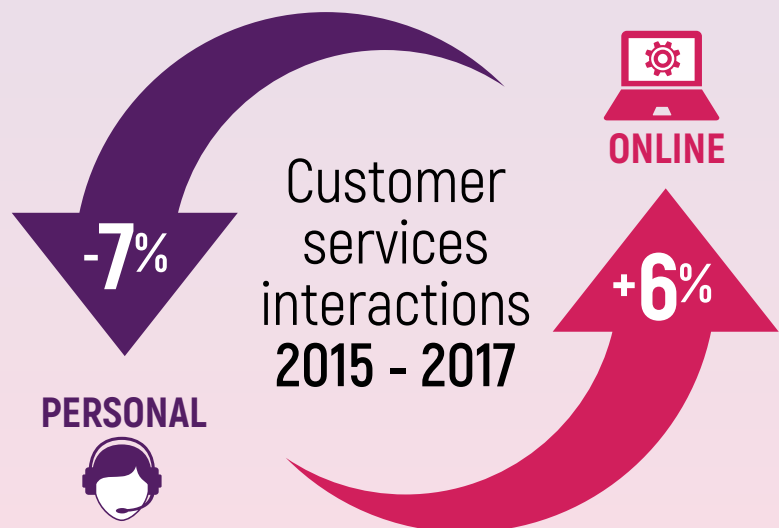




Creating an exceptional experience

Our customer
and community
behaviours and
expectations are
rapidly changing.



The Customer Experience Improvement Plan

- Simplify our processes
- Make it easier for customers to find information
- Make it easier for customers to interact with us, modernising our technology
- Develop a customer charter that outlines our commitment to you.

NEXT STEPS

Our draft Customer Experience Improvement Plan and Charter will be released in 2018 for community feedback.

Are you interested in being involved?

If so, please speak to a Council officer and enter your details online.

Creating an
exceptional experience



A City at work

ASSIST customer interactions

203,579

Waste and recycling
bins collected

3,841,292

Parking permits issued

28,548

Community bus passengers

33,048

Open spaces maintained

192 Ha

Animal registrations

9,678

What you've told us

Most people
find it difficult
to understand
our written
communication.

There is
room for
improvement.

Some of our
processes
are overly
complicated.

You only want
our help at the
right time and
right place.