COUNCIL CHARTER

Customer Service Experience

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Director:	General Manager	**Version:**	2.3

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1. OUR FRAMEWORK

Hawkesbury City Council (Council) is an elected body that governs, provides services, procures goods and services, and represents the community. As a result, Council offers a range of services and product, such as upkeep of community assets, administers legislation, enforcement of regulations, participation of residents in decision-making processes, and provision of services on a fee-for-service or subsidised public-good basis. Therefore, when you walk along the river, visit a library or art gallery, play on a sporting field, enjoy the clean and tidy amenity of a park, playground or picnic area, you are benefiting from the work of Council.

Council defines customer service as the task or query on behalf of a customer and customer experience as the perception or feeling a customer has during and after they interact with Council. Although distinct, Council views both customer service and customer experience as one core responsibility known as delivering a 'customer service experience'.

Council recognises the equal importance of internal and external customers, and that the way in which staff interacts with customers impacts significantly on the customers' perception of Council. Providing a quality customer service experience for our customers supports the effectiveness and value of our organisation.

Underpinning Council's Customer Service Experience (CSX) is our holistic approach Framework. The framework contains four 'How' foundational blocks that are interconnected:

1. Council Values
2. Customer Service Experience Commitment to Customers
3. Customer Service Experience Corporate Channel and Service Standards
4. Related Council Policies and Relevant Legislation, Regulations and Guidelines



Figure 1: Customer Service Experience (CSX) Framework. For a larger image refer to Appendix 3.

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The 'How' foundational blocks outline the principles that drive, inform and direct staff on how to interact and connect with customers to ensure that they effectively contribute to a quality customer service experience and that services are delivered within agreed standards.

The Customer Service Experience 'Why' and 'What' Framework blocks outline our desired aspiration and purpose:

Customer Service Experience Mission (Why)
Our Customers and working well together is at the heart of everything we do.

Customer Service Experience Vision (What)
We strive for excellence, continuous improvement and best practise in all interactions with customers and the community.

We look to deliver a quality customer service experience that is consistent, accurate, efficient and effective, solutions-focused and responsive and delivered in ways that are professional, respectful, inclusive and uphold the rights of all customers.

We also actively encourage feedback including suggestions, compliments and complaints about our program delivery, services, processes, performance and conduct of Council staff from our customers. We are committed to using this information to improve our services for the benefit of all customers, as well as adapt to the changing needs and expectations of our customers.

2. OUR COMMITMENT TO YOU

Each component of the customer service experience is broken down into ***six distinct drivers as outlined in the diagram below***. Each of these key phases describe principles, approaches and commitments to be undertaken to ensure customer service experiences are to the standard expected.

