



Customer Service Charter

Our Vision

“To improve the quality of life for our communities, through the delivery of efficient and effective services and facilities”

Our Mission Statement

“Our Council is committed to promoting and striving for continuous improvement in all that we do, for the benefit and growth of the whole of our Shire”

Banana Shire Council’s Customer Service Charter is our commitment to you for the delivery of our local government services. It is a commitment made by all employees, to continuously review our services.

Who are our customers?

Our customers are any person, group or organisation we work with to deliver services within our Shire. This includes residents, ratepayers, businesses, employees, contractors, elected members and governments.

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 changes to personal details.
- Make appointments for complex enquiries or if they need to see a specific officer.

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 first point of contact or record your request in our Customer Management System immediately.
- Set clear expectations of the next steps and deliver on those commitments.
- Consistently apply these standards.

Banana Shire Council is committed to the following Corporate Values:

- Advocacy for our communities.
- Effective and responsive leadership.
- Integrity and mutual respect.
- Honestly, equity and consistency in all aspects of our operations.
- Quality of service to our citizens.
- Work constructively together, in the spirit of teamwork.
- Sustainable growth and development.

Did you know?

The shire was named for the burial site of a huge dun coloured bullock named 'Banana'.



- 15,742 people call Banana Shire home.
- Approximately 28,000 kms of roads connects our communities.
- It consists of 12 towns and vast areas of agricultural land and national parks.
- 14 different sports and recreation grounds provide facilities for residents to pursue their hobbies and interests.
- Locals and visitors alike enjoy the great outdoors at the 22 different camping grounds located throughout the shire.



Service Standards	Our Target
Provide customer service enquiries in regional centres during working hours	Biloela & Taroom Mon – Fri 8am – 5pm Moura Mon - Fri 8.30am - 4.30pm
Provide a central number for all telephone enquiries	(07) 4992 9500
Provide a central address for all email enquiries	enquiries@banana.qld.gov.au
Provide a unique reference number when registering your request or for tracking the progress	On receipt of request
Provide an after hours emergency service for: Dangerous Dogs Water and Sewerage Roads Stock Route and Straying Stock	0448 701 140 0417 641 994 0408 067 196 0427 148 783
Acknowledge written correspondence and complaints	Within 5 working days
Action routine requests which require input or actions from other departments	Within 15 working days
Keeping you informed	www.banana.qld.gov.au

To help us serve you better, contact us via



online, visit www.banana.qld.gov.au click on 'Contact us'



email enquiries@banana.qld.gov.au



telephone (07) 4992 9500



mail, post to **CEO, Banana Shire Council**
PO Box 412, Biloela Qld 4715



IN PERSON SERVICE

ADMINISTRATION CENTRE
62 Valentine Plains Road
Biloela Qld 4715

Open: Monday to Friday 8am to 5pm

MOURA CUSTOMER SERVICE CENTRE
43 Gillespie Street
Moura Qld 4718

Open: Monday to Friday 8.30am to 4.30 pm

TAROOM CUSTOMER SERVICE CENTRE
Yaldwyn Street Taroom Qld 4420
Open: Monday to Friday 8am to 5pm