



## **GENERAL MANAGER'S REPORT**

13th June 2006

<b>GM8</b>	<b>CUSTOMER FIRST CENTRE</b>
<b>FILE: 721</b>	<b>AVB {Folio No. *}</b>

### **SUMMARY:**

To outline the issues and benefits of the Customer First Centre.



### **DESCRIPTION:**

The establishment of the Customer First Centre has created some misconceptions among some Councillors and some members of the public. There have been no additions to the Civic Centre since it was built in the early 1970's even though staff numbers have increased as a result of amalgamation, the transfer of functions from the State Government to Local Government or due to increasing legislative requirements. Staff have been transferred from the Civic Centre to the Community Services House and to the Depot but even with those transfers the Civic Centre remained overcrowded with staff being accommodated in an inadequately furnished and unsafe environment.

Additional accommodation needed to be constructed and after a thorough investigation the establishment of a Customer First Centre was adopted by Council as the best avenue to provide increased service levels to our customers and to provide the additional space required.

The Customer First Centre has now been in operation for seven months and I consider it relevant that we examine its progress to date. Printed below is a report from the Customer First Manager.

#### **CUSTOMER CONCERNS REGARDING CUSTOMER FIRST CENTRE**

The concerns of customers have been carefully noted and can be summarised as follows: -

**Cost of Building** – there is angst amongst the community at the “waste of money” incurred on this building and the actual cost of the building, which has been inflated, in some instances, by up to 300%.

Even when staff explain the actual cost of the building and the fact that a new building had to be constructed to safely house current staff numbers in the Civic Centre to meet OH&S requirements, there is no attempt at understanding or acceptance.

On a daily basis, customer service staff are berated at the counter, on the phones and even in their personal lives on this issue. There is little understanding of the fact that Council, not the staff working in the centre, made the decision to build the Customer First Centre.

**Blocking Contact with Specific Staff** – there is a perception in the community that Customer Service Officers are “blocking” contact with staff members, particularly directors and managers. Customer Service Officers have been trained to answer many common enquiries asked by customers and in all cases, they will suggest that “I may be able to help you with your enquiry” in an attempt to improve service levels.

Customers can still access a staff member with the skills to answer the enquiry however, it may not be the person that they have suggested.

Under the Service Level Agreements, each department notified the Customer First Centre as to their expectations and requirements for the service to be provided.

The following form part of that system:-

- Customer Service Officers can only direct calls and enquiries for the Mayor, General Manager and Directors to their assistants. This is not the case with calls from Councillors.
- In Sustainable Development Services, Customer Service Officers can only phone the planner or building officer on duty (rotates through Sustainable Development Services professional staff on a daily basis) unless an individual officer is working specifically on a particular case. In this way, duty officers are gaining additional expertise in a wide range of subjects and the result is a freeing up of the non-duty officer’s time to finalise projects that they are working on.
- In all other areas, appointments can be made, information sourced or messages left for the requested staff member.

Good management practice supports these decisions as senior staff can focus their energies on their core activities rather than be constantly distracted by enquiries that other staff members could competently answer.

Again, even though this process is the departmentally determined course of action for enquiries and Customer Service

Officers are following this action, Customer Service Officers are being abused by customers on a daily basis. They feel that they are preventing them from seeing the person they wish to see, regardless of the fact that the Customer Service Officer, or another staff member, may be able to help them.

**Cross Examination** – some customers feel that they are being “cross examined” by Customer Service Officers when they ask them for their name and what their enquiry is in relation to. This is simply customer service best practice and can help the Customer Service Officer to determine if they are in a position to help the customer themselves or to pass the enquiry on to another staff member.

**Uncomfortable with Change** – some customers and staff have difficulty adjusting to any change in their lives. Council has operated in a certain way for many years and customers and staff have become comfortable with the routine, even though this may have meant some inconvenience for them such as having to visit more than one counter to have a single transaction resolved.

In some cases, they liked to have a chat to “XX” because they have known him for years and they can talk about a common interest that they both may have. E.g. farming, sport, etc or they know that that person has a history that can be helpful to their enquiry. This is perfectly understandable but can slow productivity and effect customer service levels across the organisation.

**Past inconsistencies** – a central area of trained staff offer a consistent level of service and charges in line with Council’s decisions.

