Our commitment to you

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

- Continuing to deliver information on the services and activities of Council through a variety of means
- Establishing levels of service and regularly measuring the performance of Council against these levels of service
- Consulting with representatives of the community to create an ongoing dialogue between Council and the community
- Maintaining a centralised complaint handling system to respond to service failures and unsatisfied expectations
- Ensuring transparency in accordance with the Right to Information Act 2009 and maintain Council’s obligation to confidentiality and privacy under the Information Privacy Act 2009
- Continuing to encourage input from the community on Council’s activities through a variety of means

Help us help you

When communicating with Council, you can help us by doing the following:

- Focus dissatisfaction on the conduct or performance of Council rather than on personal criticism of Councillors and/or staff
- Behave appropriately, avoiding the use of abusive language and/or threatening behaviour
- Provide us with accurate information so we can respond to your enquiries
- Keep us informed of any changes to personal details
- Provide feedback and suggestions on service improvements

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 in the interests of responsible management of Council’s limited resources and in order to fulfil Council’s obligations as a responsible employer.
Our Strategic Goals - Serving the Community

What we want to see in 2022 – An efficient organisation providing best practice service delivery through leadership, effective management of people, assets and finances.

Strategic Objectives

- Deliver best value customer service to the community
- Encourage an organisational culture of continuous improvement and business efficiencies
- Collaborate and build working partnerships between community and government to plan and deliver better services
- Consider decision-making based on collaboration, transparent and accountable leadership
- Promote a safety culture of ‘everyone home safe & well today and everyday’

Our contact standards

Communication is a vital part of customer service. We aim to meet our communications standards as set out below:

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Phone</strong></td>
<td>In most instances we will answer within 60 seconds but if we can’t we will attempt to get back to you in 1 business day. An after-hours service is available outside standard working hours.</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td>We will acknowledge within 5 business days</td>
</tr>
<tr>
<td><strong>Written</strong></td>
<td>We will acknowledge within 5 business days</td>
</tr>
<tr>
<td><strong>Face-to-face</strong></td>
<td>Immediately during business hours</td>
</tr>
<tr>
<td><strong>Online</strong></td>
<td>Available 24 hours 7 days a week</td>
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We understand it is important for us to set expectations upfront about the time our processes and services may take. We have collated the standard timeframes for all of the services we provide, from emptying bins, to cleaning streets, to completing permits and applications.

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 our Your Say website at:

https://www.cairns.qld.gov.au/council/have-say

Our complaint resolution process

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

We use feedback from you, positive or negative, to monitor and improve our service for the benefit of all of our customers.

Whilst we equip all staff across Council to be able to help you reach a resolution with your complaint the first time you call us, we recognise that some complaints can be more complex or involve multiple areas across council. For more information, please visit our website