



# Customer Service Plan

The City of Darwin's Customer Service Plan (Charter) describes our commitment to you and outlines the processes and service expectations that support our Plan.

## Service Promise

- Provide valued services that put our customer FIRST
- Engage to understand our community to better shape decisions and tailor our services
- Innovate and embrace change to connect and transact your way
- Conduct service delivery with integrity, equality and accountability

## Service Delivery

- Provide friendly, skilled staff that are empowered to find a solution at first point of contact
- Provide services and communicate in a timely and efficient manner, through "your choice" channel of contact
- Use common sense decision making and communicate in easy to understand ways
- Provide flexible service options using current technologies and streamlined systems
- Monitor our performance and gain insights to inform decisions and improve services

## Service Feedback & Assistance


- Assist us by treating our staff and other customers, with courtesy and respect
- Tell us if our service does not meet your expectations and share your ideas on how we can improve
- Help us to acknowledge our people by telling us when you have received great customer service
- Provide us with up to date and accurate information so that we can respond in a timely manner

We respect your personal information. Your personal information will be handled in accordance with our Privacy Policy. Our Privacy, Customer Feedback and Customer Conduct Policies are available at [www.darwin.nt.gov.au](http://www.darwin.nt.gov.au)





## Contacts

Visit us at: <b>Civic Centre, Harry Chan Avenue</b>	Open Monday-Friday 8am to 5pm
Phone us: <b>08 8930 0300</b>	Monday-Friday 8am to 5pm
Contact us for after hours emergencies: <b>08 8989 2843</b>	Anytime after hours
Email us at: <b>darwin@darwin.nt.gov.au</b>	We will aim to acknowledge you within 2 business days. If the issue is complex, we will keep you informed of progress
Visit our website: <b>www.darwin.nt.gov.au</b>	24 hours, 7 days a week
Visit us on social media	24 hours, 7 days a week
 <b>cityofdarwin</b>	
 <b>cityofdarwin</b>	
 <b>city_of_darwin</b>	
Send us mail: <b>GPO Box 84 Darwin NT 0801</b>	We aim to acknowledge you within 5 business days. If the issue is complex, we will keep you informed of progress.
If you are deaf, or have a hearing or speech impairment contact us through National Relay Service	<b>www.relayservice.gov.au</b> We will also identify our staff who are fluent in Auslan to assist you.
For Translating and Interpreting Service (TIS) call: <b>13 14 50</b>	We will facilitate communicating with you in your first language

## Our Customer First Framework

City of Darwin's Customer First framework is based on five core principles and is designed to consistently achieve excellence in serving our customers:

- **Find** out what our customers want and expect
- **Improve** communication
- **Respond** in a timely manner
- **Streamline** services
- **Track** our performance



Find out what our customers want and expect



Improve communication



Respond in a timely manner



Streamline services



Track our performance

