

## HOW TO CONTACT A COUNCILLOR

Our Region is made up of 7 electoral divisions.  
Councillors and their contact details are as below.



### Mayor - Cr Margaret Strelow

Phone: 4936 8275  
Email: Mayor@rrc.qld.gov.au



### Division 1 - Cr Shane Latcham

Mobile: 0437 857 736  
Email: Shane.Latcham@rrc.qld.gov.au



### Deputy Mayor - Division 2 Cr Neil Fisher

Mobile: 0417 663 961  
Email: Neil.Fisher@rrc.qld.gov.au



### Division 3 - Cr Tony Williams

Phone: 0407 579 025  
Email: Tony.Williams@rrc.qld.gov.au



### Division 4 - Cr Ellen Smith

Mobile: 0409 632 680  
Email: Ellen.Smith@rrc.qld.gov.au



### Division 5 - Cr Cherie Rutherford

Mobile: 0439 753 056  
Email: Cherie.Rutherford@rrc.qld.gov.au



### Division 6 - Cr Drew Wickerson

Mobile: 0427 349 131  
Email: Drew.Wickerson@rrc.qld.gov.au



### Division 7 - Cr Donna Kirkland

Mobile: 0436 380 490  
Email: Donna.Kirkland@rrc.qld.gov.au

If you are unsure which Council boundaries you reside in, please feel free to contact Rockhampton Regional Council's Customer Service on 4932 9000 for assistance.

## HOW TO CONTACT US



### By phone

**07 4932 9000 or 1300 22 55 77**

Our Customer Service Call Centre is your first point of contact for all enquiries and operates **Monday to Friday 8.00am to 5.00pm**. You can also call this number outside Council's normal hours of operation for all after hours emergencies.

### By Email

**enquiries@rrc.qld.gov.au**

### Online

**www.rockhamptonregion.qld.gov.au**



### In Person

**Rockhampton Office (8.00am - 5.00pm)**

232 Bolsover St

**Gracemere Office (9.00am - 5.00pm)**

1 Ranger St

**Mount Morgan Office (9.00am - 4.30pm)**

32 Hall St



### By Mail

**The Chief Executive Officer  
Rockhampton Regional Council  
PO Box 1860  
ROCKHAMPTON QLD 4700**



### By Fax

**07 4936 8862 or 1300 22 55 79**



# CUSTOMER SERVICE CHARTER

# ROCKHAMPTON REGIONAL COUNCIL

Rockhampton Regional Council is committed to service excellence and monitors its service to ensure that it meets the standards set out in this Service Charter.

## OUR VALUES:

- Accountable
- Customer Focused
- People Development
- One Team
- Continuous Improvement

## WHAT CUSTOMERS CAN EXPECT:

Where possible we will resolve your enquiry at the first point of contact. We will aim for seven out of ten enquiries to be resolved by our Customer Service Officers. Customer requests for service will be entered into Council's Request Management System on the same day that they are received.

## WE ASK OUR CUSTOMERS TO:

- Provide complete and accurate information.
- Keep us informed of any changes to personal details.
- Offer suggestions on service improvements.
- Make appointments for complex enquiries.

*"The Rockhampton Region: a place that our community values and others admire."*

## HOW WILL WE RESPOND?

When you contact us we will make every effort to meet the following standards.

SERVICE	TARGET Action within working days
<b>Building</b> Process applications Undertake inspections	Per <i>Planning Act</i> 2 days
<b>Plumbing</b> Process applications Undertake inspections	Per <i>Plumbing &amp; Drainage Act</i> 2 days
<b>Planning</b> Process applications Undertake inspections	Per <i>Planning Act</i> 2 days
<b>Water Supply</b> Incident response (inc. main/service breaks) Install new connections within the water service area (pending approval and payment or as agreed)	3 hours 15 days
<b>Sewerage</b> Incident response (inc. main blockages) Install new connections within sewerage area (pending approval and payment or as agreed)	4 hours 15 days
<b>Waste</b> Process new collection service Repair or replace bins	4 days 4 days
<b>Roads and Paths</b> Respond to emergencies Respond to customer requests	1 day 14 days
<b>Local Laws</b> Act on urgent stock on roads reports Respond to dog attacks Action general dog customer requests	3 hours 3 hours 10 days
<b>Health and Environment</b> Act on health related matters	Individually assessed
<b>Parks</b> Act on emergency/safety concerns Repairs and maintenance Mowing and garden maintenance	1 day 5 days As per schedule
<b>Workforce &amp; Strategy</b> Acknowledge job applications	7 days

\*IPA: Integrated Planning Act | \*SPA: Sustainable Planning Act

## FRONTLINE CUSTOMER SERVICE:

- You will be greeted in a friendly, professional manner.
- A one stop service will be provided at the point of contact.
- All enquiries will be processed accurately and efficiently by the Customer Service Officers.
- You will be afforded respect and courtesy.

## ON THE TELEPHONE:

- Council will strive to answer 75% of calls within 45 seconds.
- Staff will introduce themselves.
- A one stop service will be provided at the point of contact.
- We are conscious your time may be precious and we actively work to reduce call waiting times. However in peak periods delays are inevitable.
- Our Call Centre system does allow you to request a return phone call, this option is presented every 15 seconds or press 1 any anytime. If you do choose to take this option your place in the queue is retained and you will receive a call from a Customer Service Officer when your call would have reached the head of the queue.

## IN WRITING:

- We will forward a letter, email or facsimile of reply within 10 working days of Council receiving correspondence.
- We will forward an interim letter advising progress of correspondence if there is a delay in our service.

## RESPECT FOR YOUR PRIVACY:

We will respect and protect your personal information through our policies created under Right to Information and Privacy Legislation.

## YOUR FEEDBACK:

We welcome and encourage feedback or suggestions and will take these into account to improve our levels of service on our path to customer service excellence.