, however requests found to be malicious, frivolous or vexatious will not be actioned. Anonymous requests will be actioned when sufficient information is provided to enable an investigation.

When you contact us online

You can expect the website to be easy to use, with clear navigation and content so you can find what you need.

We will actively monitor our social media channels and webchat and respond as required.

Complaint resolution

Under Council’s Complaint Management Policy:

- All complaints received by Council will be acknowledged within two days;
- Complex complaints requiring further investigation will be resolved within 10 business days, however if a complaint cannot be resolved within 10 business days, we will contact you to provide a progress update and estimated timeframe for completion.

How you can help us

You can help us by:

- Being courteous and respectful to staff and other customers;
- Respecting the privacy, safety and needs of our staff and other customers;
- Providing complete and accurate information so we can respond promptly to your enquiry;
- Providing your current contact details and advising us if they have changed;
- Providing us with feedback so we can continuously improve our service.

Council staff will terminate communication with customers who behave aggressively or use inappropriate language.

When and how to contact us

Online: georgesriver.nsw.gov.au

Phone: (02) 9330 6400, 24 hours – 7 days a week

Phone language assistance service: 131 450

National relay service: 1300 555 727

Email: mail@georgesriver.nsw.gov.au

Mail: PO Box 205, Hurstville BC NSW 1481 Australia

Hurstville Customer Service Centre

Corner MacMahon and Dora Streets, Hurstville

Opening hours: Monday - Friday 8.30am - 5.00pm

Clive James Library – Customer Service Centre

Kogarah Town Square, Belgrave Street, Kogarah

Opening hours: Monday - Friday 9.00am - 5.00pm

