



Version Control and Objective ID	Version No: 3	Objective ID: A9117024
Adopted at Council Ordinary Meeting on	22 June 2023	
Date of Review	22 June 2027	

1. Statement

Ipswich City Council seeks to ensure that our community and customers are central to decisions we make, the activities we undertake and that we deliver on our commitments. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Our customers are our priority and we aim to resolve their inquiries as efficiently as possible through accurate, consistent and timely responses.

The core principles of this Policy align with our Customer Experience Vision: “We listen, we care, and we deliver great everyday experiences – every day”.

2. Purpose and Principles

This Policy is supported by Council’s Customer Experience Strategy three-year roadmap to becoming a trusted and leading organisation.

This policy is founded on principles that Council is working to.

- Deliver consistent experiences across all channels by working as one team and meeting expectations;
- Be approachable by offering several communication channels of customers’ choice to deliver personalised and relevant experiences;
- Be responsive by adopting a data-driven approach to deeply understand customers and proactively respond to their needs;
- Be efficient by being easy and simple to deal with using automated processes, digital services and getting it right the first time.

We aim to deliver on these principles by focusing on the following five focus areas:

- Listen
- Understand
- Design
- Communicate
- Empower

Council’s Customer Charter sets out our commitment to deliver exemplary customer service with seamless and connected customer experiences.

3. Strategic Plan Links

This policy aligns with the following iFuture 2021-2026 Corporate Plan theme/s:

- Safe, Inclusive and Creative
- A Trusted and Leading Organisation

4. Regulatory Authority

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Queensland Anti-Discrimination Act 1991*
- *Queensland Disability Service Act 2006*
- *Queensland Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- *Public Sector Ethics Act 1994*

5. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

6. Scope

This policy applies to all Council employees and is applicable to:

- All aspects of internal and external customer interactions;
- All services, enquiries, complaints and feedback received by Ipswich City Council, from individuals and organisations that utilise the services provided by Council.

7. Roles and Responsibilities

All Council employees are responsible for providing positive, respectful service to Council customers, both internal and external in accordance with the guidelines contained in the policy.

Council also has an expectation that its customers reciprocate this level of behaviour to cement a mutually respectful interaction that allows Council to provide a high level of customer service. In the event that an interaction falls below Council's expectation, the guidelines as set out in Council's Unreasonable Customer Conduct Policy will be implemented.

The Mayor and Councillors may refer to the Councillor Code of Conduct which sets out the principles and standards of behaviour when carrying out their roles, responsibilities and obligations as elected representatives for their communities.

8. Key Stakeholders

- Mayor and Councillors
- Executive Leadership Team

- Branch and Section Managers

9. Monitoring and Evaluation

The successful implementation and effectiveness of this Policy will be monitored through the following measures:

- Conducting customer satisfaction surveys to assess performance and determine areas for improvement;
- Implementing performance indicators and measures to monitor Council’s progress in delivering the outcomes as detailed within this Policy;
- Reduction in complaints about the standard of Council customer service.

10. Related Documents

- Customer Experience Strategy
- Customer Charter
- Complaints Management Policy
- Unreasonable Customer Conduct Policy
- Good Governance Policy
- Ipswich City Council Employee Code of Conduct
- Councillor Code of Conduct
- Human Rights Policy
- Library Services Policy

11. Definitions

Term	Definition
Council employee	Anyone employed by or engaged by Council to undertake work on behalf of Council. This includes, permanent and casual employees, contractors, labour hire, temporary staff and volunteers.
Executive Leadership Team (ELT)	Includes CEO and General Managers
External customer	Includes our valued ratepayers and anyone who lives, works, provides services or does business in our community.
Feedback	Can take the forms of comments, both positive and negative, about services provided by Council without necessarily forming the basis of a complaint.
Internal customer	Includes any Council employee who are involved in creating, delivering and managing our wide range of services and infrastructure. This includes customer facing and non-customer facing teams.

Service Request	An application to have Council or its representative take some form of action to provide or improve a Council service.
------------------------	--

12. Policy Owner

The General Manager (Community, Cultural and Economic Development Department) is the Policy Owner and the Manager (Libraries and Customer Services) is responsible for authoring and reviewing this policy.