Our commitment to you

Cairns Regional Council is committed to better understanding the needs and expectations of the community and will do so by:

- Honouring the trust of our residents, each other, and staff by treating everyone with professionalism, equity, and dignity
- Taking responsibility in all that we do for our community
- Ensuring transparency with open and honest communication through relevant, accurate, clear, and complete information
- Communicating with you in a timely and responsive manner
- Endeavouring to reach a resolution with you the first time you contact us
- Respecting your privacy in accordance with the *Right to Information Act 2009* and maintaining Council's obligation to confidentiality and privacy under the *Information Privacy Act 2009*
- Actively pursuing continuous improvement and understanding of the needs of our community now and in the future
- Consulting with representatives of the community to create an ongoing dialogue between Council and the community
- Encouraging input from the community on Council's performance and services through a variety of means
- Maintaining a centralised complaint handling system to respond to service failures and unsatisfied expectations.

Council reserves the right to place limits on communication between certain members of the public and Council. This applies where communication becomes abusive of persons or excessively demanding on resources. This is to responsibly manage Council's limited resources and to fulfil Council's obligations as a conscientious employer.

Your feedback

At Cairns Regional Council, we aim to give you a great experience every time you interact with us. However, we understand this doesn't always happen. Your feedback on our processes, decisions, service, and staff is important to us. Your feedback:

- Ensures we continue to enhance our services and performance
- Allows us to understand our community's needs
- Helps to identify what we are doing well

You can let us know your feedback by contacting us via Council's official customer service channels.

We will measure our performance by customer surveys, customer feedback and monitoring of our performance through various Council reporting systems. We will use these measures to improve our levels of service on our path to customer experience excellence and continuous improvement.

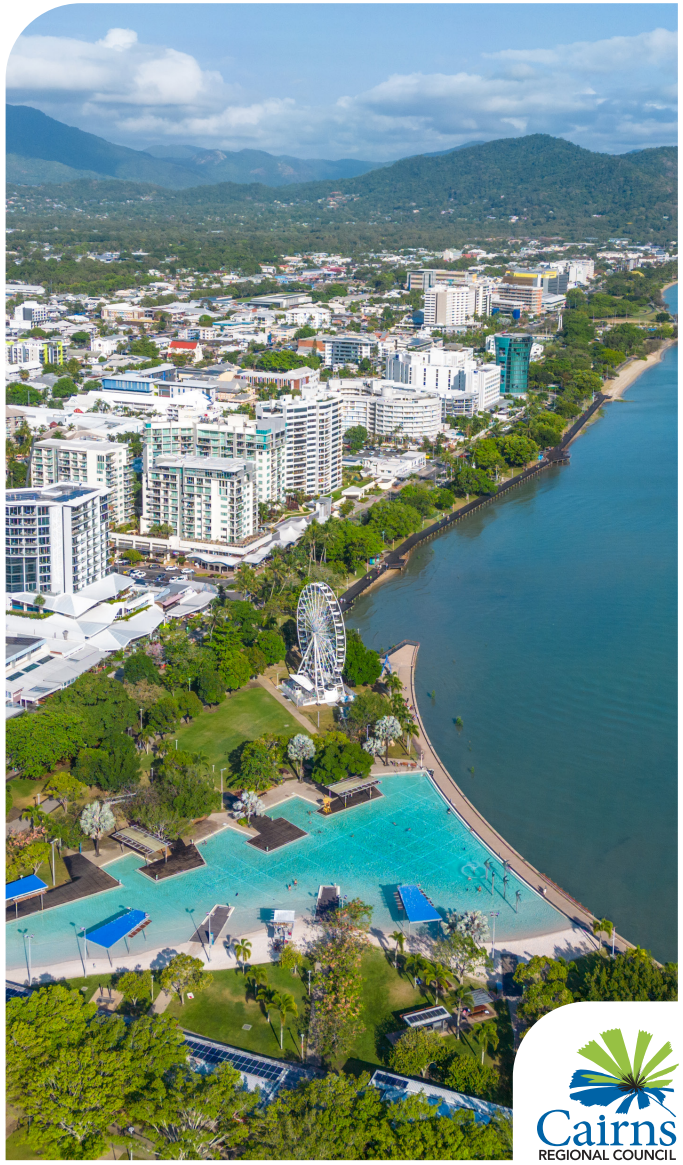
Help us help you

You can help us to meet our commitment to you by:

- Providing us with accurate, relevant, and timely information
- Treating our staff with courtesy and respect by behaving appropriately, avoiding the use of abusive language and/or threatening behaviour
- Keeping us informed of when anything changes e.g. personal details, licences, requests, services
- Providing feedback and suggestions on service improvements, conduct, performance and avoiding personal criticism of Councillors and/or staff.

Service Charter

Our commitment to you



Cairns REGIONAL COUNCIL

Our vision

Shaping a tropical future

Our values

Trust
Honouring the trust of our residents, each other and staff

Responsibility
Transparency and accountability to our community

Cairns-ness
Pride in who we are and where we live

Resilience
Adapting, enduring, growing stronger

Our focus

Robust economy
Supporting a diversified and growing economy

Natural assets
Promoting, protecting and enhancing our iconic natural environment now and for generations to come

Design for liveability
A place-based approach that celebrates our community

Community and culture
Fostering a vibrant, healthy and inclusive community

Focused council
Delivering for community through strong governance and informed decision making

Our service charter

Cairns Regional Council's Service Charter is a statement of our commitment to our community to provide you with a positive customer experience with a clear framework of standards and expectations. It is driven by our customers' expectations translated into Our Corporate Plan 2025 – 2030, with its vision, five strategic goals and values.

Community engagement

Council is committed to engaging the community in our decision-making processes. To find out more about how you can have your say, visit haveyoursay.cairns.qld.gov.au

Service requests

This is a standard request for Council to act or provide information or advice.

Complaints

A complaint may arise if you are not satisfied with our standards or service, or you believe we have made an error. Complaints can be more complex or involve multiple areas across Council, as a result they may not be resolved through our standard contact channels. More information can be found on this process on our website by searching 'Complaints disclosures'.



Our service standards

Timely and responsive communication is vital to creating a great customer experience. We commit to delivering the service standards below:

Online

Website cairns.qld.gov.au

App My Cairns via App Store or Google Play

When you submit an online request form, we endeavour for a system generated acknowledgement to be received immediately.

In writing

Email council@cairns.qld.gov.au

Mail Cairns Regional Council
PO Box 359 Cairns QLD 4870

We will acknowledge your request within five working days. Matters requiring a substantive response should be completed within 20 working days

Phone

1300 69 22 47

We will attempt to answer 85% of calls within 60 seconds. If you leave a message for a Council Officer, we will attempt to contact you within one working day. An after-hours service is available outside standard working hours.

Social media

Facebook facebook.com/CairnsRegionalCouncil

Instagram @cairnscouncil

Council monitors its social media channels in line with our Social Media Guidelines. For service requests, please use Council's official customer service channels.

In person

Our Council office locations and opening hours can be found on our website or by calling on 1300 69 22 47.

We know how important it is for expectations to be set upfront about the timeframes of our processes and services. Where appropriate and possible, we will provide you a reference number and the standard timeframes.