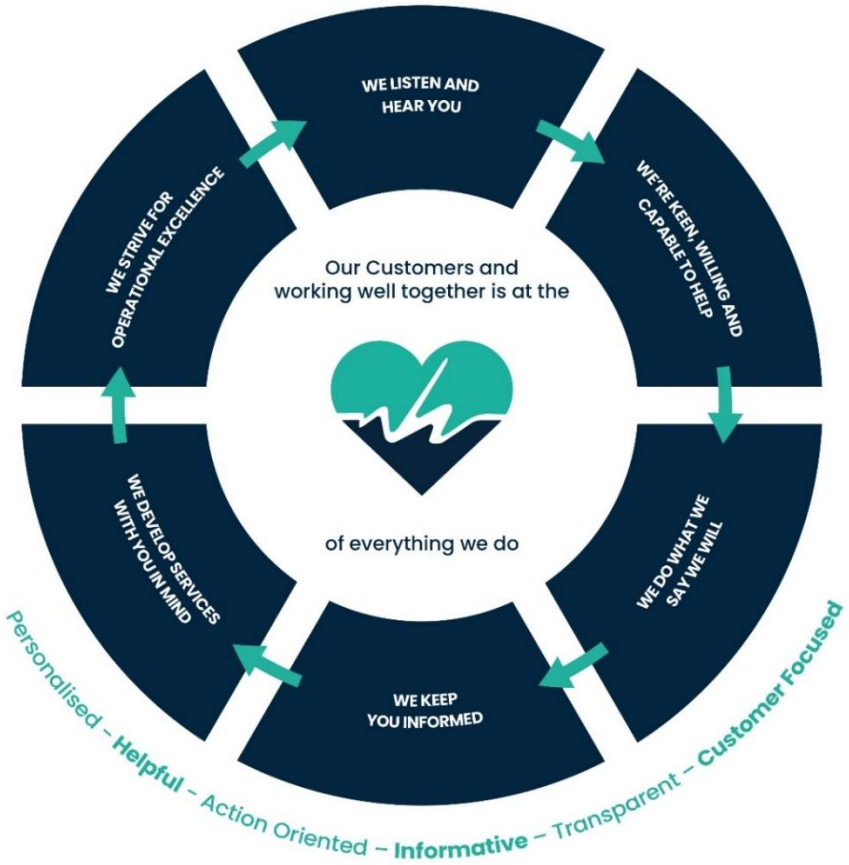


Figure 2: Customer Service Experience Commitment

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Then there are ***six key customer service experience outcomes*** that should be evident in the way in which Council interacts with its customers. Customers should expect their service experiences to be ***personalised, informative and action-oriented, transparent, and delivered by helpful and customer-focused staff*** at every step.

While we aim to provide the best outcome for our customers, Council makes decisions that are consistent, fair and in line with Council policies and relevant legislation: this may result in decisions being made that are not agreed with. When providing responses to customer enquires, we seek to do this in a way that is empathetic and understanding of individual circumstances.

Council will deliver customer service experiences that have the following drivers and outcomes:

We listen and hear you and we will:

- Actively listen to what you're saying and will gather the details required to process your request; you will not need to repeat yourself
- Treat every customer equally and demonstrate empathy of their situation
- Determine if a request requires Incident Escalation
- Be open and transparent about our processes and set reasonable expectations at the outset
- Look for solutions and focus on 'how we can' not 'how we can't'
- Personalise our response to your needs and provide you with the information you require.

We're keen, willing and capable to help and we will:

- Greet you in a friendly way and serve with pride
- Treat you with respect, integrity and honesty to engender trust
- Communicate clearly in plain language
- Be knowledgeable, patient and helpful
- No wrong door approach. We will assist even if we are not the right person as the customer service experience is a whole of council approach
- We use common sense and our best judgement to resolve your request
- Work collaboratively within our organisation and with you
- Act in the interest of our community by making impartial and ethical decisions and upholding our core values of Healthy, Efficient, Accountable, Respectful and Team Focused
- The information you are given and the decisions made will be consistent regardless of who you contact in Council and how you contact Council
- We act in accordance with the law and Council's Code of Conduct.

We do what we say we will and we will:

- Lodge your requests, notes on interactions and all associated communication documents in our corporate systems
- Help you through processes and take ownership for resolving their requests
- Provide clear timeframes for action and deliver when we said we would or update you if we are unable to meet our commitment.

We keep you informed and we will:

- Aim to provide consistent and clear information across our communication channels
- Reach an outcome and communicate it to you, even if it means having a difficult conversation
- Attempt to resolve your issue or concern before it escalates to a formal complaint in line with the Customer Feedback Policy
- Monitor and efficiently manage your request including following up and keeping the customer in the loop until it's complete.

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We develop services with you in mind and we will:

- Make it easy to do business with us by developing services with you in mind
- Minimise customer effort and create seamless processes
- Be supported by systems and processes to best serve you, and support you through changes in our business
- Empower you to find answers on your own, through self-service options
- Online services are available, but so too are staff to help you along the way
- Have systems in place to ensure that we protect your confidentiality.

We strive for operational excellence and we will:

- Achieve high quality in everything we do, committing to excellence in how we do business
- Take ownership of issues and commit to delivering a quality experience
- Welcome new ideas and be willing to change
- Ask for regular feedback and measure customer sentiment to monitor our performance to ensure we are providing our customers with a quality customer service experience and within standards
- Understand and adapt our services to meet the changing needs and expectations of our customers in line with best practises
- Actively pursue continuous improvement to improve services and reduce the cost of service.