This has presented a problem for some customers and has caused some of them to abuse Customer Service Officers over the fact that previously, some fees and charges, although set by Council, were not always charged leading to some customers having an unreal expectation as to what they should have to pay. “I never had to pay for that before – they always did it for me for nothing!” is an often heard catch cry.

Customer Service Officers are now always abiding by the Privacy Act in relation to the information that they can give customers. Again, this has led to customers telling staff that “XX would always give me that information. You’re just being obstructive.” This is untrue.

**Discontent with Council** – There seems to be a general feeling of discontent amongst some members of the community. By default, the Customer First Centre seems to have become a focus of this discontent due to the constant mentions in Letters to the Editors, press etc. Few of these people will take the time to really “give the centre a fair go”. For staff members, who are genuinely doing the very best they

can for customers, this is distressing, demotivating and extremely unfair.

## **OVERALL BENEFITS OF CUSTOMER FIRST CENTRE**

The following general benefits have been identified by customers or staff members since the inception of the Customer First Centre:-

### **Benefits To The Customer**

**Consistency** - in the answers given and the fees and charges made to customers.

**Multi-skilled staff** – reduces customers waiting times as there will always be someone in the Customer First Centre who can answer the question (if it is within their range of service offered)

**Convenience and time saving** – customers can come to a central location and ask a range of questions about issues from different departments. Also, alternative options for payment are available and promoted.

**Extended phone hours** – The call centre is open for the convenience of customers for an additional hour each day.

**Personal** - can deal with same Customer Service Officer if that Customer Service Officer is following an issue for a customer

**Follow up** – Customer Service Officers can chase items up for customers if it is helpful to them

**Issues identification** – a central service area means staff in the Customer First Centre can identify when multiple complaints occur and can alert management of the issue or concern. This gives greater weight to the issue for the customer.

**Professionalism** - customer contact staff are continually trained and have access to the Knowledge Management System giving them up to date and accurate information. They also have a genuine customer focus

**Work Order Generation** – increased numbers of work orders being generated gives a better understanding of problems occurring within the community

### **Benefits To Council**

**Time saving** – specialist staff have additional time to work on key tasks as face to face and phone contact with customers is reduced considerably and a wide range of tasks are no longer their responsibility as they have been migrated to the Customer First Centre.

**Professionalism** - customer contact staff are trained by specialist staff to a level that they feel is appropriate and can therefore answer enquiries across a broad range of functions in a professional way. Their genuine customer focus ensures follow up of actions in the Customer First Centre

**Corporate Image** - having a team of trained and customer focussed Customer Service Officers that are the face and voice of Council.

**Early Issues identification** – a central service area means repeat complaints are identified as potential issues and

management can be informed to take appropriate action and include in budget considerations if necessary

**Protection** – Customer First is the buffer between customers and the rest of the organisation and often deal with irate customers that would have otherwise been put through to the relevant department.

**Process improvements - example:-**

Policies and delegations – average time taken to put new policies and delegations on intranet reduced from 26.85 days to 1.48 days

**Cost savings – examples:-**

- Assessment of after hour call centre's service and value for money revealed improvements were needed. Sourced new supplier which has resulted in a better level of service and a projected saving of \$2,000 pa.

- Reduction in the need for a number of previously advertised phone numbers to appear in the White Pages resulted in a saving of \$2,498 which was a 24.55% reduction on last years charges.

- Letterhead reorder after old stocks depleted - \$1,000 savings  
A4 Paper – renegotiated price with Administration resulting in savings of \$1,200 to \$1,500

- Knowledge Management System - From \$20,000 to \$30,000 if Council had to buy a system and then council would still have had to collate and input the data to tailor the system to meet Council's specific needs

**Work Order Generation** – increased numbers of work orders gives a better understanding of problems occurring within the community to allow for appropriate planning and delegation of tasks

**Service Level Agreements** – there are now written agreements between departments and the Customer First Centre so that all staff have a full understanding of who is responsible and a timeframe for completing tasks.

**Consistency** – the Fees and Charges set by Council are adhered to in all cases and once the service level agreement is agreed upon, a procedure is written to ensure that dealings are the same for all customers.

**Electronic Payment Promotion** – Customers are provided with convenient options for payment in addition to the Customer First Centre. For the period 17/10/04 to 17/5/05, payments received from Aussie Post, BPay, Centapay, Deductions, Direct Debit and the Department of Housing amounted to \$7,837,072. For the same period since the opening of Customer First, this amount has increased by \$158,456 to \$7,995,528.

