

## Customer Service Charter

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Customer Service Charter – 2025

### Rates & Finance

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Policy 1.2	Community Grants Program & Guidelines
Policy 1.3	Financial Hardship Assistance
Policy 1.6	Rates and Charges
Policy 1.7	Infrastructure Contributions
Policy 1.8	Fraud Control
Policy 1.9	Recycling Contamination
Policy 1.12	Debtor Management
Policy AP08	Code of Tendering
Policy AP09	Investments
Policy AP20	Corporate Credit Card

### Councillors and Council Elections

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	Local Government Code of Conduct Order 2024 & Complaint Form
Policy 2.1	Gifts and Donations
Policy 2.2	Councillors Expenses, Entitlements & Professional Development
Policy 2.3	Council Meetings – Meeting Cycle and Commencement Time
Policy 2.6	Related Party Disclosures
Policy 2.7	Election Caretaker Policy
Policy 2.8	Dispute Resolution Policy

### Staff

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Policy 3.3	Chief Executive Officer – Exercise of Powers
Policy HR24	Public Interest Disclosure Act 2002

### Health and Welfare

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Policy 4.1	Mobile Food Vendors & Fact Sheet
Policy 4.3	Kennel Licences – Dog Control Act 2000
Policy 4.8	Dog Management Policy
Policy AP02	Playground Safety
Policy AP04	Risk Management
Policy AP04A	Risk Management Strategy
Policy AP10	Food Safety

## Roads

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AP12 Street Numbering

## Development

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Policy 6.1 Stormwater Quality Control Contributions  
 Policy 6.2 Residential Use in the Agriculture Zone  
 Policy 6.3 Bond Policy  
 Policy 6.5 Landscaping  
 Policy 6.15 Temporary Accommodation Permits  
 Policy AP01 Structure over Council Main  
 Policy AP13 Public Open Space  
 Policy AP16 Amenity Policy for Industrial Zones (+ Appendix 1 Tips for Business Frontage)  
 Policy AP19 Dilapidated Building

## Miscellaneous Policies

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Policy 7.1 Donations & Community Support  
 Policy 7.3 Social Media & Communication devices  
 Policy 7.4 Public Question Time and Deputations  
 Policy 7.5 Planning Appeals  
 Policy 7.6 Welcome to Country & Acknowledgement of Country  
 Policy 7.8 Media Releases  
 Policy 7.10 Australian Citizenship Ceremony Dress Code  
 Policy 7.11 Audio Recording of Council, Planning Authority & Committee Meetings  
 Policy 7.12 Safeguarding Children and Young People  
 Policy 7.15 Unreasonable Conduct of Customers  
 Policy AP03 Trees on Council Land  
 Policy AP06 Privacy Policy  
 Policy AP11 Asset Management  
 Policy AP14 Graffiti Management  
 Policy AP15 Place of Assembly Management  
 Policy AP18 Access to Information – Right to Information  
 Policy AP22 Wheelie Bin Replacement Policy  
 Policy AP24 Private Works

## **Reserves and Buildings**

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| Policy 8.1 | Ovals – Booking Arrangements                              |
| Policy 8.2 | Council Buildings – Hire Fees                             |
| Policy 8.3 | Community Leasing and Licencing of Council Owned Property |

## **Plant**

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| Policy 9.4 | Plant and Equipment |
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