These drivers define what customers can expect from a customer service experience with Council. These facets underpin how we develop, plan or implement services, strategies and plans with the customer front of mind.

3. OUR SERVICE TYPES

Customer Request

A ‘customer request’ is a request for a service or action. For example but not limited to Council buildings and facilities, which have been vandalised, causing them to be inoperable, security breaches or incidents resulting in personal injury; dead animals, water issue in parks, broken glass in park, illegal dumping without asbestos and food poisoning. All requests will be recorded in Council’s Corporate Application.

A ‘simple request’ can be completed on the spot, without the need for further follow up. Examples include handling a rate enquiry or processing a missed bin request.

A ‘technical request’ will be forwarded to a subject matter expert who can answer enquiry or investigate request.

A ‘complex or longer-term request’ may require investigation, internal discussion with Senior Leadership and Councillors. Council will acknowledge your correspondence and keep you informed of progress updates.

If your request is deemed to require Incident Escalation, it will be managed in accordance with Council’s three-tier handling model.

Payments

There are varied payment methods available that are listed on each rate notice or invoice. For payment assistance, please contact Council as early as possible so we can discuss available options and work with you to find a solution.

General Feedback

General Feedback about our program delivery, services, processes and performance is really important to us., Whether complimentary or constructive, it will be used to monitor and improve our service for the benefit of all our customers, and helps us adapt to the changing needs and expectations of our customers.

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Council regularly elicits feedback through community consultations, public exhibitions, and surveys (refer to the separate policy on Feedback for more information). Council also seeks feedback periodically and you may be asked for feedback when interacting with our services.

Complaints

Council recognises the importance of complaints and regards them as opportunities to improve processes and the delivery of services. We aim to give our customers a quality customer service experience each time that they interact with us.

Council makes decisions that are consistent, fair and in line with Council policies and relevant legislation; this may result in Council making decisions you may disagree with. When providing the outcomes, we seek to do this in a way that is empathetic and understanding of your circumstances.

While most problems can be resolved quickly, there are times when detailed investigation is required. We will keep you informed of the progress if this is the case.

If customers are unsatisfied, we encourage customers to ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines (refer to the separate policy on Customer Feedback for more information).

Compliments

Council recognises the importance of compliments and regards them as opportunities to identify when we have met or exceeded customer needs or expectations. The receipt of compliments assists us in:

- Understanding what aspects of our service customers value
- Understanding how our service impacts on our customers
- The ability to share and reinforce examples of best practise
- Building morale and provide recognition to our staff.

Refer to the separate Policy on Customer Feedback for more information.

4. OUR CORPORATE CHANNEL STANDARDS

We value our customers' time and are committed to offering a choice of how to interact with us. The Corporate Channel Standards are a set of steps to ensure requests are handled efficiently and effectively, set expectations on the amount of time it is reasonable to expect Council will take to respond, resolve an enquiry or deliver a service and keeps the customer in the loop until it’s complete.

These standards do not apply during the festive season office closure, public holidays or periods of emergency or natural disaster. Normal periods of operation refer to times when Council operations are not impacted by a disaster, emergency or crisis that affects the ability for services to be delivered as expected.

The Corporate Channel Standards apply to every Department within Council, recognising that Service Standards are separate as they handle technical, complex, time-consuming or high-risk services or tasks such as Development Applications (Refer to Appendix 2).

If you visit our websites or use online or digital services, we will aim to:

- Provide clear, accurate, relevant, and timely information
- Provide easy and intuitive interfaces
- Provide accessible content and services
- Connect you to other relevant information and provide support options
- Provide you with a reference number for requests for services, payments or applications received online.

