

Stonnington Service Standards

UPDATED MAY 2023



City of
STONNINGTON

Our values

Our values guide everything we do. They describe the core ethics and principles that City of Stonnington staff stand by.



Cooperation

We know that working together means we get better results. We are a team and together we achieve great things for our community.



Change and new ideas

Finding better ways to do things and sometimes doing things that haven't been done before keeps us challenged, inspired and relevant.



Learning

We encourage learning and create opportunities for people to grow and succeed for the benefit of our community.



Achievement

We work hard to achieve great outcomes and we like how it feels when people stop to say, great job! So we strive for excellence and celebrate our success.



Communication

We communicate in a respectful, transparent and inclusive manner. Being open and honest in our communications allows us to make better decisions.



Accountability

We do things the right way for the right reasons. We are responsible and accountable for the work we do and the way we do it.

Our commitment

The City of Stonnington is committed to providing excellent customer service in a professional manner to ensure the highest levels of customer satisfaction.

We will:



treat customers with courtesy and respect



listen to customers and understand things from their point of view



be responsive, provide timelines for regular updates and follow through



be transparent, explain why decisions are made, why we have policies in place and let customers know what process we will follow



be consistent, providing the same information and quality of service across all our channels



ensure privacy and confidentiality.

We will carry out this commitment around the considerations of fairness, equity, available resources, Council policy and legislation.



Our standards

When you visit us in person

Our staff will attend to you promptly and attempt to resolve your enquiry.

In instances where we are not able to resolve your query during your visit, we will provide you with a request number, the name of the person or department who can assist and ensure they will contact you directly to follow-up.

All our staff, whether in our service centres, in our libraries, at our waste transfer station, in any council-run facility or out in the field, should be able to be identified.

When you contact us by telephone

When you call our call centres we will answer your call promptly, identify ourselves and endeavour to deal with your enquiry without unnecessary referrals or transfers.

If we are unable to resolve your query, we will:

- » attempt to connect you with the relevant department or council officer; or
- » provide you with a request number, the name of the person or department who can assist and advise them to contact you directly.

When you call a council officer directly and the phone is unattended, you will have the option of leaving a message. If you leave a message, you can expect that your call will be returned within 24 hours.

Calls made to Council's general number outside business hours will be diverted to Council's after-hours telephone service.

Feedback and complaints

When you email us at council@stonnington.vic.gov.au

We will acknowledge your email within one working day.

We aim to respond within 10 working days.

If we are unable to resolve your enquiry, we will advise you when to expect a response.

Emails sent to officers directly will be responded to as promptly as possible within the service standards of individual work units (no later than 10 working days).

When you write to us

We will respond within 10 working days.

If we are unable to resolve your enquiry, we will advise you when to expect a response.

Our services that never close

We will ensure our website is informative, accessible, up-to-date and user-friendly.

Online services available to customers include:

- » lodge a request for action
- » track the progress of planning applications
- » pay for a range of Council services
- » lodge a complaint or provide feedback
- » access My Stonnington App.

We welcome customer feedback and value your comments on the service you receive.

To log feedback or complaints, please visit our website stonnington.vic.gov.au or use any other of the methods listed on the back page to contact us.

We will provide you with a request number and a copy of your feedback/complaint details.

We aim to resolve complaints within 10 working days, but complaints requiring further investigation can take up to 28 working days.

If it takes longer than 28 days to resolve a complaint, the senior Council officer will contact the complainant prior to this time and explain the reasons for the delay and provide an updated timeframe for response.

Internal review process

While every effort is made to provide understanding in the resolution process, we recognise there may be occasions when customers may not be fully satisfied with the outcome or response received.

This can be done in writing requesting an internal review via email: council@stonnington.vic.gov.au or call 8290 1333.

Complaints are managed confidentially, in accordance with privacy legislation and in a way that is fair for everyone involved – both customers and staff.

Helping us to help you

In serving you as efficiently as possible, your cooperation would be appreciated by:

- » contacting us via our nominated contact methods
- » telling us who you are and who you represent
- » having relevant and accurate information available (e.g. name / contact details, invoice number, Council staff member name)
- » treating staff with the same courtesy you would expect.

How you can contact us



Via the website: stonnington.vic.gov.au



By phone

03 8290 1333

After hours: **03 8290 1333**

Graffiti hotline: **1800 067 072**

For emergencies: **dial 000**

Council's website will contain up-to-date information and contact details if a major emergency impacts the municipality.



By mail

PO Box 58 Malvern VIC 3144



By email

Email: council@stonnington.vic.gov.au



In person

Stonnington City Centre

311 Glenferrie Road, Malvern

(Opening hours: 8.30am
to 5pm, Monday to Friday)

Prahran Square

Service and Visitor Hub

Chatham Street, Prahran

(Opening hours: 8.30am
to 5pm, Monday to Friday
and 11am to 3pm Saturday)

Assistance in contacting us

Council has the following services in place to assist people with specific needs to contact us:

» **TTY users** phone **133 677** then ask for **03 8290 1333**

» **Speak and Listen users** phone **1300 555 727**
then ask for **03 8290 1333**

» **Internet relay users** connect to the NRS then
ask for **03 8290 1333**

If you need an interpreter, call the Stonnington Community Link, a multilingual telephone information service.

Mandarin	普通話	9280 0730	Polish	Polski	9280 0734
Cantonese	廣東話	9280 0731	Russia	Русский	9280 0735
Greek	Ελληνικά	9280 0732	Indonesian	Bahasa Indonesia	9280 0737
Italian	Italiano	9280 0733	Vietnamese	Tiếng Việt	9280 0748
All other languages		9280 0736			

City of Stonnington (Council) acknowledges that the responsible handling of personal and health information is not only a legislative obligation but is also a key aspect of good corporate governance and maintains community confidence in Council's delivery of services. Accordingly, Council is committed to full compliance with its obligations under the *Privacy and Data Protection Act 2014* (Vic) and *Health Records Act 2001* (Vic).