

Customer Service Standards

Service	Service Description	Service Standard	Customer Contributions	Responsibility
Building & Development				
Access to Assessment Officers	Development enquiries	Assessment Officers available via appointment between the hours of 8.30am & 4.00pm Monday to Friday.	Customer Request	Building Surveyor Environmental Health & Building Surveyor
Assistance for lodging Development Applications	Assistance to lodge Development Applications on NSW Planning Portal including quotation for associated fees <ul style="list-style-type: none"> Note: Services NSW is the initial contact for any assistance in relation to the NSW Planning Portal (Services NSW always directs customers back to Council) 	Approvals Coordinator available at any time between the hours of 8.30am & 4.00pm Monday to Friday subject to other demands.	Customer Request	Approvals Coordinator
Assessment & determination of Development Application		<ul style="list-style-type: none"> Notification is sent from NSW Planning Portal Any further information is requested via NSWPP <p>Time for determining development applications</p> <p>(1) A consent authority is taken to have refused development consent if it has not determined the development application within the assessment period calculated in accordance with this Division.</p> <p>(2) The assessment period is 60 days for a development application that is;</p> <p>(a) for designated development, or</p> <p>(b) for integrated development, other than integrated development that is Class 1 aquaculture development, or</p> <p>(c) for development requiring concurrence, or</p> <p>(d) that is accompanied by a biodiversity development assessment report under the Biodiversity Conservation Act 2016 that proposes to reduce the number of biodiversity credits required to be retired.</p> <p>(3) The assessment period is 90 days for a development application for State significant development.</p> <p>(4) The assessment period is 40 days for all other development applications, other than a Crown development application referred to in section 95.</p>	Completed application form & fee must be received. Additional information maybe required	Building Surveyor Environmental Health & Building Surveyor

Complying Development Certificates (CDC)	Complying Development Certificate – issue of certificate	Time for determining application for complying development is in accordance with EP&A Regulations 2021 Part 6 Division 2 Section 133 a) For a complying development certificate to which section 134 applies – 20 days, or b) Otherwise – 10 days The certificate will be issued in a timely manner based on, documentation availability, unforeseen issues during assessment and Certifier workload.	Application form to be completed and other documentation/plans may be required. Correct fees to be paid.	Building Surveyor Environmental Health & Building Surveyor
Construction Certificate (CC)	Construction Certificate – issue of certificate	Construction Certificate may be issued concurrently with development consent if all documentation supplied. Where a Construction Certificate is issued as a separate application, the Certificate will be issued in a timely manner based on, documentation availability, unforeseen issues during assessment and Certifier workload.	Application form to be completed and other documentation/plans. Correct fees to be paid.	Building Surveyor Environmental Health & Building Surveyor
Outstanding Notice & Order Certificates		Certificate issued within 5 working days from receipt of completed application form and payment of application fee.		
Zoning Certificate (s10.7)		Planning certificates issued within 7-10 working days of payment of fee. Urgent Planning Certificates issued with 48-72 hours.		Administration Officer – Environment & Planning
Council Planning Publications		Council will supply the publication within 5 days upon request & payment of fee.		
Subdivision Certificates	Issue of subdivision certificates	Within 20 working days from date of receipt.	Application lodged with correct fees paid	Town Planner
Food Business				
Food inspections	Inspect all food businesses as per risk category and issue inspection forms	High to Medium risk food businesses inspected twice annually, low risk food businesses inspected if a complaint is received and inspection forms issued.	Maintain premises in accordance with food hygiene and standard practices. Provide access to the premises. Payment of applicable fees.	Environmental Health & Building Surveyor
Food registrations	Register all new food businesses	Registered within 5 working days from receipt of request.	Application form to be completed and returned to Council.	Environmental Health & Building Surveyor
Food safety complaints	Investigate and resolve complaints regarding food safety	Acknowledgement of complaint within 5 working days from receipt, and investigation initiated. Ensure business maintained and operated in accordance with legislation. Investigate food borne illness complaints within	Request made to Council. Provide access to premises and relevant information to enable	Environmental Health & Building Surveyor