## **SUMMARY OF ENQUIRIES, TASKS MIGRATED TO CUSTOMER FIRST CENTRE AND SAVINGS/BENEFITS PER DEPARTMENT**

### **DEPARTMENT:SHIRE SERVICES**

Number and % increase/decrease in new work orders for Shire Services – not all generated by Customer First Centre – a

comparison of 7 months prior to opening and 7 months after opening

**# Before** 2,977 **# After** 3,502 **% change** +17.64%

The following areas have shown the most dramatic increase in volume of work orders resulting in increased workloads for staff.

- Aged care including units
- Bridge maintenance
- Drains
- Land overgrown
- Parking facilities
- Public toilets
- Roads maintenance
- Rubbish
- Swimming pools
- Trees
- Water

**Section: Macleay Water**

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

8.8% plus percentage of *"internal and personal calls"* 10.9%

### **Benefits and Cost Savings as identified by Departments**

- It is anticipated that the productivity in the Macleay Water section will increase by between 15 to 20 % during the next 6 months.
- Record now of all work orders to gain a true indication of work requiring investigation or immediate action
- The nature of the service offered by Macleay Water leads to a number of peaks and troughs in calls from customers. When there is a problem, volumes of calls are high and the Customer First Centre takes these enquiries and allows the technical staff the time to concentrate on their core functions e.g. Bellbrook Water supply
- By the Customer First Centre taking calls for Macleay Water, there is time for investigation into innovation, strategic issues and management and creation of new data bases which may result in cost savings or further service improvements.
- Customer First Centre has provided enormous support at times of crisis such as during the recent problem of discolouration in the South West Rocks water supply. Customer Service Officers are kept up to date on the progress of the problem and pass this information on to the customer freeing up the Macleay Water manager and senior staff to work on critical planning issues.
- The provision of interview rooms in the Customer First Centre has led to a more professional image as staff can now discuss sensitive issues such as contracts and arrangement for payment of overdue accounts in private instead of the

embarrassment of dealing with customers in a foyer or in an inappropriate work space.

## **Initiatives**

- Currently working on an idea to increase the depth of information contained within the Knowledge Management System to further assist customers.

## **Tasks transferred to Customer First Centre**

- Dial Before You Dig Applications
- Customer Requesting Plans (referral Dial Before You Dig)
- New Water Connections
- Water Quotes
- New Sewer Cut-in Quotes
- Standpipes, Short and Long Term including Cashiering
- Requests for Improved Drainage Works
- Provide information or create work orders on: -
- Accounts and complaints
- Water Meter – application form/ connect/ damaged/ downsizing/ lowering/faulty/reading/relocation/replacement/special read
- Average Household Water Use
- Bad Smell/Taste/Dirty water
- Problems with equipment - Leaks (hydrant/tap/path tap/meter) -Sewer Choke - Broken/faulty Sewer /Service
- Disconnect and Reconnect Water Service
- Flushing Water Mains
- Liquid Trade Waste
- Low/no Water Pressure/pressure test
- Pricing – Liquid Trade Waste, Sewer, Water
- Problems with Dam
- Quality Results for Drinking Water
- Roots Choking Sewer
- Testing Tank Water
- Water Carting

## **Section: Works**

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

8% plus percentage of "internal and personal calls" 10.9%

## **Benefits and Cost Savings as identified by Departments**

- Phone calls have reduced resulting in staff being able to focus on tasks

## **Other Consequences**

- Work orders have increased dramatically which can result in Works becoming reactive rather than proactive.

## **Tasks transferred to Customer First Centre**

- Garbage Bin Requests
- Works schedule
- Rural Road Numbering
- Street Numbering
- Public Gate/Grid Application – Applications, Enquiries and Cashiering
- Provide information or create work orders on: -
- KWR&DF opening hours
- Acceptable wastes
- Recycling
- Driveways
- Drainage
- Access onto “Public Roads”, Provision of Driveways, Maintenance of existing Access
- Bridges
- Bus Shelters/Seats
- Car Parks maintenance
- Kerb & Guttering and Footpaths
- Major Road Works
- Purchase of Council Roads/Closure of Crown Road
- Road Closure – Temporary one-off events
- Street Directional Signs – New, Replacement & Maintenance
- Street Lighting
- Traffic Controls – Requests for Changes
- Dead animals that require removal
- Footpath Obstruction
- Private Works
- Roads - Requests for Road Maintenance, problems relating to road construction works, Road Openings
- Waste - Domestic Waste Bins and Missed Sulo Bins
- Works in progress by Other Authorities
- Easements
- Slashing

