



# **Attachment 4**

**to**

## **Item 4.2.1**

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### **Current Customer Contact and Service Standards**

Date of meeting: 9 May 2023  
Location: Council Chambers  
Time: 6:30pm



# Customer Contact and Services Standards





This document contains important information.  
If you do not understand it, contact the  
Telephone Interpreter Service on 131 450.



### **Hawkesbury City Council**

**Address:** 366 George Street  
Windsor NSW 2756

**Mailing Address:** PO Box 146  
WINDSOR NSW 2756

**Phone:** (02) 4560 4444

**Fax:** (02) 4587 7740

**Email:** [council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)

**Council Website:** [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au)

**Office Hours:** Monday to Friday 8:30am-5pm



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## Council's Commitment

Hawkesbury City Council is committed to providing our customers with a reliable and responsive service. To improve services, Council has put into place Service Standards to advise customers about the timeframes by which we will endeavour to respond to your request, and the levels of service you should expect from us.

If Council is not meeting these defined service standards please contact the Customer Services Manager to discuss your concerns, feedback or compliments.

Alternatively, you can log onto our online customer feedback form.

## Customer Contact Standards

In Person	<p>Administration Building 366 George Street, Windsor</p> <ul style="list-style-type: none"> <li>You will be greeted when you enter Council's building</li> <li>Your query/request will be attended to promptly and efficiently</li> <li>Council staff will wear name badges</li> <li>If you do not have a scheduled appointment, you will be seen as soon as practicable. When necessary, you will be provided with information while you wait</li> <li>If you have a pre-booked appointment, either at the Administration Building or on site, Council staff will see you punctually at the scheduled time. You will be advised of any delays.</li> </ul>
Telephone	<p>Telephone (02) 4560 4444</p> <ul style="list-style-type: none"> <li>Your call will be answered within 30 seconds</li> <li>If your call is not answered within 30 seconds, your call will go to voice mail</li> <li>Your call will be returned at the first opportunity (within two working days)</li> <li>Your telephone enquiry will be dealt with directly without unnecessary transfers</li> </ul>
Email	<p><a href="mailto:council@hawkesbury.nsw.gov.au">council@hawkesbury.nsw.gov.au</a></p> <ul style="list-style-type: none"> <li>Your email will be replied to within 10 working days</li> <li>If a response to your request cannot be provided within 10 working days, you will be advised of the expected time required to finalise your request</li> </ul>
Post or Facsimile	<p>Hawkesbury City Council PO Box 146 WINDSOR NSW 2756 Facsimile (02) 4587 7740</p> <ul style="list-style-type: none"> <li>Your letter will be acknowledged within 10 working days</li> <li>You will be notified of any delays</li> </ul>
<p>If Customer Service cannot assist with your enquiry, you will be provided with the name of the relevant Responsible Officer who can and refer your enquiry to that person with a request that they contact you directly. If necessary, you will be referred to a relevant external agency. For complex enquiries, Council will contact you to make an appointment for you to meet with a staff member or arrange to call you when the information is available.</p>	

Council's website provides access to 24 hour, 7day online Council Services and Customer Enquiries.

For urgent **after hours** assistance, contact Council's after hours service on (02) 4560 4444.