		24 hours.	Council to carry out investigation.	
Governance				
Council and committee meeting minutes	Council and committee meeting minutes – published on website	Published within 5 working days of meeting		Executive Assistant
Council business papers	Council agendas and reports for Ordinary Council and Committee Meetings	Completed and distributed at least 4 days prior to meeting.	Published on Council website. Customer Service Centre and Council Libraries	Executive Assistant
Publication of Council Newsletter		Published seasonally and sent electronically four times per year to residents, media, community, business and sporting organisations.	Copy to be distributed to all Customer Service Centres	Executive Assistant – Governance, Tourism and Promotions
Media Requests	Respond to media enquiries and requests	Finalise 80% of media requests within 3 working days of receipt of request	Request made to Council	Governance/Communications
Requests for Information				
Information access – current development applications	Access to current development applications eg those on public exhibition (access to older records please refer to “Information Requests”).	Generally available within 24 hours of request. (Note many development application documents are published on website).	Request can be made in person, by phone or written request. No form required	Approvals Coordinator
Information requests	Respond to electronic, phone or written correspondence from residents or customers	Acknowledge or response within 10 working days (noncomplex requests). Response to requests in accordance with relevant service standards.	Request can be made in person, by phone or written request. No form required	All staff
Information requests (social media)	Respond to requests made via social media	Response to specific requests is in accordance with the relevant service standards and verification of identity. Requests are channeled through online Customer Requests.		Executive Assistant – Governance, Tourism and Promotions

Information requests – “open access” documents	Access to public documents listed as “open access” in GIPA Act and Regulations via hard copy or electronic copy (where available)	Publish on website or make available for inspection. A copy will be provided upon request. Copying charges may apply. (Note most publications are published on Council website).	Request can be made in person, by phone or written request. No form required	All Staff
Information requests – informal access	Informal Access to Information Request (GIPA Act) – provide access to documents	Within 30 working days of receipt of request. Informal access. Copying charges may apply.	Application to be completed (where relevant)	Corporate Services
Information requests – formal access	Formal Access request (GIPA Act) – provide documents for inspection unless disclosure against public interest	Within 20 working days from receipt of request. Where consultation with a third party is required, additional time may be added.	Application form to be completed and in some other instances other documentation may be required	Corporate Services
Written Correspondence				
Reply to written correspondence		Written correspondence/emails must be replied to within 10 working days of receipt. Complex matters may take longer to finalise or may need to be referred to Council meeting. Under these circumstances an interim response prior to completion maybe required.		All Staff
Online Forms	Greater Hume Council websites now provide online forms, replacing many of the pdf and word forms used in day to day operations	When an online form is submitted an automatic response is sent to the submitter to acknowledge receipt of the form and provide a reference number which the submitter can refer to for follow up. Records also receive a copy of the form and attachments for uploading and distribution to applicable GHC Officer.	Application form to be completed and in some instances other documentation may be attached	Executive Assistant - Governance, Tourism and Promotions Records Officer
Records Management				
Confidentiality	Confidentiality of Councils records	Maintain confidentiality of records accessed.	In accordance with Code of Conduct and the requirements of the Privacy & Personal Information Protection Act.	All staff
Customer Action Request				

