



Townsville

TOWNSVILLE WASTE SERVICES

Customer Service Standards





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We are committed to delivering excellent customer service, environmental management and efficient operation...



TOWNSVILLE WASTE SERVICES - WHO ARE WE?

Townsville Waste Services is a separate commercial business unit of Townsville City Council (council). Our core business is to provide solid waste (waste) and recycling services to the local government area. We are committed to delivering excellent customer service, environmental management and efficient operations while maximising the return to council.

WHAT IS THE CUSTOMER SERVICE STANDARD?

The Customer Service Standard ensures you, as customers, are aware of Townsville Waste Services' obligations and standards relating to our services and your rights as a customer. The Customer Service Standard sets out the expectations we have of you to provide information and comply with council policies and procedures.

The Customer Service Standard sets out the process for establishing new services, billing, collections, customer consultation, lodging complaints and dispute resolution.

» Does the Customer Service Standard apply to me?

The Customer Service Standard applies to any customer receiving a service including:

- Property owners and occupiers who are liable to pay for a collection service;
- Everyone who uses our services; and/or
- Those who use the landfill facilities (residents or visitors).

The Customer Service Standard does not apply to customers who have a separate contract for the supply of waste and recycling services.

This Customer Service Standard will not apply during periods of declared natural disasters e.g. cyclones, until as soon as practicable after the affected normal services have been restored. During an emergency or natural disaster Townsville Waste Services will endeavour to maintain services depending on the availability of resources and the severity of the event.

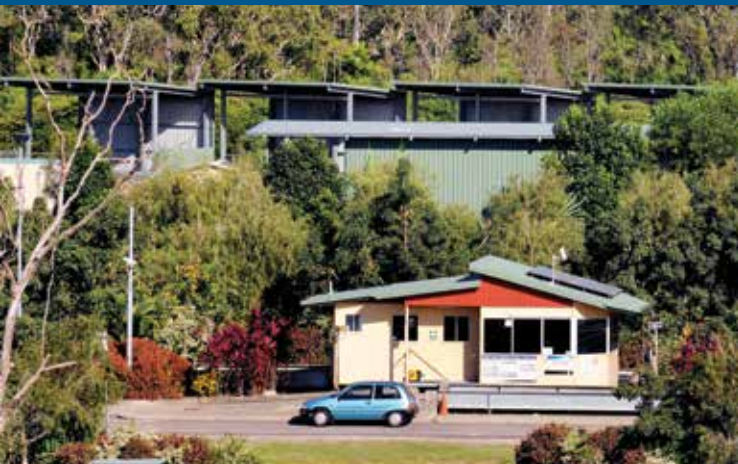


Provide efficient and secure operational facilities to assure community health and minimise environmental impact.

» What will Townsville Waste Services do for me?

We aim to comply with the standards set out in the Customer Service Standard when providing solid waste and recycling services to our customers. We will:

- Comply with all legislative and statutory requirements including, but not limited to: the Local Government Act 2009 (Qld), Waste Reduction and Recycling Act 2011 (Qld), Environmental Protection Act 1994 (Qld) and the Ombudsman Act 2001 (Qld);
- Deliver residential and commercial waste and recycling collection services;
- Make available waste disposal services (including specialist recycling services and hazardous waste management) in accordance with all environmental licence requirements and the principles outlined in the State Waste Strategy and NQ Regional Waste Reduction and Recycling Plan.
- Ensure timely establishment of services;
- Maintain infrastructure and assets to ensure efficient delivery of services;
- Provide efficient and secure operational facilities to assure community health and minimise environmental impact; and
- Ensure adequate resources including material and equipment, adequately trained personnel, outside expertise and finances are provided, maintained and audited.



» What are my obligations as a customer?

We expect our customers to assist in providing services by:

- Paying for waste services in accordance with council's Schedule of Rates and Charges;
- Applying for a new waste service;
- Contacting us about any service difficulties and faults that you encounter, account inquiries, general and technical inquiries, and suggestions, complaints or compliments;
- Following the Waste Hierarchy of avoid, reduce, reuse, recycle, recover, treat, dispose;
- Following directions of staff at Waste Management Facilities;
- Placing only appropriate material in your residential and recycling bins (detailed information can be found on the council's website);
- Making sure bins are not overloaded, with the lid closed, placed on the kerb 50 cm apart (when both bins are being collected) before 6am on your collection day;
- Checking the council's website for facts about our recycling and waste services including to check when your waste and recycling bins are collected;
- Keeping your bins in a clean and serviceable condition and replacing them if needed for a fee by contacting us, and;
- Returning your bins back inside your property boundaries as soon as possible after collection.