## Customer Service Standards

Service	Service Supplied	Service Standard	Customer Contributions
<b>Accounts</b>			
Payment of Accounts	Payment of Creditors	Within 30 days from the end of the month in which the invoice is issued	Invoices to be lodged prior to end of month
<b>Animal Control</b>			
Companion Animal Shelter	Care for animals and return to owners or rehome	Advice of impounding processed within seven working days. 90% of dogs re-homed or returned.	Animals to be microchipped and registered
Roaming dog complaints	Conduct patrol where report of dog received	Patrols conducted within 48 hours of receipt of complaint	Report by phone, email, in person, online or in writing
Barking dog complaints	Undertake site visit to investigate complaint	Initial response within 48 hours of receipt of complaint	Report by phone, email, in person, online or in writing
Surrendered dog or cat	Pick up a surrendered dog or cat	Pick up surrendered dog or cat within 48 hours	Request by phone, email, in person or in writing
<b>Cemeteries (Richmond, Wilberforce and Pitt Town Cemetery)</b>			
Richmond cemetery enquiry	Enquiries regarding burials and arrangements	Initial response within two working days	Enquiries can be made in person, by phone or email, online or in writing
<b>Community Buildings and Properties</b>			
Property Maintenance	Respond to property maintenance requests for community facilities	Maintenance requests responded to in three working days. Urgent requests (threat to public safety) within 24 hours	Subject to assessment and funding availability
Graffiti Removal	Respond to reports of graffiti on Council property	Graffiti removed within two working days (48 hours) of notification	Subject to weather and location
<b>Community Events</b>			
Banner Pole bookings	Request to display banners on Council banner poles	Initial response within two working days	Enquiries can be made in person, by phone or email, online or in writing
Events Calendar	Request for event to be listed on website	Within 10 working days	Requests made online by phone or in writing
Community Events	Information and consultation on staging of events	Respond to enquiries within 10 working days	Request made by phone, email, in person, online or in writing
<b>Council Meetings</b>			
Business Papers for Council Meetings	Access to Council Business Papers	Business Papers posted online at 12pm on Friday preceding Meeting. Hard copies available at Meeting	Online access available at public access computer at library

Service	Service Supplied	Service Standard	Customer Contributions
Address Council Meeting	Process application to address Council Meeting	Same day processing of application	Requests made online or faxed with acknowledgement of Council's Code of Meeting Practice; lodged by 3pm on day of meeting
<b>Customer Service Centre and Community Consultation</b>			
Customer Enquiries	Respond to telephone enquiries	90% of incoming calls answered within 30 seconds or diverted to voice mail	Requests can be made in person, phone, email, online or in writing Provision of accurate information to Council staff
	Respond to counter enquiries	Max wait time of five minutes before attended by Customer Service Officer	
	Respond to electronic or written correspondence	Acknowledgement or response within 10 working days	
Community Consultation	Provide community with input into decision making	Consultation undertaken in accordance with Community Engagement Policy	Participants to abide by principles in Policy
<b>Development Services (Development Applications and Building Certificates)</b>			
Development Enquiries	Respond to enquiries	For basic, general building information and counter service, the Duty Officer is available from 8:30am to 1pm or for phone advice is available between 8:30am to 5pm, Monday to Friday	Complex enquiries or applications may require an appointment or incur a fee.
Pre-lodgement Service	Booked appointments	Written advice issued within five days after appointment	Application lodge and paid with concept plans and documents provided
Application lodgement	Counter service	Customer Service staff available from 9am to 4pm, Monday to Friday Or email Or e-lodgement	Incomplete applications may be returned or not accepted Forms, fee schedules and checklists available.
Planning Certificate (10.7)	Issue of Section 10.7 Certificate	Certificate issued within eight days after complete application is made	Applicants for Building Information certificates to ensure access for inspection
Building Certificate (S149d)	Issue of Section Building Information Certificate	Certificate issued within 10 days after complete application is made and satisfactory inspection occurs	
DA Assessment	Assessment of DAs	Determinations will average 40 days or less after complete application is lodged (90 days or less for Section 82A applications) Applications involving other agencies may take longer	Incomplete applications may be returned or refused if they do not meet requirements Guides and checklists available
Modification of Development Consent (4.55)	Assessment of 4.55 applications		
Review of Determination	Assessment of Section 8.2		



