

FRANKSTON CUSTOMER SERVICE CHARTER



ACCESSIBLE



RESPECTFUL



CLEAR



ACCOUNTABLE

OUR SERVICE PROMISE





OUR SERVICE PROMISE

PEOPLE SERVING PEOPLE

1

OUR SERVICE PROMISE

Accessible - Respectful - Clear - Accountable

2

OUR MEASURES

Balanced qualitative and quantitative measures that elevate our service commitment and drive our success as an organisation to be accountable for our promise in every corner of Council.

3

GOVERNING OUR SERVICE PROMISE

Our Service Promise logically fits with the Future Ready Frankston (FRF) Customer Pillar. Aligning the governance structures with FRF would ensure accountability, and authority are set, measured and reported in parallel with the customer experience transformation. A dedicated Service Improvement Team could measure, share, educate and advocate each quarter to actively govern our service promise. Customer Service willingly accepts a lead role in coordinating the Service Improvement Team.

4

LAUNCHING & DRIVING OUR SERVICE PROMISE

The Future Ready Frankston launch will initially connect the teams to the purpose and power of our service promise. A creative and engaging experience hosted by the Co Design team will start new conversations and create a point of reflection and shared accountability for our service standards.





Accessible

We promise to be helpful in the way we make information and support accessible to you, when or where you need it.



Respectful

We promise to show respect and consider the needs of everyone in our community in the way we work, communicate and deliver our services.



Clear

We promise to be clear in our communication and the way we share expectations so that you always have confidence in our service.



Accountable

We promise to be accountable in the way we work across council to ensure we all do what we say we will do.

OUR SERVICE PROMISE...

PEOPLE SERVING PEOPLE...



ACCESSIBLE



We promise to be helpful in the way we make information and support accessible to you, when or where you need it.



WE WILL



- 1 Make it easy for you to access our services and contact who you need
- 2 Share information in ways that are easy for you to understand
- 3 Let you know who you can follow up with if you have further questions
- 4 Treat you as an individual and tailor our service to help you where we can



WE WILL SUCCEED BY



- Delivering our services through great human connections and digital choices
- Adjusting how we communicate when we need to suit individuals needs
- Showing up in our community in different ways so you can connect with us
- Making every effort to be responsive and available



RESPECTFUL



We promise to show respect and consider the needs of everyone in our community in the way we work, communicate and deliver our services.



WE WILL

- 1 Respect your individual circumstances, your right to privacy and the confidentiality of your personal information
- 2 Listen and understand to triage your request accurately the first time
- 3 Encourage your feedback so we can learn and adjust our service
- 4 Own up, say sorry and put things right if we ever make a mistake



WE WILL SUCCEED BY

- Working as one Council to make fair decisions and the right recommendations
- Constantly improving through your feedback to make it easier where we can
- Capturing the right information at the right time to help progress your request
- Proactively updating you on the progress of our work and the next steps



CLEAR

We promise to be clear in our communication and the way we share expectations so that you always have confidence in our service.



WE WILL

- 1 Use straight forward language where we can, and clearly explain complications
- 2 Explain each step so you understand the work we will do to resolve your request
- 3 Be honest and proactive in raising challenges that may impact you
- 4 Set clear expectations of the time that it will take to help you or resolve your request



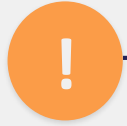
WE WILL SUCCEED BY

- Providing clear information when or where you contact us
- Encourage you to ask questions to help clarify when you don't understand
- Clarifying that we have understood you correctly before we take action
- Sharing how we made decisions, particularly if is not what you hoped for



ACCOUNTABLE

We promise to be accountable in the way we work across council to ensure we all do what we say we will do.



WE WILL

- 1 Give you the same great service and responsiveness whenever you contact us
- 2 Be accountable for our actions consistently across our teams
- 3 Follow through and keep our promises
- 4 Make decisions that are consistent, fair and inline with the legislation that guides us



WE WILL SUCCEED BY

- Owning your service experience as one team when you engage across Council
- Coaching all teams to capably and consistently deliver high service levels
- Being accountable and sharing our service performance levels
- Constantly improving our processes and technology to serve you better

PEOPLE SERVING PEOPLE...



MEASURING OUR SERVICE PROMISE

CLEAR - ACCOUNTABLE - RESPECTFUL - ACCESSIBLE



KEY PERFORMANCE METRICS – Aligned to our commitments

FOCUS ON WAIT TIMES

Monthly Average wait times on our phones and live chat platforms

FOCUS ON UNANSWERED INTERACTIONS

Abandonment rate % of phone calls and live chats on a monthly basis

FOCUS ON OUR AVAILABILITY

Looking at the Grade of Service score and Live Chat availability % on a monthly basis

FOCUS ON CUSTOMER SATISFACTION

Capturing our customer satisfaction scores through post interaction surveys

*These measures are to be reviewed & expanded in line with the development of a Customer Experience Strategy in the new financial year