**Section:***Design and Strategy*

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

Percentage of “other” category 13.23% plus percentage of “internal and personal calls” 10.9%

**Benefits and Cost Savings as identified by Departments**

- 70% reduction in phone calls
- 50% reduction in customer contact
- Ability to focus on design and strategy with reduced interruptions

**Tasks transferred to Customer First Centre**

- Incorporated in list for Works

**Section:***Community and Leisure Services*

## **% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

8.8% plus percentage of "internal and personal calls" 10.9%

## **Benefits and Cost Savings as identified by Departments**

▪ It is estimated that there has been a saving of 15-20% of staff members time due to the setting up of Customer First Centre. This allows those staff members to focus on other core tasks.

## **Tasks transferred to Customer First Centre**

- Community Group Register Update and letters
- Bus Bookings – KAP
- KAP Headquarters – use by U3A (University of the Third Age)
- Street Stall - Bookings and Letters
- Sporting diary
- Provide information or create work orders on: -
- Needle Disposal/Sharps
- Aged Units
- Cemeteries and Burial Enquiries
- Community Profile
- Community Services
- Events enquiries
- Halls – requests for maintenance and repair
- Overgrown Footpaths, Open Drains, Grass Nature Strips & Verges Slashing in urban and rural areas
- Sporting Ground Closure – Wet Weather
- Noxious Weeds
- Mowing in Parks/Reserves
- Library details
- Termites – Infestations
- Trees – Maintenance and inspections
- Application for Removal/ Pruning/ Lopping of trees
- Free Trees and Shrubs
- Visitor Information Centre details

## **DEPARTMENT:CORPORATE SERVICES**

Number and % increase/decrease in new work orders for Corporate Services – not all generated by Customer First Centre – a comparison of 7 months prior to opening and 7 months after opening

**# Before** 1,826 **# After** 1,821 **% change** - 0.27%

The majority of work orders generated for Corporate Services are internal as the department has as its major focus administrative support for the organisation

**Section:** *Safety, Fleet and Depot*

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

Percentage of "other" category 13.23% plus percentage of "internal and personal calls" 10.9%

**Tasks transferred to Customer First Centre**

- Data Input of Incident Reports

**Section: Administration**

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

2.85% plus percentage of "internal and personal calls" 10.9%

**Benefits and Cost Savings as identified by Departments**

- 40% less phone calls and customer contact for Administration staff allowing them to focus on allocated tasks and allow for planning
- Reduction of time taken to put Policies and Delegations on the intranet from 26.85 days to 1.48 days.

**Initiatives**

- New after hours call centre – better service at reduced cost.
- Specific area for couriered packages away from the public eye
- Built in tender box
- Numerous tasks now undertaken by counter or call centre staff in times between customers instead of a staff member undertaking the task as a single focus task.
- Moving the mail sorting area to Customer First Centre so Customer Service Officers can sort as they take calls – multi-tasking

**Tasks transferred to Customer First Centre**

- Mail Services – collect DX and sort and deliver DX and general mail daily
- Telephone Calls – take all, resolve if possible or divert when necessary (replacement of role of switch operator)
- Maintain Phone/Mobile Phone Listings for the organisation
- After Hours Call Centre – organize information updates and do work orders from nightly reports
- Updating Policies and Delegations
- Receive Couriered Packages
- Receive Tenders
- Book Meeting Rooms if required
- Supply Forms and Documents
- Meetings and Interviews Reception
- Complaints handling
- Telecross – daily call

- Raise and Lower Flags
- Open and Close Gates
- Cut Outs from Argus for Subject Files
- Pay Slips – sort and add attachments
- Inbiz – print and fold
- Data Input of Incident Reports
- Order and Process Subscriptions to the Acts/Standards
- Research Government Gazettes
- Stationery - Order some items for Council including letterhead, memo pads, envelopes, receipt books, diaries and Christmas cards
- Order badges and business cards for Councillors and staff
- Provide information on: -
- Business Papers – Council Meetings
- Freedom of Information
- Privacy and Personal Information

**Section: Finance**

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

17.6% plus percentage of "internal and personal calls" 10.9%

**Benefits and Cost Savings as identified by Departments**

- can now attend to a range of tasks which were previously backlogged
- allows time for investigation of database and review of rating codes for data which may result in increased revenue for Council.
- Can focus on debt recovery and sale of land for unpaid rates which has not been done since 1996.

