Customer Service Charter

Customer Service Charter – 2025

Rates & Finance

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 & Corruption
Policy 1.9	Recycling Contamination
Policy 1.10	General Rate Waiver – First Home Owner New Build
Policy 1.12	Debtor Management
Policy AP08	Code of Tendering
Policy AP09	Investments
Policy AP20	Corporate Credit Card

Councillors and Council Elections

	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

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

Health and Welfare

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

AP12	Street Numbering

Development

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 6.4	Assessment of Council Related Planning Applications
Policy 6.6	Public Open Space
Policy AP01	Structure over Council Main
Policy AP16	Amenity Policy for Industrial Zones (+ Appendix 1 Tips for Business Frontage)
Policy AP19	Dilapidated Building

Miscellaneous Policies

Policy 7.1	Donations & Community Support
Policy 7.2	Enforcement
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 7.13	Volunteer Policy
Policy 7.14	Requests for Memorial Recognition
Policy 7.15	Unreasonable Conduct of Customers
Policy 7.16	Flag Management
Policy 7.17	Youth Policy
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

GUIDELINES – Community Residential Festive Lighting Guidelines

Reserves and Buildings

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

Policy 9.4	Plant and Equipment