Service	Service Supplied	Service Standard	Customer Contributions
Construction Certificate	Assessment and Issue of Construction Certificate	Certificate issued 21 days after complete application is made	Incomplete applications may be returned Forms, fee schedules and checklists available
Complying Development Certificate	Assessment and Issue of Complying Development Certificate	Certificate issued within EP& A act timeframes of specified development after complete application is made	
Subdivision Certification	Issue of subdivision certificate	Certificate issued seven days after complete request is received	
DA Tracking	Online DA tracking system	Provision of online DA information to applicants to assess progress of DA	Terms and conditions for online access
<b>Development Services (Development Control and Enforcement)</b>			
Unauthorised development	Inspection of suspected illegal development	Action initiated within 72 hours	Reports can be made in person, by phone or email, online or in writing
Development compliance	Investigate non-compliance with development consent	Responded to within 72 hours	
Swimming Pools and Spas	Inspection of swimming pools and spas- NSW Swimming Pool Act	Swimming pool compliance certificate issued after satisfactory inspection within 10 working days	Inspection time booked and access provided for inspection
Outstanding Health and Building Notices (OHBN's) Sec 735A and 121ZP Certificates	Issue of Certificate	Issued within 10 working days	Completed application lodged
<b>Environmental and Public Health</b>			
Food outlets	Investigate food hygiene and preparation reports	Complaints about unhealthy conditions responded to within 48 hours	Reports can be made in person, by phone or email, online or in writing
Caravan parks	Investigate reports regarding legislative compliance	Complaints about caravan parks responded to within 96 hours	
Pollution incidents	Investigation of pollution incidents	Action initiated within 24 hours	
Swimming Pools and Spas	Inspection of swimming pools and spas- NSW Swimming Pool Act	Swimming pool compliance certificate issued after satisfactory inspection within 10 working days	Inspection time booked and access provided for inspection
Outstanding Health and Building Notices (OHBN's) Sec 735A and 121ZP Certificates	Issue of Certificate	Issued within 10 working days	Completed application lodged

Service	Service Supplied	Service Standard	Customer Contributions
<b>Financial Assistance (Requests for Sponsorship, Grants and Donations)</b>			
Community Sponsorship Program (CSP)	Provide financial assistance to community projects.	Enquiries responded to within five working days.	Comply with CSP criteria and submit application form.
<b>Information</b>			
Information request under Government Information (Public Access) (GIPA) Act	Provide access to information held by Council unless exempt under the GIPA Act	Initial response within five working days. Application determined within 20 working days	Application form completed and fee paid (where applicable). Incomplete applications may be returned.
Visitor Information Service	Provide information to visitors.	Respond to enquiries within five working days	Requests can be made in person, phone, email, online or in writing
Media requests	Respond to media enquiries and requests	Finalise 80% of media enquiries within three working days	Submitted by email in requested format
Council Publications	Provide access to authorised Council publications	Hard copy publications to be supplied or made available for inspection. Electronic copies available on website	Fee may be applicable in some circumstances
Website Services	Provide access to Council's website	98% of customer reports about problems accessing website responded to within one working day	Requests can be made in person, phone, email, online or in writing
<b>Library Services</b>			
Application for membership	Application to join Library Service	Same day processing on receipt of provision of correct information	Application form completed
Library loans	Provide loan items in a range of formats	Loans can be borrowed for three weeks. Items can be reserved	Library member, comply with loan conditions
Not for loan library materials	Provide historical and current material for use in Library	Items can be located using the online catalogue	Use 'Not for Loan' materials in the Library
Special Needs Service	Provide housebound service of loan materials	Library staff, volunteers, friends or relatives select and deliver items	Library members resident in Hawkesbury unable to access library
<b>Parks and Public Spaces</b>			
Park Maintenance	Mowing, cleaning and maintenance of open spaces	According to level of usage, lawns kept below 150mm Toilets and bins cleaned daily/weekly (depending on location)	May be subject to weather conditions
Park bookings	Request for event to be held on Council parkland	Initial response within two working days	Enquiries can be made in person, by phone or email, online or in writing
Upper Colo Reserve Camping Bookings	Enquiries and processing of camping bookings	Online and phone bookings processed following payment of applicable fee	Bookings can be made online or by phone

