Living and loving the Tweed

Tweed Shire Council serves the Tweed community by providing more than 50 services.

What we value – living and loving the Tweed

We look after people and places, explore all opportunities and are proud of our passionate approach. We care about each other, choose to be here, and are in this together. We have conversations where everyone can contribute and we are willing to have a go. We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Service standards

1. Resolve your enquiry at the first point of contact 60% of the time through Council’s Contact Centre.
   All Council staff aim to resolve your enquiry at the first point of contact. If your enquiry needs to be transferred to another staff member, we will introduce you and repeat the relevant enquiry details prior to handing you over.

2. Answer 80% of telephone calls within one minute.
   If your call cannot be answered within one minute, you will have the option to hold or leave a message on voicemail. Some services may have a call-back option.

3. Return missed calls within two business days.
   This applies to voicemail messages and calls captured in the ‘missed calls register’ when a staff member is not available. It does not apply to unsolicited sales calls.

4. Acknowledge, and/or where possible respond, to written correspondence and submissions within 10 business days.
   This includes letters, emails to tsc@tweed.nsw.gov.au and advertised emails, social media private messages and faxes. It does not include individual staff emails. If your correspondence requires a response, we will do so within 10 working days. If a complete response cannot be given in this time, an acknowledgement will be provided. If a detailed reply is required that will take additional time to research and compile.

5. Action, respond to or acknowledge 80% of Customer Service Requests (CSR) within 10 business days.
   Customer requests for services, works or maintenance aim to be actioned and/or responded to within 10 business days. Urgent and safety requests will be prioritised. Customers who identify themselves will be provided with a reference number.

6. Provide and maintain website and online services 24/7, with minimal interruptions.
   Council’s website and emergency dashboard will be maintained to deliver accurate, informative and accessible information. All planned website interruptions will be notified online with a minimum of 24 hours notice.

7. Provide timely notification of changes to operating hours or in-person, over the phone and online customer services.
   Seven (7) days notice will be provided for office closures or changes to operating hours. Planned and unplanned changes will be communicated by onsite signage, website and social media notifications, telephone messaging and the Tweed Link where possible.

8. Provide an after hours emergency telephone service 24/7.
   Customers can call Council to be transferred or call 1800 818 326 directly. All non-urgent enquiries will be actioned during normal business hours.

* These Standards do not apply to anonymous or unsolicited mail, social media posts or comments, sales or promotional material, advisers, Government agencies or when the Unreasonable Customer Conduct Policy has been applied.

Contact and connect

In person
8.30am to 4.15pm Monday to Friday
Tumbulgum Road, Murwillumbah
Brett Street, Tweed Heads

Email
tsc@tweed.nsw.gov.au

Online Services
For payments, applications, bookings and other enquiries

tweed.nsw.gov.au/onlineservices

Over the phone
8.30am to 4.30pm Monday to Friday
(02) 6670 2400
1300 292 872

Mail
PO Box 816
Murwillumbah NSW 2484

Smartphone App
Download the Tweed Shire Council app on iOS or Android stores

tweed.nsw.gov.au/smartphoneapplication

After hours
Emergency after hours telephone for Council services
1800 818 326

Online and webchat
tweed.nsw.gov.au
webchat with us during business hours (from 2019)

Report a problem
24/7 online or via the smartphone app
tweed.nsw.gov.au/forms/reportaproblem

Subscribe
Subscribe to Tweed Link, e-news, media releases, job alerts and more
tweed.nsw.gov.au/subscribe

#tweedshirecouncil

Your Say Tweed
Join the conversations on Council’s online engagement hub to have your say
yoursay.tweed.nsw.gov.au
Council and our customers need to have conversations and work together so we can solve problems and reach resolutions. We aim to respond to your enquiry within our service standards and act according to our Code of Conduct. In delivering our customer experiences across more than 50 services, these are the customer experience principles we stand by.

You can expect us to…

**Be consistent**
We will provide reliable and consistent information across all services.

**Be helpful**
We will add value to your enquiry, help you understand information and guide you through Council processes.

**Be accessible**
We will make our spaces, services and documents accessible, and our information available in plain English.

**Be secure**
We will respect and protect your privacy and information by using secure processes and business systems.

**Be identifiable**
We will use our trademarked brand on identification cards, uniforms, official correspondence and always send emails from @tweed.nsw.gov.au address.

**Be better**
We will monitor our performance and seek feedback to continually improve.

**Be consistent**
We will provide reliable and consistent information across all services.

We expect you to…

**Treat us with mutual respect, honesty and courtesy.**

**Report issues and requests to Council directly, quickly and through our established customer service options.**

**Provide us with information that is timely, accurate and complete.**

We will not accept…

**Verbal and/or physical abuse**
Council employees have the right to a safe and harassment free workplace. We take a zero tolerance approach to rude, angry, harassing, threatening or abusive behaviours.

**Unreasonable demands**
Staff can spend a disproportionate amount of time resolving issues with customers that cannot be satisfied, which reduces time available to assist other customers.

Council has an Unreasonable Customer Conduct Policy, which outlines actions that may be taken for customers who demonstrate unreasonable conduct including those who cannot be satisfied, make unreasonable demands, do not cooperate, who are rude, angry and harassing and those who are threatening and/or abusive.

Compliments, feedback and complaints about our people and processes

**Compliments**
Tell us if you like the way we did something, are grateful for our services or just want to say thanks. [tweed.nsw.gov.au/complimentsandfeedback](http://tweed.nsw.gov.au/complimentsandfeedback)

**Feedback**
Suggest how we can improve, or provide feedback on an issue. [tweed.nsw.gov.au/complimentsandfeedback](http://tweed.nsw.gov.au/complimentsandfeedback)

**Formal Complaints**
We take formal complaints about how a matter was handled seriously. General issues or concerns are not formal complaints. [tweed.nsw.gov.au/complaints](http://tweed.nsw.gov.au/complaints)

Related policies
See Council’s website for more information about customer related policies.

- [Compliments and Complaints Handling](http://tweed.nsw.gov.au/complaints)
- [Unreasonable Customer Conduct](http://tweed.nsw.gov.au/complimentsandfeedback)
- [Communications Policy](http://tweed.nsw.gov.au/complimentsandfeedback)