Recording Information		All customer details are to be provided including name, address and telephone contact. Details of location must be specific to ensure easily identified.	Error rates in Customer Action Request data are less than 2%.	Customer Service
Response to Request	Customer Action Request response time	Within 5 working days		All Staff
Completion of Requests		Action to be completed within 90 days – if the request/complaint has a budget implication, complainant to be advised of process.		All Staff
		Customers to be notified in writing within 5 working days of completion of request		All Staff
Requests through Magiq – Specific to Rangers	To provide a one stop area for complaints associated with Rangers Compliance to be viewed and tracked	Tasks to be directed to Administration Officer – E & P for recording in CRM system, assigning to Rangers and closing Magiq task.		Administration Officer – E& P and Rangers
Recruitment				
Job Applications		All applications for positions with Council must be treated as confidential. Receipt of applications is to be acknowledged within 3 working weeks of receipt of the application.	Upon acceptance of preferred candidate.	People & Culture
Unsuccessful Job Application Confirmation		All unsuccessful applicants will be notified within 5 working days of appointment of successful applicant.		People & Culture
Preparation of Performance Appraisals		Staff Appraisals are to be completed by 30 June each year.		All supervisors
Finance & Rates				
Payment of creditor accounts		All creditor accounts to be paid within 30 days or in accordance with the creditors' trading terms, whichever is the lesser.		Finance

Application for Outstanding Rates Notice (603 Certificate)		Sec 603 Certificates to be issued within 5 working days of receipt of application and payment of fee	Completed application form & fee received. Additional information maybe required.	Finance
Respond to rates enquiries		All enquiries to be responded to within 5 working days	Additional information may be required from external agencies.	Finance
Compliance Activities				
Animal control	Registration of animals – via Companion Animal website	Animal details entered onto Companion Animal Website on day of receipt.	Contact Councils Customer Service Centre	Customer Services
Animal control	Stray Animals	Rangers respond within 24 hours of receipt of complaint or request	Report to Council	Ranger Services
Swimming pool – public pool inspections	Inspect all public swimming pools once every three years in accordance with the Swimming Pool Act 1992	Initial registration to be completed on DLG Swimming Pool Register. Inspect all public swimming pools once every three years in accordance with the Swimming Pool Act.	Pool owner to register pool on DLG Swimming Pool Register and comply with legislation and standards	Building Surveyor
Swimming Pool Complaints	Investigate complaints and compliance in regards to swimming pools	Acknowledge all requests within 7 working days of date of receipt and initiate investigation of complaint (exception: pool fencing 48 hours to initiate investigation) to ensure compliance with legislation and standards.	Property Owner/Occupier to provide access to property for inspection. Authorised Officers may enter the premises to investigate a complaint under Section 27A (1) (b) of the Swimming Pool Act 1992.	Environmental Health & Building Surveyor Building Surveyor
On-Site Sewerage Management Systems	Investigate complaints and compliance in regards to On-site Sewerage Management Systems	Acknowledge all requests within 7 working days of date of receipt and initiate investigation of complaint to ensure compliance with legislation and standards.	Property Owner/Occupier to provide access to property for inspection. Authorised Officers may enter the premises to investigate	Rangers (Primary), Environmental Health & Building Surveyor & Building Surveyor (if Rangers unavailable)

Building	Investigate complaints and compliance in regards to illegal building works	Acknowledge all requests within 7 working days of date of receipt and initiate investigation of complaint to ensure compliance with legislation, standards and any conditions of consent	Property Owner/Occupier to provide access to property for inspection. Authorised Officers may enter the premises to investigate	Building Surveyor & Environmental Health Building Surveyor
Underground Petroleum Storage Systems	Investigate complaints and compliance in regards to Underground Petroleum Storage Systems	Acknowledge all requests within 7 working days of date of receipt and initiate investigation of complaint to ensure compliance with legislation, standards and any conditions of consent	Property Owner/Occupier to provide access to property for inspection. Authorised Officers may enter the premises to investigate	Environmental Health & Building Surveyor
Liquid Trade Waste	Investigate complaints and compliance in regards to Underground Petroleum Storage Systems	Acknowledge all requests within 7 working days of date of receipt and initiate investigation of complaint to ensure compliance with legislation and standards. Engage Water & Waste Water Officer to lift tank lids if required.	Property Owner/Occupier to provide access to property for inspection. Authorised Officers may enter the premises to investigate	Environmental Health & Building Surveyor
Waste & Recycling				
Domestic waste & recycle bins		New/replacement bin to be provided within 5 working days of ordering	Correct fees to be paid.	Waste & Facilities
Residential domestic rubbish		Collected Weekly		Waste & Facilities
Residential recycling collection		Collected fortnightly		Waste & Facilities
Waste Bins – missed collection	Missed Yellow or Red Lid Waste bin	Where the contractor is the cause of the Customer complaint, then the bin must be collected within 24 hours of the reported complaint. Where the customer complaint is not the fault of the Contractor, then the Council may at its discretion request the Contractor to collect the bin. If the Council directs the Contractor to collect a bin, the Contractor must collect the bin with 72 hours of the reported complaint to the Contractor. In these circumstances, the Contractor may levy a charge on Council of \$98.50 per hour.	Request made to Council	Waste & Facilities

