

DRAFT COMMUNITY EXPERIENCE CHARTER

OUR VISION

Salisbury - a progressive, sustainable and connected community

OUR VALUES

Respectful

- Create a sense of belonging and pride in the Salisbury community
- Respect individual differences
- Speak up when you don't feel respected, or are not being treated respectfully
- Provide our staff with a safe work environment and respectful workplace
- Look after the wellbeing of our community, ourselves and those around us

Accountable

- Take personal ownership and follow through
- Deliver on what we say we will do
- Believe that the community comes first
- Speak up on matters of importance

Collaborative

- Work together, committed to a common cause
- Openly share information
- Find ways to connect people for better outcomes

Helpful

- Listen and focus on what we can do
- Create new futures and look for opportunities
- Make a positive difference

OUR REASON

To provide a positive experience for those who live in, work in or visit our community and leave our community in a better state for future generations.

OUR DRIVER

We will work together as one team to deliver an exceptional community experience that exceeds community expectations and delivers a future that we can all be proud of.

HOW WE WILL BE MEASURED

We will work on behalf of our community to deliver what they value most.

- We will acknowledge requests for service or information within 1 business day
- We will provide a response within 10 business days to update you on the status of the request if not already resolved
- We will answer 80% of calls through our Community Experience Centre within 20 seconds.

We will deliver above and beyond expectations by providing choice and consistent service excellence by empowering our staff to:

- Have a bi-annual Community Perception Survey, that exceeds a 70% satisfaction level
- Conduct monthly surveys to track feedback from our community on services and interactions with Council
- Commit to delivering on the agreed service levels across all services (refer Community Experience Framework or details of the various service level commitments).

COMMUNITY SERVICE IS EVERYONE'S RESPONSIBILITY

WE ARE HERE TO HELP

The City of Salisbury has a formal Compliments, Comments and Complaints Policy and supporting procedure which outlines standards and processes for actioning matters raised by community members quickly and effectively.

This is available on our website www.salisbury.sa.gov.au/charter or by calling our Community Experience Centre on 8406 8222 during business hours.

We speak your language, if you need assistance please contact us or you can access the Community Experience Charter in the following languages:

- Vietnamese - Tiếng Việt
- Filipino - Tagalog
- Persian - فارسی
- Nepali - नेपाली
- Khmer - ភាសាខ្មែរ
- Arabic - العربية
- Italian - Italiano



HOW OUR COMMUNITY MEMBERS CAN HELP US TO DELIVER A BETTER SERVICE

We need to have open and transparent communication with our community members in a respectful and collaborative environment.

In order to assist us best assist you, please:

- Provide accurate and complete information to help us better understand your needs
- Provide reference numbers (if available) when contacting us about an existing application, complaint or query
- Provide a daytime telephone number or email address
- Treat each other with courtesy and respect
- Work together to try to resolve problems

SERVICE REQUESTS

Service requests or requests for information can be made by the following methods:

- Phone us on 8406 8222
- Email us at city@salisbury.sa.gov.au
- Online on our eServices page that you will find at www.salisbury.sa.gov.au
- A service request can also be lodged via the My Local Services App that you can download for free from the App Store or Google play

COMMUNITY FEEDBACK

We value feedback and welcome suggestions, compliments, comments and complaints.

Feedback helps us to review and improve our policies, procedures and services.

Compliments give us encouragement that the service we are providing is a service that is valued.

The community may contact Council with feedback of varying types. Such feedback may include:

- **Request for Service:** This is a request from a community member who has identified the need for Council to perform one of its services in a specific case, e.g. "I would like you to fix a pot-hole in the road".
- **Comment/Compliment:** This is feedback by a community member who wishes to comment on the conduct of a

member of staff, e.g. "I found this staff member to be extremely helpful and knowledgeable," or on the standard of service that has been provided, e.g. "Thank you for mowing our verges they look much neater".

- **Concern/Complaint:** This is feedback by a community member who is unhappy or dissatisfied with operations or services provided by Council, or has not received a response to an earlier request for service.

HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT

To provide compliments, comments or complaints to the City of Salisbury community members can:



Access our website: www.salisbury.sa.gov.au

Compliments, comments or complaints can be lodged online.

Go to www.salisbury.sa.gov.au/charter to complete the online form or download a hard copy.



Visit our Community Experience Centre: 34 Church Street, Salisbury

Our Community Experience Centre staff can assist to complete a compliments, comment and complaints form.



Send us an email:

ccc@salisbury.sa.gov.au and provide details of the compliment, comment or complaint.



Telephone us: 8406 8222

Community Experience Centre staff can record details of your compliment, comment or complaint and ensure it is directed to the appropriate person for action.



Write to us: City of Salisbury, PO Box 8, Salisbury SA 5108 and provide details of the compliment, comment or complaint.

Social Media:*

Council will accept comments via: [f](https://www.facebook.com/cityofsalisbury) [t](https://twitter.com/cityofsalisbury) [i](https://www.instagram.com/cityofsalisbury)
@cityofsalisbury

*we encourage the community to not lodge requests for service, formal complaints or submissions on social media but contact us either on 8406 8222 or via one of the contact methods noted above.

Ombudsman SA

The Ombudsman SA is an independent office that has comprehensive power to investigate complaints made in relation to Local Government.

Customers have the right to contact the Ombudsman SA at any time if they are dissatisfied with an action or inaction of the City of Salisbury.

The Ombudsman SA may be contacted at:

Postal: PO Box 3651, Rundle Mall SA 5001

Office: Level 5, East Wing 50 Grenfell Street, Adelaide SA 5000

Telephone: (08) 8226 8699

Fax: (08) 8226 8602

Toll free: 1800 182 150

Email: ombudsman@ombudsman.sa.gov.au

The Office of Public Integrity

The Office of Public Integrity (OPI) is an independent office that has comprehensive power to investigate complaints, misconduct and maladministration in public administration.

OPI may be contacted at:

Postal: GPO Box 11066, Adelaide SA 5001

Office: Level 1, 55 Currie Street, Adelaide SA 5000

Telephone: (08) 8207 1777

Website: www.icac.sa.gov.au

