

Customer Service Charter

Customer Service Charter – April 2023

Rates & Finance

Policy 1.1	Rates – Multi-Service
Policy 1.2	Community Grants Program Community Grants Program Guidelines
Policy 1.3	Financial Hardship Assistance
Policy 1.4	Rates – Churches
Policy 1.5	Rates – Pensioner Rates Remissions – Application of Penalty and/or Interest
Policy 1.6	Rates and Charges
Policy 1.7	Infrastructure Contributions
Policy 1.8	Fraud Control
Policy 1.9	Recycling Contamination
Policy 1.10	Debt Collection – Rates
Policy 1.11	Debt Collection – Water
Policy 1.12	Provision for Doubtful Debts
Policy 1.13	Authority to write off Bad Debts
Policy AP08	Code of Tendering
Policy AP09	Investments
Policy AP20	Corporate Credit Card

Councillors and Council Elections

	Local Government Code of Conduct Order 2024 & Complaint Form
Policy 2.1	Gifts and Benefits
Policy 2.2	Councillors Expenses & Entitlements
Policy 2.3	Council Meetings – Meeting Cycle and Commencement Time
Policy 2.5	Councillors – Attendance at Conferences or Seminars
Policy 2.6	Related Party Disclosures
Policy 2.7	Election Caretaker Policy

Staff

Policy 3.2	Staff – Industrial Relations
Policy 3.3	Chief Executive Officer – Exercise of Powers
Policy HR24	Public Interest Disclosure Act 2002



Health and Welfare

Policy 4.1	Mobile Food Vendors & Fact Sheet
Policy 4.3	Kennel Licences – Dog Control Act 2000
Policy 4.8	Dog Management Policy
Policy AP02	Playground Safety
Policy AP04	Risk Management
Policy AP04A	Risk Management Strategy
Policy AP10	Food Safety

Roads

AP12	Street Numbering
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Development

Policy 6.1	Stormwater Quality Control Contributions
Policy 6.2	Residential Use in the Agriculture Zone
Policy 6.3	Subdivision, Building – Defect Liability Guarantee
Policy 6.4	Subdivision, Building Estate Bonds and Guarantees
Policy 6.5	Landscaping
Policy 6.15	Temporary Accommodation Permits
Policy 6.16	Tasmanian Municipal Standards
Policy AP01	Structure over Council Main
Policy AP13	Public Open Space
Policy AP16	Amenity Policy for Industrial Zones (+ Appendix 1 Tips for Business Frontage)
Policy AP19	Dilapidated Building

Miscellaneous Policies

Policy 7.1	Education Bursary – Jordan River Learning Federation
Policy 7.2	Citizenship Prize – Local Schools
Policy 7.3	Social Media & Communication devices
Policy 7.4	Public Question Time and Deputations
Policy 7.5	Planning Appeals
Policy 7.6	Acknowledgement of Country
Policy 7.7	Donation – Brighton Agricultural Society
Policy 7.8	Media Releases
Policy 7.9	Application for Sporting Grants
Policy 7.10	Australian Citizenship Ceremony Dress Code

Policy 7.11	Audio Recording of Council, Planning Authority & Committee Meetings
Policy 7.12	Safeguarding Children and Young People
Policy 7.14	Financial Requests from Council under Section 77 LGA
Policy 7.15	Unreasonable Conduct of Customers
Policy AP03	Trees on Council Land
Policy AP06	Privacy Policy
Policy AP11	Asset Management
Policy AP14	Graffiti Management
Policy AP15	Specific Event Management
Policy AP18	Access to Information – Right to Information
Policy AP22	Wheelie Bin Replacement Policy
Policy AP24	Private Works

Reserves and Buildings

Policy 8.1	Ovals – Booking Arrangements
Policy 8.2	Council Buildings – Hire Fees
Policy 8.3	Community Leasing and Licencing of Council Owned Property

Plant

Policy 9.4	Plant and Equipment
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