Service	Service Supplied	Service Standard	Customer Contributions
Town Centre Cleaning	Cleaning and maintenance of open public spaces within town centres	Respond to enquiries within 10 working days	Enquiries can be made in person, by phone or email, online or in writing
<b>Playgrounds and Skate Parks</b>			
Playgrounds and Skate Parks	Safe playgrounds and skate parks	Quarterly safety inspections undertaken	Reports of damage can be made in person, phone, email, online or in writing
<b>Rates</b>			
Rating Certificate (603 certificate) – advice of outstanding rates on property to be purchased	Certificate issued	Issued within three working days of payment	Application form Additional documents may be required
Request to amend rating records due to change of address	Rating address changed	Change made within 10 working days	Customer to notify Council in writing of change of address
Payment arrangements	Negotiated arrangements for payment of outstanding rates	Respond to enquiries within 10 working days	Request made in person, phone, email, online or in writing
<b>Roads and Footpath Maintenance</b>			
Potholes/Road Repairs	Evaluate and make safe	95% of urgent repairs made safe within 24 hours and repaired within one month	May be subject to weather conditions
Footpath, kerb and gutter and drains	Evaluate and make safe	Dangerous situations acted upon within 24 hours	
<b>Sewerage and Sewer Management Facilities</b>			
Sewerage Treatment Service (Windsor)	Monitoring of Treatment Plant and Pump Stations	Alarms responded to within one hour (major pump station); four hours (minor).	
Sewage Management	Inspection of Sewage Management Facilities	Documentation issued within 21 days of inspection	Access to be provided to SMF and inspection time booked
Sewer Chokes	Clearing of sewer chokes	Response within 2 hours of notification	Request made preferably by phone
Sullage Disposal	Removal of effluent from domestic premises	Standard fortnightly service	Access to be provided to septic system and applicable fees paid
		Additional service provided with 24 hours of request on normal working day	
		Immediate service (weekend, after hours, public holiday) within four hours of request	
<b>Trees and Vegetation</b>			
Tree (Damage)	Damage caused by tree on Council property	Respond to enquiries within 10 working days	Enquiries can be made in person, by phone or email, online or in writing
Tree Removal/Trimming on Council Property	Assessment of request	Respond to enquiries within 10 working days	Request made in person, phone, online or in writing

Service	Service Supplied	Service Standard	Customer Contributions
Tree Removal on private property (where development application required)	Assessment of request for removal of tree on private property	28 Days	Lodgement of Tree permit application. Incomplete application may be returned or refused if they do not meet requirements.
Road Verge Clearing	Mowing and cleaning of road verges	Respond to enquiries within 10 working days	Request made in person, phone, online or in writing
<b>Waste Collection and Management</b>			
Domestic waste and recycling/organics	Collection of domestic waste and recycling	Weekly service (domestic waste). Fortnightly service (recycling)	Bins placed in correct position prior to pick-up within service times
Missed Bins	Collection of waste from missed bins	24 hours from notification	
Household (kerbside) collection	One service per year to households.	Collected within 21 days of contact	Book with contractor waste left on kerbside on designated date.
Rubbish Dumping	Investigate reports of dumped rubbish	Action initiated within 72 hours	Report can be made in person, by phone, email, online or in writing
Removal of dead animals	Removal of dead animals on roads	Initial response within two working days	Reports can be made in person, by phone or email, online or in writing
Street sweeping	Street sweeping (CBD)	Streets swept daily and bins cleared daily	Litter placed in bins provided
	Street sweeping (Residential)	Kerbed and guttered residential streets minimum four weekly cycle	
Stormwater Management	Maintain gross pollutant traps	GPTs inspected and cleaned post rain events	Reports of overflows appreciated
Waste Management Facility	Disposal and recycling of waste	Refer to Council's website for opening hours and conditions	Service available to Hawkesbury residents Applicable fees to be paid Recyclables to be sorted
Abandoned vehicles	Investigate reports of derelict vehicles	Action initiated within 72 hours	Reports can be made in person, by phone or email, online or in writing