**Tasks transferred to Customer First Centre**

- Rates and Sundry Debtors Account Enquiries
- Land Enquiries
- Cashiering
- Prepare banking for Kemsafe
- Less complex rates payment arrangement
- Pension Concession Claim Processing
- Daily Remittances
- Filing Returns Goolawah, Visitor Information Centre, Community Care Centre, Bellbrook General Store and Bellbrook Tip
- Process Receipts, Direct Deposits, Electronic Payment Files
- Deposited Plans
- 603 Certificates – Receipt and Generate Certificate

**Section: Information Technology**

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

Percentage of "other" category 13.23% plus percentage of "internal and personal calls" 10.9%

## **Benefits and Cost Savings as identified by Departments**

- The development of the Knowledge Management System and the interest shown in it by other Councils may have an indirect benefit as it may be the catalyst needed for Council's to consider purchasing CivicView.
- By developing then integrating the Knowledge Management System with CivicView, it enhances our ability to meet Council's service objectives.

## **Initiatives**

- Technical assistance with the development of the Knowledge Management System and alignment to the existing CivicView product has resulted in an administration and management system which has already been featured in Local Government Focus magazine (May 2006 edition). Other Councils, including Great Lakes, have been impressed with the Knowledge Management System and a presentation at the request of local General Managers has been made at the May MIDGOG meeting in Taree.

## **Tasks transferred to Customer First Centre**

- Map enquiries

**Section:**            *Property and Marketing*

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

1.2% plus percentage of "internal and personal calls" 10.9%

## **Tasks transferred to Customer First Centre**

- Provide information on: -
  - Aerodrome
  - Trade Waste – General Referral Information
  - Caravan Parks and Day Visitor Areas
  - Saleyards

## **DEPARTMENT: SUSTAINABLE DEVELOPMENT SERVICES**

Number and % increase/decrease in new work orders for Sustainable Development Services – not all generated by Customer First Centre – a comparison of 7 months prior to opening and 7 months after opening

**# Before** 902 **# After** 1,132      **% change** +25.5%

The following areas have shown the most dramatic increase in volume of work orders resulting in increased workloads for staff.

- Animals including dogs
- Land including overgrown
- Parking and vehicles

**Section:            *Town Planning***

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

5.5% plus percentage of *"internal and personal calls"* 10.9%

**Benefits and Cost Savings as identified by Departments**

- Professional approach to customer service which is good for Council's image
- Time and resource savings due to the fact that staff are no longer continually disturbed
- Staff members can focus on their core tasks

**Tasks transferred to Customer First Centre**

- S138 Roads Act Application
- Input monthly ABS stats
- Enquiries or create work orders for:-
- State of the Environment Report
- Heritage
- Planning Enquiries
- Planning documents and strategies
- DCPs
- LEPs
- DA's for subdivisions
- Driveway Information

**Section:            *Health and Building***

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

18.6% plus percentage of *"internal and personal calls"* 10.9%

**Benefits and Cost Savings as identified by Departments**

- Can attend to a range of tasks which were previously backlogged
- Reduced interruptions allows staff to focus on key functions
- Improved work output
- Increased work orders has resulted in an increased workload which has to be allowed for when costing staffing.
- Development Application processed within 30 days have increased from 72% to 74%

- Percentage of Construction Certificates processed in 30 days has increased from 72% to 85%
- Development Application (Class 1 and 10) processed within 30 days have increased from 74% to 79%
- Number of inspections of onsite sewerage management systems has increased by 19.7%.