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If you call us, we will aim to:

- Standard welcome greeting is used at all times
- We will identify ourselves when we answer
- We will answer 80% of calls within one minute
- Determine if your request requires Incident Escalation
- Lodge your request and notes on the interaction in Council systems immediately and provide a reference number. If it's existing, we'll look up the original request and add notes on the interaction
- If your request relates to a third party (e.g. pothole on Transport for NSW road), we will provide you with their contact details
- Resolve simple requests on the spot, without the need for further follow up
- Attempt to resolve your issue or concern before it escalates to a formal complaint in line with the Feedback Policy
- Forward your technical, complex or longer-term request to a subject matter expert staff member who can answer or investigate request
- Before transferring the call to a subject matter expert, the caller's permission will be obtained and provide the customer with the Council Officers name, and provide the Council Officer with detail of the call to avoid you having to repeat yourself
- Where they are not available, a voicemail prompt will be available to leave a message
- Return your call within two (2) business days
- If you need to be on hold for more than five minutes, the officer will give you the option to call you back to save you from waiting
- You will be informed of anticipated process time, when you can expect completion/outcome and any delays that may arise in the process
- Monitor and efficiently manage your request in our request system and keep you in the loop of progress updates every 30 business days until an outcome is reached
- At the conclusion of the call, you will be asked if there is anything else we can help you with today.

Note: Council has a zero-tolerance approach towards violent and abusive service interactions. Anyone found to be either violent or abusive may be refused service, asked to leave any one of our offices, buildings or sites or call terminated after an initial warning.

If you visit us in person at our Customer Service Centre, in additional to the above, we will aim to:

- Acknowledge you within three minutes
- Attend to you at the counter within six minutes
- Facilitate access to a subject matter expert by arranging a mutually convenient phone or in person appointment.

If you write to us, in additional to the above, we will aim to:

- Acknowledge your correspondence or provide an interim reply (with approximate date of completion, contact details of person handling query and next steps) within two (2) business days
- If your request relates to a third party (e.g. pothole on Transport for NSW road), we will forward your request onto the third party and will cc you on the email or call you to let you know
- Simple requests or queries are closed out within four (4) business days
- For complex or longer-term requests, it will take time to investigate and get the right response to you. In these cases, we will acknowledge your correspondence with 10 business days and keep you informed with progress updates every 30 business days
- Update request interaction notes and attach all associated communication documents in Council systems against the nature of the query or the appropriate record within one business day.

If you contact us via Social Media, we will aim to:

- Monitor our Social Media pages Monday to Friday between 8.30am to 4.30pm
- Contact includes both public and private messages
- Respond to genuine requests and enquires within three business hours. The definition of genuine requests and enquires are at the discretion of Corporate Communication staff and will be determined on a case by case basis

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- To lodge a request or feedback such as a suggestion, complaint or compliment use our online services, write or call us.

Note: We will not tolerate bullying, trolling or any other forms of harassment on any of our social media channels and any users that display this kind of behaviour may be restricted from interacting with us on social media.

If you are making a payment, we will aim to:

- Provide a variety of payment methods and list the options on each rate notice or invoice
  - All credit card payments incur a surcharge fee. Council accepts VISA and Mastercard payments
  - If you're paying by cheque, make it payment to 'Hawkesbury City Council' and make it 'not negotiable'
- Offer payment assistance where needed. Please contact Council as early as possible so we can discuss available options and work with you to find a solution
- Service Standards apply only after Council receives payment. We encourage customers to select the right payment choice depending on their request urgency.

Visa or Mastercard
- Payment taken by Council Call Centre over the phone or in person at Council's Customer Service Centre will not impact service standard
- Payment online before 6pm will be received the next business day and will impact service standard by one business day
- Payment online after 6pm will be received in two (2) business days and will impact localised standard by two business days.

Direct Debit
- Payment will be received between two to three (3) business days and will impact localised standards by two to three (3) business days.

BPAY and POSTbillpay
- Payment made before 6pm will be received between two (2) to three (3) business days and will impact localised standards by two to three business days
- Payment made after 6pm will be received between three (3) to four (4) business days and will impact localised standards by three (3) to four (4) business days.

Mail a cheque
- Post it to PO Box 146, Windsor NSW 2756. It will impact service standard depending on when Council receives it
- In person at Council's Customer Service Centre will not impact localised standard.

EFTPOS
- In person at Council's Customer Service Centre will not impact localised standard.

