



Customer Service Charter

Our Customer Service Charter applies to any person who requests information, services or actions from Gympie Regional Council. The charter explains how Gympie Regional Council staff will respond to you so you have a positive service experience.

Where we operate

Gympie Regional Council operates on the traditional land of the Kabi Kabi, Wakka Wakka and Butchulla peoples. The Gympie Region Local Government Area extends from Rainbow Beach in the east to Boobyjan in the west, Theebine to the north and Borumba to the south.

How to contact us

Website or Email gympie.qld.gov.au | council@gympie.qld.gov.au

Phone

General enquiries during business hours

1300 307 800, 8.30am – 4.45pm, Monday to Friday (public holidays excluded)

After hours – emergencies only, 1300 307 800

National Relay Service

If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service and give them the number 1300 307 800.

Interpreter service

If you need an interpreter, call TIS National on 131 450 and ask to be connected to us on 1300 307 800.

Mail

Gympie Regional Council, PO Box 155, Gympie QLD 4570

In Person

8.30am - 4.30pm Monday to Friday (public holidays excluded) at:

Gympie: Town Hall, 2 Caledonian Hill, Gympie

Planning Building, 29 Channon Street, Gympie

Kilkivan: 26 Bligh Street, Kilkivan

Payments

Payments can be made in person, by mail, BPay or via the Gympie Regional Council website.

When we will respond to you

When you phone us, we will strive to answer your call within 60 seconds. For all enquiries, we will acknowledge your request within two business days. Staff from the relevant council area will provide you with an answer or estimated time for resolution within 10 business days of your request. From time-to-time, these timeframes may be affected by circumstances beyond our control.





How we will respond to you

We will demonstrate our corporate values in our customer service:

Accountability: We are open, transparent and take responsibility for our actions.

Communication: We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service: We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity: We act with honesty and respect in all we do and respect all residents, colleagues, and visitors.

Teamwork and Collaboration: We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

How you can help us

- By providing us with accurate information.
- By working with us to solve problems.
- By demonstrating reasonable behaviour when interacting with council, including being courteous and respectful to our staff and other customers.

Council has a responsibility to provide its staff and customers with a safe environment. Unreasonable customer conduct may result in council offering alternative or restrictive service arrangements.

Feedback

We encourage feedback to help us better serve our community. Your matter may be about resolving a complaint or advising us of a customer experience you've enjoyed. Contact us as outlined in this charter.

Your privacy

We will respect and protect your personal information in accordance with council's Information Privacy Statement. You can find this online at www.gympie.qld.gov.au/council/about-council/privacy-statement

Complaints resolution process

We do our best to resolve complaints within 10 business days. If we cannot resolve your complaint within this timeframe, you will be kept informed of our progress. More information on complaint resolution is available online at www.gympie.qld.gov.au/complaints-management

Stay up to date

Connect with us via council's website, Disaster Dashboard, Opt-in Alerts, Facebook, YouTube, and LinkedIn.