## **Initiatives**

- The development of the new Development Application form and Matrix
- Workflows have been created to enable us to meet obligations under the Local Government Act and the EP&A Act
- Correspondence has now been kept within an application to provide ease of access to information for customers
- Development Application tracking on line has been developed which allows applicants and an applicant's agent to keep track of the progress of their Development Application from their home or office.
- Inspection numbers are now supplied to customers in response to a customer's suggestion

## **Tasks transferred to Customer First Centre**

- Beach Permits
- Archive Searches – DAs and Building Plans
- Development Applications and adjoining owners letters
- DA's on display
- Section 68 Applications (including Septic/Sewer applications)
- Septic Tank Applications - Section 96 Amendments
- Complying Development
- Book Inspections
- Septic – input data
- Building Certificates (Section 149 d)
- Subdivision – Linen Releases
- Filing – EPA and BCA updates
- Animals – Companion Animals Registration (Dogs/Cats)
- Pound Register - updating
- Enquiries or create work orders for:-
- Access to CivicView Application Registers – Complying, Construction and Development Certificate
- Building complaints - Dilapidated/Dangerous buildings or Fire Damaged buildings - Drainage – Natural Surface Water Run-off
- Development Applications, Construction Certificates, Integrated Development
- Sustainable Development Services Enquiries
- Fences – Construction of and Dividing Fences
- Section 94 Contributions
- Unformed Road Contributions
- Unauthorised Development & Non-Compliance with Development Conditions
- Activity Applications (Section 68)
- Air Pollution
- Animals - Impounding Fees – pound hours – lost animals - hiring Cat Traps – complaints – dead animals - Dog/Cat or Small Marsupial

- Tree Removal/Pruning – Unauthorized
- Tree Preservation Order
- Tree Removal applications – Private Property
- Diagrams and Maps – provide drainage diagrams and sewer junction maps
- Stormwater/ Defective Guttering/ Overland flow
- Complaints –Health Services/Food Hygiene
- Effluent Disposal Problems – overflow/runoff
- Food Notification – Registration through the Internet
- Flood levels Relating to a Property
- Noise Pollution
- Trucks - parking
- On Site Sewage Management – Enquiries & Approvals to Operate
- Ranger activities - Illegal Landfill -Overgrown Properties - Shopping Trolleys - Traffic Penalty Infringement Notices - Dumping of Rubbish - Abandoned Vehicles

**Section:            *Economic Development***

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

Percentage of *“other”* category 13.23% plus percentage of *“internal and personal calls”* 10.9%

**Tasks transferred to Customer First Centre**

General enquiries only

**DIRECTORATE:        GENERAL MANAGER (including HR and Organisational Effectiveness)**

Number and % increase/decrease in new work orders for General Manager – not all generated by Customer First Centre – a comparison of 7 months prior to opening and 7 months after opening

**# Before 1    # After 3    % change +200%**

**% of calls and enquiries relating to this section taken as part of overall calls and enquiries by Customer First Centre**

2.85% and percentage of *“other”* category 13.23% plus percentage of *“internal and personal calls”* 10.9%

**Benefits and Cost Savings as identified by Departments**

- Time saving and reduced traffic flow in office as public enquiries are now taken by Customer First Centre

**Tasks transferred to Customer First Centre**

- Acceptance of Served Notices

- Updating Policies and Delegations
- Reception for visitors
- Delivery and collection of laundry
- General enquiries and information provision on:-
- Council and Councillors
- Citizenship
- Australia Day
- Positions Vacant
- Work Experience Enquiries
- Training Enquiries external

N.B. Percentage of enquiries taken by Customer First Centre was averaged over the period from January to April, 2006. There is a further category (*calls unrelated to Council*) which has not been included in any of the departmental figures above.

**Total number of enquiries from January to April, 2006 was:-**

**Phone - 17,119      Counter - 5,493      Total - 22,612**

Of these enquiries, 19,401 were resolved in the Customer First Centre to the agreed service levels set in conjunction with the departments.

The staff are working under enormous pressure currently but actions are being introduced to assist staff to cope with that pressure. The customer First Centre is producing increased service levels and allowing individual department to increase their productivity by allowing them to now address workload backlogs. As time progresses the benefits of the Customer Service Centre will become more apparent and the change in operations accepted.

Acceptance can be accelerated if all of Council gets behind its new initiative and supports all of its staff.

## ***REPORT IMPLICATIONS***

- ***Environmental***

*Nil*

- ***Social***

*Nil*

- ***Economic***

*Nil*

- ***Policy or Statutory***

*Nil*

**RECOMMENDATION**

**That the information be noted.**

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**A V Burgess**  
**GENERAL MANAGER**