If you see us in the community, such as in parks or sportsgrounds, we will aim to:

- Put your safety and that of our staff at the forefront of our interactions
- Endeavour to resolve any enquiries you may have or provide details of an alternate contact or method who can help.

If your request is deemed to require Incident Escalation, it will be managed in accordance with Council's three-tier handling model:

Tier 1 - Emergency Services
- If it's a life threating emergency we will advise you to hang up and call triple zero (000)

Tier 2 - Critical Requests that may require Incident Escalation
- Emergency Services have contacted Council to assist with a situation

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- Customers must call our Customer Experience Call Centre if request relates to either of the situations below. If calling outside of Council business hours, follow our afterhours service prompts.

Any request where there is imminent risk to Community Safety or matters of significant concern that should not be left to the next business day to resolve. For example, an imminent risk to community safety; an operational issue that immediately and significantly impacts residents amenity or capacity to access services; or significant immediate risk to Council's reputation such as but not limited to: dangerous or hazardous road situations, sewer choke/block or overflow, dog attacks or illegal dumping with asbestos.

*If calling **during business hours** the officer will assess if the request is deemed critical:*

- Officer will lodge the request and notes on the interaction in Council systems immediately
- Officer will call the relevant Coordinator responsible for the service. If unable to get in touch the officer will contact service team leader, subject matter expert, Manager, or Director
- Responding officer will follow their standard risk assessment process and procedures as risk varies with the type of incident and the stage it's at
- Responding officer will agree on next steps including who will communicate update to the customer within 12 business hours
- Responding officer will update notes on incident work and the customer interaction in Council systems immediately
- Responding officer will notify Manager of any situation that has real or perceived community or political escalation either immediately or by 6am the following morning
- Manager will notify General Manager of any after-hours situation that has real or perceived community or political escalation either immediately or by 6am the following morning
- Manager will notify Corporate Communications Manager and Customer Service Experience Coordinator of any after-hours situation that may require a post on social media, update on Council website or script for Call Centre either immediately or by 6am the following morning.

*If calling **outside/after business hours** the on-call officer will assess if the request is deemed critical:*

- If not, they will advise the customer to contact Council during business hours.
- If request is deemed critical:
  - On-call officer will take down request details
  - On-call officer will advise customer their request will not be formally lodged into Council's system until next business day and will advise next steps including who and when an update will be provided to the customer
  - On-call officer will follow their standard risk assessment process and procedures as risk varies with the type of incident and the stage it's at
  - On-call officer will notify Manager of any situation that has real or perceived community or political escalation either immediately or by 6am the following morning
  - Manager will notify General Manager of any after-hours situation that has real or perceived community or political escalation either immediately or by 6am the following morning
  - Manager will notify Corporate Communications Manager and Customer Service Experience Coordinator of any after-hours situation that may receive a post on social, update on Council website or script for Call Centre either immediately or by 6am the following morning
  - On-Call officer will lodge the request, add notes on incident work and the customer interaction in Council systems against the nature of the query or the appropriate record within 12 hours of next business day.

Tier 3: Urgent Requests that may require Incident Escalation

- Customers must call our Customer Experience Call Centre during business hours if request relates to any of the situations below. The Officer will assess if the request is deemed critical or urgent.

  Incident issues or concerns that can be left to the next business day to resolve. For example, but not limited to failure of corporate system, Council buildings and facilities, which have been vandalised, causing them to be inoperable, security breaches or incidents resulting in personal injury; dead animals, water issue in parks, broken glass in park, illegal dumping without asbestos and food poisoning.

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- Officer will lodge the request and notes on the interaction in Council systems immediately
- Officer will call the relevant Coordinator responsible for the service. If unable to get in touch the officer will contact service team leader, subject expert, Manager, or Director.
- Responding officer will follow their standard risk assessment process and procedure as risk varies with the type of incident and the stage it's at.
- Responding officer will agree on next steps including who will communicate update to the customer within 12 business hours.
- Responding officer will update notes on incident work and the customer interaction in Council systems immediately 12 business hours
- Responding officer will notify Manager of any situation that has real or perceived community or political escalation either immediately or by 6am the following morning
- Manager will notify General Manager of any after-hours situation that has real or perceived community escalation either immediately or by 6am the following morning
- Manager will notify Corporate Communications Manager and Customer Service Experience Coordinator of any after-hours situation that may require a post on social media, update on Council website or script for Call Centre either immediately or by 6am the following morning.

