

## Contact Your Councillor



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*If you are unsure of your divisional representative, please visit Council's website*

## Contact Us

### Customer Service (including after hours)

1300 WRC QLD (1300 972 753)

### Customer Service Centres

- 67 Herbert Street  
Bowen QLD 4805
- Cnr Stanley and Conway Streets  
Collinsville QLD 4804
- 52 Main Street  
Proserpine QLD 4800

### Business Hours (by phone)

Monday to Friday, 8:15am to 5:00pm

### Service Centres

Monday to Friday, 8:15am to 4:45pm

### Postal Address

PO Box 104  
Proserpine QLD 4800

### Fax

(07) 4945 0222

### Email

[info@whitsundayrc.qld.gov.au](mailto:info@whitsundayrc.qld.gov.au)

### Website

[www.whitsundayrc.qld.gov.au](http://www.whitsundayrc.qld.gov.au)



# Customer Service Charter



## Our Customer Service Promise

Whitsunday Regional Council is committed towards providing quality service and effective communication.

We will deliver consistent Customer Service with integrity, accountability and common sense.

Our service offer will align with our Council's values to ensure that interacting with Council is a positive experience.

We will promote a 'Customer Centric Culture' throughout the organisation through training and continuous improvement.

We will monitor and evaluate our service to ensure the standards set out in this charter, to develop and build relationships and partnerships within our community.

Our customers are all of those interact with Council whether they are residents, ratepayers, business operators, visitors, contractors, Councillors and employees.

## Our Values

### Trust:

In our team mates, our service partners and our customers

### Unity:

By working together to get things done

### Continuous Improvement:

By always looking for solutions and ways to do things better

### Community:

By building pride, strength and confidence amongst our region, residents and ratepayers

### Accountability:

By being open, diligent and ethical in our decision making

### *What service can you expect when contacting us by telephone?*

We will provide a Customer Service Officer to accept your telephone call Monday to Friday, between 8:15am and 5:00pm (excluding Public Holidays). We will provide an 'After Hours' service to accept your emergency telephone calls outside the above time. We will endeavour to answer your call within 30 seconds, however, if demand for our services is high, we may need to place your call in a queue for a short period. We will return your call by no later than the close of business on the next working day.

### *What service can you expect when visiting our offices?*

We will attend to you promptly, our goal is not to keep you waiting for more than five minutes. We will acknowledge your arrival and serve you when it is your turn.

### *What service can you expect when dealing with us by written correspondence?*

We will provide an acknowledgement of your correspondence within 2-3 business days. We will respond to all general letters, faxes and emails within 7 business days. We will process applications within the designated timeframes set by Legislation. We will write to you in clear, concise language that is easily understood.

### *Website and Social Media*

We will provide comprehensive, accurate relevant and timely information for residents, businesses and visitors.

### *Requests for Service*

Requests for Service are a request for Council to take action on a matter i.e barking dog, pot hole or overgrown allotment - and should be made to our Customer Service Team, who will log your request and forward to the appropriate staff member for action. A 'complaint' may result if you are not satisfied with our response to your request for service, the standard of our service, or if we have made a mistake.

### *We will aim to:*

Answer your telephone calls	80% of calls in 30 seconds
Return your calls	Same day if possible or no later than next working day
Resolve as many requests for service at first contact	80% request resolved at first point of contact
Keep you informed	Acknowledge your correspondence and notify you if there is a delay to service
Respond to written correspondence	We will respond to letters, emails and faxes within 7 business days
Provide 24/7 service request facilities	Provide emergency after hours call centre. Provide online request portal for all non-urgent enquiries.

## Our service commitment to you

### *What customers can expect from us:*

- To greet and listen to you with respect, courtesy and understanding
- Respond to your enquiry in a professional and timely manner and work to resolve all complaints
- Endeavour to resolve 80% of enquiries at the first point of contact or record your request in our Customer Request Management System immediately.
- Set clear expectations of the next steps and deliver on those commitments
- Consistently apply these standards across all

### *We ask our customers to:*

- Treat our staff with the same courtesy and respect that we show them. Behave appropriately, avoiding the use of threatening language and respect the right of other customers.
- Provide accurate and complete information in order that their opinion, concern or complaint can be readily understood
- Keep us informed of any changes to personal details
- Make appointments for complex enquiries or if they need to see a specific officer