

1. Introduction

Coonamble Shire Council (Council) is committed to delivering high-quality, customer-focused services that are responsive, inclusive and professional.

This Customer Service Charter outlines our commitment to the community and establishes the standards you can expect when interacting with Council. It supports a culture of continuous improvement and places our community at the centre of everything we do.

2. Our purpose

We exist to serve the Coonamble Shire community.

We deliver essential services, manage and maintain community assets, and care for our people, places and environment so our community can live well today and into the future.

Through responsible stewardship, strong governance and reliable service delivery, we support community wellbeing, local opportunity and long-term sustainability across our Shire.

3. Our customers

Our customers are anyone who interacts with Council, including residents, ratepayers, businesses, visitors, community groups, contractors, councillors and Council staff.

4. Vision and mission

Vision

To support a connected, resilient and thriving Coonamble community by delivering reliable, high-quality services that meet our community's needs now and into the future.

Mission

To deliver essential local government services through professional, accountable and transparent practices, supporting community wellbeing, local opportunity and sustainable outcome for our Shire.

5. Our values

Our values guide how we work, how we serve our community, and how we make decisions:

- Service – We deliver reliable, responsive and practical outcomes and follow through on our commitments.
- Transparency – We communicate openly, clearly and honestly, and explain our decisions.
- Accountability – We take responsibility for our actions, decisions and outcomes and act with integrity.
- Respect – We treat all people with fairness, dignity and courtesy, and value diverse perspectives.

6. Our commitment to you

We will:

- Treat you with courtesy, dignity and respect.
- Communicate clearly, listen to your needs and respond appropriately.
- Provide accurate, timely and professional service.
- Take ownership of enquiries and work towards practical solutions.
- Follow through on commitments and be accountable for outcomes.
- Explain decisions, processes and timeframes in a clear and transparent way.
- Respect your privacy and handle personal information confidentially.
- Provide accessible and inclusive services for all members of our community.
- Make our processes as simple and efficient as possible.
- Keep you informed of progress and any delays.
- Seek and use feedback to improve our services.

7. Service standards

Service	We will:
General	• Act professionally, honestly and respectfully. • Provide accurate and relevant information. • Focus on solutions with a positive and helpful approach.
Telephone enquiries	• Answer calls promptly where possible. • Aim to resolve enquiries at first contact. • Take clear and accurate messages. • Return calls within two working days.
In-person enquiries	• Provide a welcoming and respectful service environment. • Acknowledge you promptly and advise of any wait times. • Ensure our customer service areas are accessible and professional.
Written and digital correspondence (excludes social media)	• Acknowledge correspondence within two working days. • Provide a response or progress update within 10 working days. • Use clear, concise and plain language. • Provide a contact officer where relevant. • Inform you if further time is required.
Service requests	• Record requests in our system and provide a reference number where possible. • Prioritise urgent and public safety matters. • Investigate and respond within appropriate timeframes. • Keep you informed of progress and outcomes.

These are our usual service targets. Timeframes may vary depending on urgency, complexity, required information, statutory requirements, and operational demands. If we cannot meet a target, we will keep you informed and provide an updated timeframe. Where legislation, Council policy or a formal process sets a different timeframe, that timeframe applies.

8. Community engagement, expectations and accountability

Working with our community

We are committed to inclusive, accessible and fair service delivery. We will:

- Provide equitable access to services and information.
- Respect diversity and individual needs.
- Support community participation in Council activities and decision-making.

Your responsibilities

To help us provide the best service, we ask that you:

- Treat staff and other customers with courtesy and respect.
- Provide accurate and complete information.
- Work with us to resolve issues constructively.
- Respect the rights, privacy and safety of others.

Unacceptable behaviour

We are committed to a safe and respectful environment for customers and staff. We recognise that people may be frustrated or dissatisfied and will respond fairly and respectfully. Abusive, threatening, aggressive or persistently unreasonable conduct may be managed under Council policies and procedures. Any restriction on contact with Council will be reasonable, proportionate and subject to appropriate approval and review.

Feedback and complaints

We value feedback and use it to improve our services. Contact us to provide feedback or make a complaint:

- In person, by phone, email or in writing, or online.

Our commitment

We will:

- Acknowledge complaints within 2 working days.
- Provide an outcome or status update within 10 working days.
- Keep you informed if further investigation is required.
- Explain the outcome and advise you of available review options.

External review options are available through bodies such as the NSW Ombudsman and ICAC.

Contact us

Administration Office

8:30am to 5:00pm weekdays
80 Castlereagh Street, Coonamble, NSW,
2829

Postal address

PO Box 249, Coonamble, NSW, 2829

Phone: 02 6827 1900

Email:

council@coonambleshire.nsw.gov.au

Title: Customer Service Charter		
Department: Corporate Services		
Version	Date	Author
1	September 2026	Jenni Maundrell
Review Date: September 2028		
Greg Hill General Manager		