

Customer Service

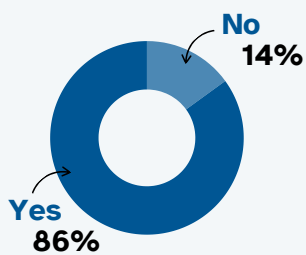
COMMUNITY ENGAGEMENT REPORT



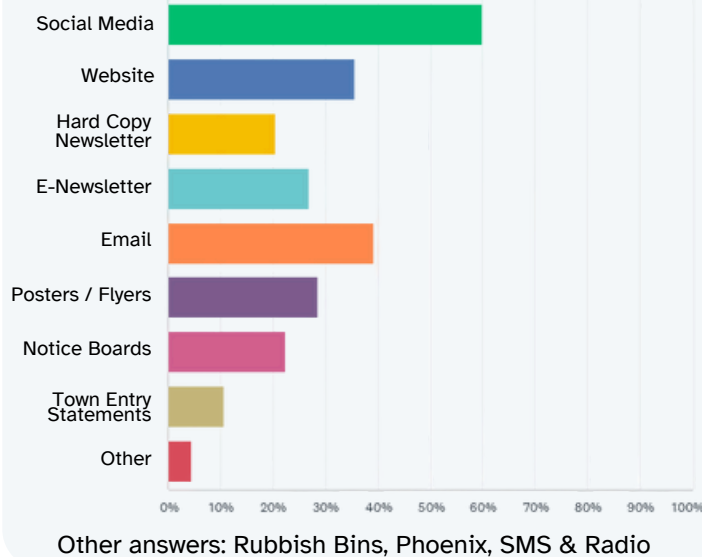
Number of Inputs

114

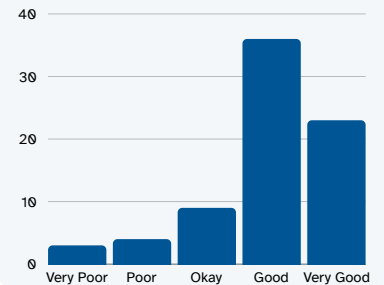
Made contact with the Shire in the last 12 months?



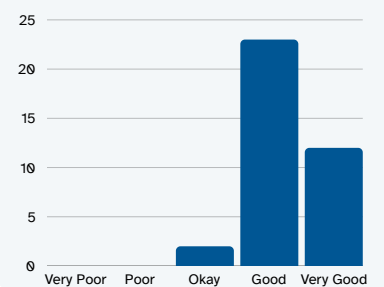
Preferred method of receiving information from the Shire



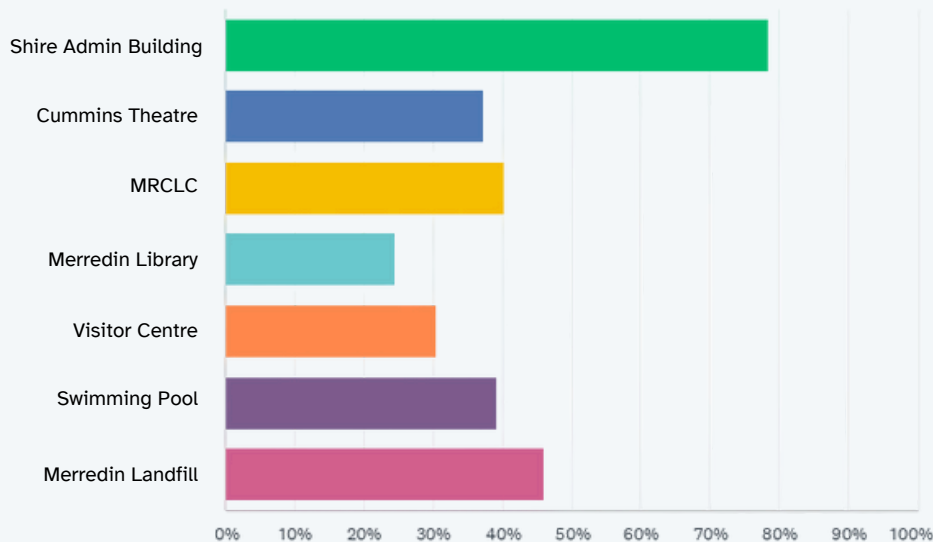
Service Rating Shire Admin Building



Service Rating Cummins Theatre



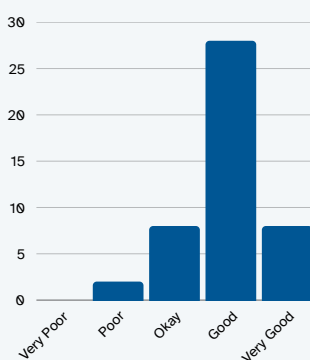
Facilities most visited by respondents in the last 12 months