5. WHAT WE EXPECT FROM CUSTOMERS

To help us deliver high quality and efficient services, we ask you to:

- Treat us, other customers and community property with respect
- Provide us with information that is timely, accurate and complete and if appropriate, supply supporting documents, photos or videos
- Work with us to solve problems and reach resolution
- Contact us if you believe we have made an error or acted inappropriately
- Provide us with honest, constructive, and timely feedback
- Quote reference numbers when contacting us about an existing matter
- Raise an issue or request a service the right way by using Council's request or feedback processes. Avoid using Snap Send Solve and Social Media as it adds additional steps to processing your request and delays your request from being resolved efficiently and effectively.
- Help shape Council services and our delivery program by providing input on community consultations, public exhibitions, and surveys.

Council has a zero-tolerance approach towards violent and abusive service interactions. Anyone found to be either violent or abusive may be refused service, asked to leave any one of our offices, buildings or sites or have their call terminated after an initial warning.

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6. HOW TO CONTACT US

We value our customers' time and are committed to offering a choice on how to interact with us.

Website and Online Services:	Use our website and online services to do business with us at any time. https://www.hawkesbury.nsw.gov.au https://www.yourhawkesbury-yoursay.com.au
Visit us in person:	Council's Customer Service Centre: Our address is 366 George Street, Windsor Hours: Monday to Friday, 9am to 4pm excluding public holidays
Call Centre:	Phone: 02 4560 4444 Hours: Monday to Friday 8:30am – 5pm excluding public holidays If calling outside of business hours a 24-hour emergency answering service is available, follow the prompts.
Write to us:	Use the online contact form council@hawkesbury.nsw.gov.au Hawkesbury City Council, PO Box 146, Windsor NSW 2756
Translation and Interpreter Services:	The Australian Government, through the Department of Immigration and Ethnic Affairs, provides a Translating and Interpreting Service for non-English speakers and for English speakers needing to communicate with them.
Media Enquiries:	*Journalists only* use our media online form media@hawkesbury.nsw.gov.au
Councillors:	Contact details for Hawkesbury Mayor and Councillors

7. APPENDIX 1 DEFINITIONS

The definitions of certain terms are:

Complaint	An expression of dissatisfaction with our services, staff or procedures.
Compliments	An expression of when we have met or exceeded the needs or expectations of the customer.
Customer	An individual or business (internal or external) who accesses, receives or benefits from facilities, goods and/or services and interacts with or within Council to request information, services or actions from officers.
Customer Interaction	The act of engaging with the customer using one of the channels available (e.g. phone, email, mail, face-to-face, sms)
Customer Request	A request for a service or action by a customer.
Customer Service	The task or query on behalf of a customer.
Customer Experience	The perception or feeling a customer has during and after they access one of Council's services, interact with our staff, visit our facilities or use one of our systems.
Customer Service Experience	The concept of looking at both the customer service and customer experience as a whole responsibility in the way in which Council communicates, interacts and connects with its customers. The fundamental principle being Council cannot be delivering to its community expectations if it isn't focused on delivering effective customer service and creating quality customer experiences; these go hand in hand.
General Feedback	A complimentary or constructive feedback about our program delivery, services, processes and performance.
Knowledge Management System	A centralised database for documenting, collecting and organising service knowledge including but not limited to website/microsites/intranet content, processes, guidelines, procedures, how to guides, FAQs and video demonstrations. It supports customers and staff to self-service by retrieving, distributing and sharing knowledge.
Service Standards	They set the expectations for the customer on the amount of time Council will take to respond, resolve an enquiry or deliver a service.

