

# Contact a Councillor

If you are unsure of which Council Division you reside in, please contact our Customer Service Centre.



**Mayor Tony Williams**

Economic Development & Airport  
Mayor@rrc.qld.gov.au | 0407 579 025



**Division 1 - Cr Shane Latcham**

Waste & Recycling  
Shane.Latcham@rrc.qld.gov.au | 0437 857 736



**Division 2 - Cr Elliot Hilse**

Environmental Sustainability  
Elliot.Hilse@rrc.qld.gov.au | 0460 638 680



**Division 3 - Cr Grant Mathers**

Planning & Regulation  
Grant.Mathers@rrc.qld.gov.au | 0439 827 489



**Division 4 - Cr Edward Oram**

Water  
Edward.Oram@rrc.qld.gov.au | 0429 204 376



**Division 5 - Cr Cherie Rutherford**

Parks, Sport & Public Spaces  
Cherie.Rutherford@rrc.qld.gov.au | 0439 753 056



**Division 6 - Deputy Mayor Drew Wickerson**

Communities, Culture & Heritage  
Drew.Wickerson@rrc.qld.gov.au | 0427 349 131



**Division 7 - Cr Marika Taylor**

Infrastructure  
Marika.Taylor@rrc.qld.gov.au | 0472 561 732

# Contact us

Our Customer Service Call Centre operates Monday to Friday 8.00am to 5.00pm.

For outside of operation emergencies, please contact Council via phone.

**PHONE**

07 4932 9000

**EMAIL**

enquiries@rrc.qld.gov.au

**ONLINE**

www.rockhamptonregion.qld.gov.au

**IN PERSON**

Rockhampton Office (9.00am - 4.30pm)  
232 Bolsover St

Gracemere Office (9.00am - 4.30pm)  
1 Ranger St

Mount Morgan Office (9.00am - 4.30pm)  
32 Hall St

**MAIL**

The Chief Executive Officer Rockhampton  
Regional Council  
PO Box 1860, ROCKHAMPTON QLD 4700



# Customer Service Charter

Rockhampton Regional Council



# Rockhampton Regional Council

Rockhampton Regional Council is committed to service excellence. Our officers monitor our service to ensure it meets the standards set out in this Charter.

## OUR VALUES

- Accountable
- Customer Focused
- People Development
- One Team
- Continuous Improvement

## WHAT CUSTOMERS CAN EXPECT

Where possible, we will resolve your enquiry at the first point of contact. We will aim for seven out of ten enquiries to be resolved by our Customer Service Officers.

Customer requests for service will be entered into Council's Request Management System on the same day they are received.

## WE ASK OUR CUSTOMERS TO

- Provide complete and accurate information.
- Keep us informed of any changes to personal details.
- Offer suggestions on service improvements.
- Make appointments for complex enquiries.

# How we respond

When you contact us we will make every effort to meet the following standards.

## SERVICE

### Building

Process applications  
Undertake inspections

## TARGET

Per Planning Act  
2 days

### Plumbing

Process applications  
Undertake inspections

Per Plumbing & Drainage Act  
2 days

### Planning

Process applications  
Undertake inspections

Per Planning Act  
2 days

### Water Supply

Incident response (main/service breaks)  
Install new connections within the water service area (pending approval and payment or as agreed)

3 hours  
15 days

### Sewerage

Incident response (inc. main blockages)  
Install new connections within sewered area (pending approval and payment or as agreed)

4 hours  
15 days

### Waste

Process new collection service  
Repair or replace bins

5 days  
5 days

### Roads and Paths

Respond to emergencies  
Respond to customer requests

1 day  
14 days

### Local Laws

Act on urgent stock on roads reports  
Respond to dog attacks  
Action general dog customer requests

3 hours  
3 hours  
10 days

### Health and Environment

Act on health related matters

Individually assessed

### Parks

Act on emergency/safety concerns  
Repairs and maintenance  
Mowing and garden maintenance

1 day  
5 days  
As per schedule

## FRONTLINE CUSTOMER SERVICE

- You will be greeted in a friendly, professional manner.
- A one stop service will be provided at the point of contact.
- All enquiries will be processed accurately and efficiently by the Customer Service Officers.
- You will be afforded respect and courtesy.

## ON THE TELEPHONE

- Council will strive to answer 75% of calls within 45 seconds.
- Staff will introduce themselves.
- A one stop service will be provided at the point of contact.
- We are conscious your time may be precious and we actively work to reduce call waiting times. However, in peak periods delays are inevitable.
- Our Call Centre system does allow you to request a return phone call, this option is presented every 15 seconds or press 1 any anytime. If you do choose to take this option, your place in the queue is retained and you will receive a call from a Customer Service Officer when your call reaches the head of the queue.

## IN WRITING

- We will forward a letter or email of reply within 10 working days of Council receiving correspondence.
- We will forward an interim letter advising progress of correspondence if there is a delay in our service.

## RESPECT FOR YOUR PRIVACY

We will respect and protect your personal information through our policies created under Right to Information and Information Privacy Legislation.

## YOUR FEEDBACK

We welcome and encourage feedback or suggestions and will take these into account to improve our levels of service on our path to customer service excellence.