

Customer Service Charter

Customer Service Charter – 2025

Rates & Finance

Policy 1.2	Community Grants Program & Guidelines
Policy 1.3	Financial Hardship Assistance
Policy 1.6	Rates and Charges
Policy 1.7	Infrastructure Contributions
Policy 1.8	Fraud Control
Policy 1.9	Recycling Contamination
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 Donations
Policy 2.2	Councillors Expenses, Entitlements & Professional Development
Policy 2.3	Council Meetings – Meeting Cycle and Commencement Time
Policy 2.6	Related Party Disclosures
Policy 2.7	Election Caretaker Policy
Policy 2.8	Dispute Resolution Policy

Staff

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

Development

Policy 6.1 Stormwater Quality Control Contributions
 Policy 6.2 Residential Use in the Agriculture Zone
 Policy 6.3 Bond Policy
 Policy 6.5 Landscaping
 Policy 6.15 Temporary Accommodation Permits
 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 Donations & Community Support
 Policy 7.3 Social Media & Communication devices
 Policy 7.4 Public Question Time and Deputations
 Policy 7.5 Planning Appeals
 Policy 7.6 Welcome to Country & Acknowledgement of Country
 Policy 7.8 Media Releases
 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 7.15 Unreasonable Conduct of Customers
 Policy AP03 Trees on Council Land
 Policy AP06 Privacy Policy
 Policy AP11 Asset Management
 Policy AP14 Graffiti Management
 Policy AP15 Place of Assembly Management
 Policy AP18 Access to Information – Right to Information
 Policy AP22 Wheelie Bin Replacement Policy
 Policy AP24 Private Works

Reserves and Buildings

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| 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

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| Policy 9.4 | Plant and Equipment |
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