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8. APPENDIX 2 SERVICE STANDARDS

Timeframes are in business days, are subject to change, and may be impacted upon by factors such as severe or inclement weather, material or product availability, associated approval processes, financial limitations or constraints, and resources or resourcing reasonably available to Council.

These standards do not apply during the festive season office closure, public holidays or periods of emergency or natural disaster – there needs to be flexibility to ensure expectations are appropriately managed. Normal periods of operation refer to times when Council operations are not impacted by a disaster, emergency or crisis that affects their capabilities to deliver services as expected.

Corporate Channel Standards

• Visit us
  – Acknowledge – 3 minutes
  – Attend to you – 6 minutes.
• Call us
  – Answer 80% of calls – 1 minute
  – Return your call – 2 days.
• Write to us
  – Acknowledge receipt of or provide an interim reply – 2 days
  – Simple request or query will be completed – 4 days
  – Technical, complex or longer-term requests will be acknowledged – 10 days.
• Social Media
  – Respond to genuine requests and enquiries – 3 hours.

Residential Waste Collection
• General (red lidded) bin – weekly or fortnightly (depending on service area) • Garden Organics (green lidded) bin – fortnightly • Recycling (yellow lidded) bin – fortnightly • Missed bin – 2 days from notification • Household (kerbside) collection – one per financial year and collected within 21 days of request.
Building and Development

• Application lodgment – Process the lodgment of Development Applications through the NSW Planning Portal with a 48 hour turnaround to confirm acceptance and invoice required.
• Assessment of Development Application
  – General Development Type – 40 days*
  – Medium Development Type – 60 days*
  – Major Development Type – 90 days*
• *Applications involving outside agency referrals may take longer.

Certificates
• Planning (10.7) Certificate – 8 days • Rates (603) Certificate – 3 days • Building (S149d) Certificate – 10 days • Swimming Pool Compliance Certificate – 10 days • Complying Development Certificate – 20 days • Construction Certificate – 21 days • Outstanding Health and Building Notices (Sec 735A and 121ZP) Certificates – 10 days.
Road, Footpath, Kerb, Gutter and Public Drains

• Inspect road, footpath, kerb or gutter damage or public drainage issues
  – High risk: 1 day
  – Medium risk: 7 – 15 days
  – Low risk: 15 – 25 days
• New street sign – 40 days
• Replacement street sign – 20 days.

Trees
• Inspect a request to prune/retain/remove tree(s) on Council property – 10 days • Assessment of application to prune/retain/remove tree(s) on private property – 28 days.

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Companion animals
• Respond to urgent incidents – 24 hours • Respond to routine incidents – 72 hours • Contained animal pick-up – 24 hours.
Compliance and Enforcement
• Inspect Illegal dumping on Council land – 72 hours • Inspect suspected illegal development – 72 hours • Investigate non-compliance with development consent – 72 hours • Respond to urgent pollution incidents – 24 hours • Respond to routine incidents – 3 days.
Amenities and facilities maintenance
• Amenities cleaning (low-use facilities) – twice weekly • Amenities cleaning (high-use facilities) – daily • Amenities cleaned reported issues – 3 days • Public garbage bins – 1 to 3 times a week • Public garbage bins (high-use area) – 1 to 3 times a week, weekends during summer • Public garbage bins (reported overflowing) – next day • Public recycling bins (reported overflowing) – 2 days.
Mowing program (subject to weather)
• Sports field – fortnightly • Outer sports field – 7 times a year • Riverside foreshores, parks and playgrounds – 7 times a year.
Events and Community Facilities
• Event enquiries – 3 days • Banner pole booking – 5 days • Request to hire a Hall, Park or Campground – 3 days • Public liability claim acknowledge receipt of application – 1 week • Public liability claim outcome – 6 weeks.
Sewer
• Sullage disposal – fortnightly • Sewer chokes – 2 hours.
Information request under Government Information (Public Access) (GIPA) Act
• Informal access request applications determined – 20 days • Formal access request initial response – 5 days • Formal access request applications determined – 20 days.
Cemeteries
• Burials and arrangement enquiries – 2 days • Plaque enquiries – 5 days.

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