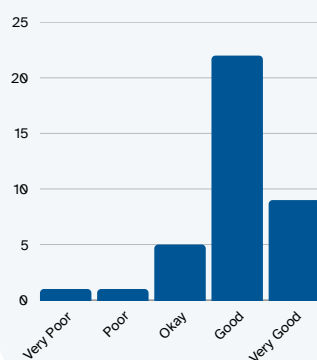
Service Rating Library



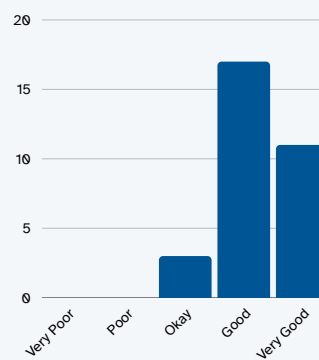
Service Rating Tip



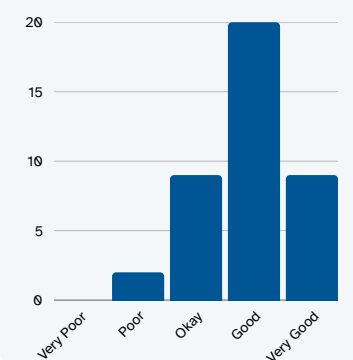
Service Rating Pool



Service Rating CWVC



Service Rating MRCLC

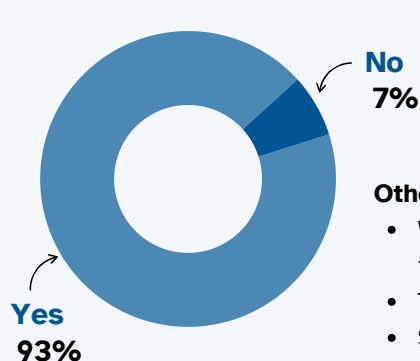


Top Feedback Regarding Staff Professionalism

Good / Very Good	48%
Friendly / Professional	15%
Excellent	9%
Okay	9%
Amazing / Helpful	8%

Areas to improve: Snap Send Solve, MRCLC and Pool

Staff Response Time (less than 3 days to answer query)



If no, how long did it take?

- Still waiting
- Over a week at the MRCLC
- 3 weeks

Other comments regarding response time:

- With some things it took longer, but for the most part it was timely
- Ten minutes
- Straight away
- 1 day
- Fast
- Minutes

Customer Service: Other Comments

- I have always found the service good and staff willing to listen and advise when needed.
- I have always received a high level of service at all facilities.
- In the past, not recently, acknowledgement of my presence in the Shire Office has at times been poor. If serving someone else, at least say something briefly to the new arrival so he/she doesn't feel invisible.
- [Front Counter Administration] Staff are very good.
- Fine.
- The language used in explaining things needs to be simplified! Could not understand the new system of Tip Passes. Nothing wrong with the new system, but the language used (3 emails) just to understand it. That's just one example. You could say its the way of the world, the way things are, BUT its not really if your customers can't understand it first read! There are many instances of this too numerous to mention here.
- Excellent customer service skills.
- [Front Counter Administration] Staff are brilliant.
- I understand how and why the pool closes for lightning strikes. I can't understand why the Season Pass Holders are not compensated, yet, the people who turn up, on the day are given a free pass.
- All very helpful and passionate to see the town Grow. Railway museum put in an extra effort.
- Overall I am happy with face to face service.
- Always polite and friendly.
- Excellent customer service, very friendly team.
- Very pleased with response time.
- It's all amazing.
- We are not a resident of the district, but had an opportunity to use the pool while we were travelling through the town. It was a very pleasant experience.
- I found the staff very polite and welcoming. Also gave us information of places to visit during our stay.
- The facilities looked well looked after, clean and tidy, so customer service in that regard is great.
- Administration office not always attended making it hard to organise licencing issues.
- Happy with the customer service.
- Shire staff do their best to keep us informed on everything but some of our community members are just ignorant to what's infront of them.
- Keep up the good work.
- Always found staff always ready to help.
- Generally great.
- When the staff are knowledgeable they are great, confident and kind.
- Friendly and very helpful.
- Communication is poor, everyone that works at the shire is grumpy.