

# OUR COMMITMENT TO YOU



Toowoomba Regional Council recognises that we exist to serve you the ratepayer, resident, business operator or visitor. You are our customer, a stakeholder in the business of local government, and therefore the most important person to step through the door, write a letter, ring or send an email.

We are committed to being a vibrant, culturally diverse, environmentally rich and economically dynamic region that embraces the future while respecting the past.

To achieve this vision, we need to work with the community to lead with good governance and sustainable practices.

Through good governance and community participation, we will strive to deliver and maintain professional and responsive standards of service to ensure we offer value for money to our customers.

Excellence in service delivery is promoted by the five TRC themes of:

1. care
2. customer focus
3. consistency
4. communication and
5. continuous improvement

We have a public commitment to deliver what we promise and provide you with a clear understanding of what you can expect from us. Our staff are provided with clear standards and expectations to deliver what we promise. We will report to you on how well we deliver the promises contained herein.

## OUR PROMISE TO YOU – LISTENING TO YOU

Getting in contact with the right person the first time is important. When you contact us you can expect to be treated professionally with honesty, courtesy, fairness and respect.

### Our commitment/promise to you is that we will:

- provide you with prompt and convenient access to our services
- listen to and discuss fully your issue
- respect your privacy and protect your personal information
- take ownership of your issue
- provide you with clear, accurate, consistent and complete information that is easy to understand
- keep you informed of any further actions required and outcomes
- fix our mistakes willingly
- have well trained and professional staff to assist you, and
- constantly be looking for ways to improve our service to you.

### You can help us keep our promise by:

- treating our staff with courtesy and respect
- being open and factual, and providing as much accurate information as possible in your dealings with us
- working with us to find solutions, and
- providing us with feedback about your customer experience.



## CUSTOMER SERVICE CENTRE LOCATIONS AND OPENING HOURS

**CLIFTON** 95 King St, Clifton

**CROWS NEST** 25 Emu Creek Rd, Crows Nest

**GOOMBUNGEE** Mocatta St, Goombungee

**GREENMOUNT** 54 Hodgson St, Greenmount

**HIGHFIELDS** O'Brien Rd, Highfields

**MILLMERRAN** 2-16 Campbell St, Millmerran

**OAKEY** 64 Campbell St, Oakey

**PITTSWORTH** 85 Yandilla St, Pittsworth

**TOOWOOMBA** 153 Herries St, Toowoomba

All service centres are open between the hours of 8.45am and 4.30pm. For slight variations in opening hours between service centres visit [www.toowoombaRC.qld.gov.au](http://www.toowoombaRC.qld.gov.au)



## Toowoomba Regional Council's Customer Promise



