

## What you can expect from us

### Our values

We will:

- be open, honest, respectful and courteous in our dealings.
- meet your needs in a professional and timely manner.
- take responsibility and be accountable for our decisions and actions.

### Responsiveness

- There will be professional staff available for consultation without appointment in assigned core hours at Council offices in Port Macquarie, Wauchope and Laurieton.
- Any staff member is available for consultation by appointment.
- All telephone enquiries will be answered promptly and telephone messages will be returned within 24 hours.
- Applications will be dealt with in a timely manner and the status of applications will be made available.
- An acknowledgement will be provided to all correspondence (letter, facsimile or email) within 7 days. The acknowledgement will indicate the process for a final response and provide contact information.

### Accuracy

- Written advice from Council will be concise, clear and accurate.
- All relevant matters will be considered in the assessment of an application.
- The conditions of any approval or consent shall be enforced.

### Fairness

- We will provide an objective hearing to any person.
- If a person is aggrieved by a decision then they can request a review by another appropriate officer.
- We will be impartial in decision making and be directed by the law and Council policy.

## Help us to help you

We want you to be satisfied with our service to you. To assist us in our aim, please:

- provide us with accurate and up-to-date information;
- ensure requests for information which is to be relied upon are in writing;
- respond to our requests for information as soon as possible;
- treat us with respect and courtesy;
- fulfil your financial and other obligations in a timely manner.

## Your rights

You have a right to:

- privacy and confidentiality for all your personal and commercially sensitive information;
- reasons for the decisions we make;
- information on any appeal processes available to you;
- access public information as provided by law, including to request access to records through the Freedom of Information Act 1989.

## Our Commitment to high quality service

We will evaluate and revise our performance against our charter commitment periodically and communicate the results. We encourage you to contact us whenever you have a compliment, comment or complaint about the service we provide so that we can better meet your needs and expectations.

# Customer Service Charter

Development & Environment Services Division



2006

## Who we are

The Development & Environment Services Division is a section of Hastings Council which is responsible to the Council and the community for the provision of land use planning and regulatory services. We aim to provide a quality service to our customers, who include local residents and people within the development industry.

To achieve our aim we are committed to meeting the performance criteria specified in the adjoining table.

## Our Role

The Division covers Council functions relating to:

- assessment, approval and certification of development and building projects
- environmental management, including air, land and water quality
- planning future land use
- education and enforcement in relation to regulations applying to companion animals, stray stock, parking, cleanliness of food premises, overgrown land, noise, vehicles on beaches, public swimming pools, abandoned vehicles and other public health/amenity matters.

<b>Activity</b>	<b>Performance Criteria</b>
<b>Commitments in the assessment, approval and certification of development and building projects</b>	
Application pre-lodgement meetings	By appointment and at no cost (except the Design Review Panel)
Preliminary review of applications	Advice of any further information within 7 days of lodgement
Complying development	All applications approved within 7 days of accepting lodgement
Assessment of applications	All relevant statutes, regulations and policies will be considered and the application status will be made available to any interested person
Notification to residents	Respond to all submissions and advise the process to be followed in the determination of the application
Inspections of buildings and works under construction	Within 24 hours of receiving a request and notification of the outcome within 48 hours
Compliance with conditions of approval	Compliance with all conditions of approval
Zoning Certificates	Issue zoning certificates within 3 working days
Building Certificates and Certificates of Outstanding Notices	Issue certificates within 10 days of receipt
<b>Commitments in Environmental Health Management</b>	
Response to pollution reports	Immediate response to incidents and to general matters within 48 hours
Environmental health information	Provide preliminary advice on any matter concerning environmental quality at no charge
Compliance review of business premises	Conduct a review of the environmental performance of any business at no charge
Environmental Health Legislation	Compliance with all environmental health legislation
Clean Food	Proactively monitor food premises and food safety to ensure compliance with food legislation
Public Health Surveillance	Proactively monitor the cleanliness of public premises which may impact on public health (eg public swimming pools; cooling towers; etc)
<b>Commitments to Education &amp; Enforcement</b>	
Companion animals care and control	Educate owners of companion animals as to pet ownership responsibility
Enforcement of local laws	Ensure parking, traffic, littering and other matters are dealt with fairly and consistently
Safety in buildings	Maintain a program of inspection and reporting to ensure the safety of people in buildings
<b>Commitments to Planning for Future Land Use</b>	
Consultation with the community	Always seek out the views of the community in developing plans and policies for future land use
Infrastructure for future land uses	Co-ordinate the provision of necessary infrastructure in a timely
Accessibility of policies and land use info.	Present information in concise, plain English and maximise its accessibility via the Internet, local press etc
Cultural, environmental and economic well being of the community	Ensure the cultural, environmental and economic well being of the community is considered in plan development