Library Services				
Application for membership	Application for membership to join Riverina Regional Library	Same day processing on receipt of correct information and proof of residency. Annual membership fee may apply for non-residents.	Application forms completed	Library and Customer Services
Reservations	Reservations of library resources available for loan with reciprocal library agreements	Reservations will be satisfied within 3 weeks subject to availability of item.	Customer request made	Library and Customer Services
Inter library loan	Interlibrary loan request for books obtained from external library source for loan	Within 3 weeks subject to availability of item and payment of fees.	Customer request made and fees paid.	Library and Customer Services
Enquiries – person or phone	Respond to general information requests in person or by phone	Responded to immediately	Customer request made	Library and Customer Services
Enquiries - email	Respond to general information requests by email	Responded to within 3 working days.	Customer request made	Library and Customer Services
Transfers	Transfer of resources between libraries	Transferred within 1-3 working days subject to availability of item.	Customer request made	Library and Customer Services
Hiring of Council Facilities				
Hiring of facilities – meeting rooms and halls	Hire of meeting rooms and halls	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Risk Officer
Hiring of facilities – parks	Hire of parks	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Risk Officer
Hire of facilities – sportsgrounds (casual)	Hire of sportsgrounds (casual)	Response provided within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Risk Officer
Hire of facilities – sportsgrounds (seasonal)	Determination and allocation of sportsgrounds	Response provided to compliant Seasonal application, and confirmation of sportsground allocations, within 10 working days from receipt of request.	Application form to be completed and returned to Council. Payment of applicable fees.	Risk Officer

Events				
Events Calendar	Request for event to be listed on Council website	Processed within 10 working days from date of receipt.	Request made to Council	Tourism, Website and Events
Risk Assessment	Request for event risk assessment to be approved	Processed within 10 working days from date of receipt.	Request made to Council	Risk Officer
Footpaths				
Cleaning and maintenance	Cleaning of footpaths in town centres	Culcairn, Henty and Jindera are pressure washed annually, all other areas on an as required basis		Engineering Services
Roads				
Road closures - temporary	Temporary closure of roads	Applications should be lodged at least 90 days prior to proposed closure. Response dependent on LTC	Application lodged to Council within timeframe.	Risk Officer
Road potholes	Evaluation and repair of potholes	Make safe within 10 days of inspection. If pothole is 300mm diameter and over 50mm deep – within 2 working days	Request made to Council	Engineering Services
Road - signs	Signs affected by damage or destruction	Replace regulatory signs within 2 weeks, all other signs within 4 weeks if not waiting on supply delivery	Request made to Council	Engineering Services
Public Toilets				
Public Toilets	Toilets in public areas - Toilets opened, closed and cleaned	Toilets in Towns cleaned daily and toilets in villages cleaned twice a week		Engineering Services
Parks & Gardens				
Parks Maintenance	General maintenance of parks and open spaces	Mowing is on a 2-3 or 3-4 weekly cycle, depending on weather and growth conditions		Engineering Services
Parks litter removal	Removal of litter and waste from parks	Litter and waste removed from all parks on a weekly basis and on needs basis Inspections carried out when cleaning toilets or when staff are in the area		Engineering Services
Nature Strip Maintenance	Mowing of grass verges (where agreement exists)	2-3 weeks in towns 3-4 weeks in villages Depending on weather and growth conditions		Engineering Services