

# Media Release

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1 November 2018

## Council wins National Customer Service Excellence Award

Council has been recognised as a leader in delivering exceptional service by winning the National Local Government Customer Service Network's 2018 National Customer Service Excellence Award.

"This is the pinnacle award for the industry and establishes Council as setting the benchmark for excellence in customer service in Local Government," said Mayor Peter Sidgreaves.

"It is a credit to the organisation that this national award has been received at a time when Council is also managing the fastest growing population in Australia," Cr Sidgreaves said.

"Council has adopted a proactive approach to providing exceptional customer service and performed a remarkable amount of work behind the scenes to now set the industry benchmark," he said.

"It has been the continuous process of evaluation, analysis and innovation across the organisation that has contributed to becoming a national leader in customer service," he said.

The result of reviewing and refining processes to improve the customer experience during the past two years has been an increase in the response rate and a reduction in customer wait times. In 2017/18, 83 per cent of calls to Council were answered within 20 seconds and 88 per cent of enquiries resolved at the first point of contact despite a call volume of over 2,000 calls per week.

Feedback surveys to customers who lodged requests for service with Council have returned positive results, with nearly 90 per cent of customers indicating they are 'satisfied' or 'very satisfied' with Council services.

Weekly call backs to customers to monitor and assess the customers' experience with front line staff also demonstrate exceptionally high levels of satisfaction with Council

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services. In 2017/18, Council met or exceeded 96 per cent of their expectations for the level of service and 99 per cent considered the staff to be friendly and helpful.

At the awards ceremony, the Customer Relations Team also received a highly commended for the Customer Experience Excellence Award and Council's Customer Relations Coordinator, Lee Wear, received a highly commended for the Customer Service Team Leader of the Year Award.

Last year, Council won the 2017 National Local Government Customer Service Team of the Year award and was highly commended for the 2017 National Customer Service Excellence Award.

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