



Service Experience Standards

Tweed Shire Council delivers more than **50 services** to the Tweed community.

What we value – living and loving the Tweed


We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.


We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.


Service standards

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1. Contact centre
Resolve 80% of enquiries at the first point of contact.

Our Contact Centre aims to resolve your telephone or in person enquiry at first contact. On occasion your enquiry may be transferred to a technical specialist. We aim to serve you in 2 minutes at the Murwillumbah and Tweed Heads customer service counters.
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2. Telephone
Answer 80% of telephone calls within ninety 90 seconds. Return missed calls within 2 business days.

We aim to answer your call within 90 seconds or provide you with an option to hold or leave a voicemail message. When a staff member is not available, a missed call message will be taken. An after hours emergency telephone service is available 365 days of the year.
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3. In writing
Acknowledge, and/or where possible respond to written correspondence and submissions within 10 business days.

Where your correspondence requires a response, it will be acknowledged and/or responded to within 10 business days. If a detailed reply is required, it may take additional time to provide a full response. **This standard applies to emails to tsc@tweed.nsw.gov.au, social media private messages and letters.**
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4. Website – tweed.nsw.gov.au
Provide and maintain website and online services 24/7, with minimal interruptions.

Council's website and emergency dashboard will deliver accurate, informative and accessible information. All planned interruptions will be notified online with at least 24 hours notice. Content on website pages will aim to be reviewed every 4 months.
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5. Service requests (CSR)
Acknowledge, action or respond to 80% of service requests within 10 business days.

You can report a problem or request works, maintenance or improvements to existing services by using our Report a Problem online service or calling us. Council will prioritise service requests that are determined as a safety or urgent matter.
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6. Service interruptions
Notice for planned service interruptions:
less than 24 hours = 2 business days
greater than 24 hours = 5 business days

Water and wastewater: Planned interruptions are notified on Council's website under tweed.nsw.gov.au/service-problems-interruptions and letterbox notification.
Roads: Customers should check tweed.nsw.gov.au/roadworks-closures for road closures. Planned road closures will include notifications directly to the affected property. All other planned and unplanned service interruptions will be communicated as soon as possible through signage, websites, social media, telephone messaging or Tweed Link.
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7. Changes to operating hours
Provide 5 business days notice of any planned changes to operating hours.

Planned and unplanned changes will be communicated through signage, website, social media and google business page updates, telephone messaging and Tweed Link where possible.

* These standards do not apply to anonymous or unsolicited mail, sales or promotional calls, social media posts or comments, Government agencies or when the Managing Unreasonable Conduct Policy has been applied. Councillors as elected members are governed by the Code of Conduct rather than these standards.

Contact and connect

follow us on     

<p>In person</p> <p>9 am to 4 pm Monday to Friday Tumbulgum Road, Murwillumbah Brett Street, Tweed Heads</p>	<p>Over the phone</p> <p>8:30 am to 4:30 pm Monday to Friday 02 6670 2400</p>	<p>After hours</p> <p>Emergency after hours telephone for Council services 02 6670 2400 or 1800 818 326</p>	<p>Social Media</p> <p>Connect, tag or message us on social media #tweedshirecouncil</p>
<p>Email</p> <p>tsc@tweed.nsw.gov.au</p>	<p>Mail</p> <p>PO Box 816 Murwillumbah NSW 2484</p>	<p>Online and live chat</p> <p>tweed.nsw.gov.au live chat with us during business hours</p>	<p>Report a problem</p> <p>24/7 online or via the smartphone app tweed.nsw.gov.au/ report-problem</p>
<p>Emergency Dashboard</p> <p>The Emergency Dashboard provides Tweed residents with links, useful information and contacts in an emergency. emergency.tweed.nsw.gov.au</p>	<p>Your Say Tweed</p> <p>Join the conversations on Council's online engagement hub to have your say yoursaytweed.nsw.gov.au</p>	<p>Subscribe</p> <p>Subscribe to Tweed Link, e-news, media releases, job alerts and more tweed.nsw.gov.au/subscribe</p>	



Council and our customers need to have conversations and work together so we can solve problems and reach resolutions. We aim to respond to your enquiry within our service standards and act according to our [Code of Conduct](#). In delivering our customer experiences across more than 50 services, these are the **customer experience principles** we stand by.

You can expect us to ...



Be consistent

We will provide reliable and consistent information across all services and through our contact and connect points.



Be helpful

We will add value to your enquiry, help you understand information and guide you through Council processes.



Be accessible

We will make our spaces, services and documents accessible, and our information available in plain English.



Be secure

We will respect and protect your privacy and information by using secure processes and business systems.



Be identifiable

We will use our trademarked brand on identification cards, uniforms, official correspondence and always send emails from an @tweed.nsw.gov.au address.



Be our best

We will monitor our performance and seek feedback to continually improve.

We expect you to ...



Treat us with mutual respect, honesty and courtesy.



Report issues and requests promptly and directly to Council through our established customer contact options. We can't action it if you don't tell us about it, and social media won't fix it for you.



Provide us with information that is timely, accurate and complete.

We will not accept ...



Verbal and/or physical abuse

Council employees have the right to a safe and harassment free workplace. We take a zero tolerance approach to rude, angry, harassing, threatening or abusive behaviours.



Unreasonable demands

Staff can spend a disproportionate amount of time resolving issues with customers that cannot be satisfied, which reduces time available to assist other customers.

Council's Managing Unreasonable Conduct Policy outlines how we will respond to unreasonable conduct, including those who cannot be satisfied, make unreasonable demands, do not cooperate, are rude, angry, harassing, threatening and/or are abusive.

Compliments, feedback, escalations and complaints about our people and processes



Compliments

Tell us if you like the way we did something, are grateful for our services or just want to say thanks.

tweed.nsw.gov.au/feedback-compliments



Feedback

Suggest how we can improve, or provide feedback on an issue.

tweed.nsw.gov.au/feedback-compliments



Enquiry escalation

If you have a general issue, concern or compliment about how an enquiry has been dealt with, you can speak to the supervisor.

tweed.nsw.gov.au/contact-us



Formal complaints

We treat complaints about how a matter was handled seriously. General issues or concerns are not formal complaints.

tweed.nsw.gov.au/contact-us

Related policies

See Council's website for more information about customer related policies – tweed.nsw.gov.au/policies

- ✓ Compliments and Complaints Handling
- ✓ Privacy Management Plan
- ✓ Communications Policy
- ✓ Unreasonable Customer Conduct
- ✓ Access to Information
- ✓ Community Engagement and Participation Plan