
ORDINARY COUNCIL

Mayoral Minute

SUBJECT: MAYORAL MINUTE - CAMDEN COUNCIL WINS CUSTOMER SERVICE TEAM OF THE YEAR AWARD - 2017 NATIONAL LOCAL GOVERNMENT CUSTOMER SERVICE AWARDS

FROM: The Mayor

TRIM #: 17/354185

Each year Councils from across Australia come together for the National Local Government Customer Service Awards. The annual awards provide an opportunity for customer service teams and individuals within local government to be recognised for their commitment to providing high-quality customer service to their communities.

I am incredibly pleased to advise that at this year's gala awards dinner, held on Thursday 26 October 2017 in Newcastle, Camden Council was awarded first place in the Customer Service Team of the Year category and received a highly commended (runner-up) in the National Customer Service Excellence category.

The National Customer Service Excellence category is the pinnacle award which recognises the 'best of the best' for customer service excellence. It seeks to acknowledge Councils who have achieved outstanding results through key initiatives that demonstrate leadership and commitment to excellence in customer service.

The Customer Service Team of the Year award recognises outstanding teams who provide high-quality customer service through the delivery of outcomes sought by their council. The award acknowledges a team who demonstrates consistent teamwork, overachieves as a group and illustrates customer service best practice.

This is a well-deserved win and evidence that Camden's Customer Relations team is leading the way in providing high-quality customer service through strong teamwork.

The team manage around 80% of Council's interactions with the public, including over 100,000 phone calls in 2016/17, and regularly meet and exceed customer expectations.

For example, customer surveys conducted in 2016/17 found that 97.2% of customers' expectations were met or exceeded and a further 98.6% found the frontline staff friendly and helpful.

The Customer Relations team is truly committed to creating a positive customer experience. This is a direct result of Council's proactive approach to customer service, a top priority of the organisation, and continuous improvement of the service provided by Council.

I am very proud of how far we have come in the last 4 years and that Camden is now setting the benchmark for other councils when it comes to customer service. Our outstanding facilities, combined with hard-working staff, commitment to innovation and strong leadership, support our team in achieving customer service excellence.

I congratulate Council's staff and particularly the Customer Relations team on this outstanding achievement and thank them for their ongoing commitment to serving our community.

RECOMMENDED

That Council note the information.