IS THERE ANYTHING ELSE I NEED TO KNOW ABOUT?

» Council policies and procedures

In addition to the standards and obligations of customers outlined in the Customer Service Standard, customers should be aware of council policies. You should consult policies for the specific requirements associated with making certain applications to council. The policies state council's intent, commitment and position on strategic issues and assist in informing the community and council officers on council's desired outcomes.

Current council policies are located on the council's website under corporate information.

Townsville Waste Services' Customer Service Standards are complimented by Townsville City Council's Customer Service Charter and Customer Service Standards. These documents can be located on the council's website.



Townsville Waste Services' Goals



PERFORMANCE TARGETS

The following performance targets reflect the level of service Townsville Waste Services intends to provide to its customers. Townsville Waste Services will be accountable for our performance against these targets by reporting at least annually to Council. All results will be published on the council's website.

Waste Services	Target
Effective Collection of Residential Waste and Recycling	
Missed kerbside waste and recycling services	<1 per 1000 services
Response time to missed kerbside waste and recycling services	>95% by the next business day
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer
Response time to bin repair / replacement requests	100% within 3 business days after payment of appropriate fee
Waste disposal facilities are available and functional during opening hours	363 days per year



Townsville Waste Services provides commercial and residential kerbside waste and recyclables collection services.

OUR SERVICES - THE ESSENTIAL FACTS

» Kerbside collection

Townsville Waste Services provides commercial and residential kerbside waste and recyclables collection services.

Residential kerbside services are provided weekly and recyclables collection services are provided fortnightly on the same day respectively. We will let you know at least two weeks in advance, of any scheduled change to your collection days. Commercial services can be provided at agreed collection times and frequencies for the appropriate fees. If you are interested in commercial services please contact us for further information.

We operate kerbside collection services on all Public Holidays including Christmas Day and Good Friday.

» New waste or recycling services

To apply for a new waste or recycling service, you must fill out an application form and contact the Customer Service Centre. The application form can be found on the council's website.

» Missed collections

In the event your bin has not been collected on your collection day, contact council's Customer Service Centre to discuss options for collection:

- If it was the fault of Townsville Waste Services, no fee will be applicable for collection, however;
- If it was missed through no fault of Townsville Waste Services, the customer will be charged an additional fee to have their waste or recycling collected.

Please refer to council's Register of Fees and Charges for the appropriate fee, located on council's website.

» Damage to collection bins

At the start of your service Townsville Waste Services will provide you with a bin (general waste and/or recyclable). These bins are now your property and you are responsible to maintain, repair or replace the bin to a standard acceptable for council to continue to offer a collection service. The bins have a limited lifetime and will at some point need to be replaced by you through Townsville Waste Services for a fee. Bins provided by Townsville Waste Services are the only bins acceptable for kerbside collection services. In the event a bin is damaged or stolen contact the Customer Service Centre for information on how to purchase a new bin or replacement parts. The council's website provides useful information on how to replace bin parts.

We encourage customers to use the facilities provided to deposit recyclables at landfill or transfer facilities.



» Waste management facilities

We provide landfill and transfer station facilities to the community. The operations of these will be conducted to meet all statutory requirements. Our opening hours are available on council's website. We are open every day of the year except Christmas Day and Good Friday. The efficiency of all operations will be optimised using continual improvement processes.

We encourage customers to use the facilities provided to deposit recyclables at landfill or transfer facilities. Please follow all directions given to you by staff at landfill facilities.

» Rates, fees and charges

Rates, fees and charges will be set annually by council resolution.

Council's current Schedule of Rates and Charges provides information on the application and timing of waste utility charges. For other standard services provided by Townsville Waste Services, including disposal fees at landfill sites, please refer to council's Schedule of Fees and Charges. These are both available on the council's website.

A range of payment options may be negotiated for special financial arrangements to assist customers experiencing hardship in the payment of accounts. Information on these options is available from council's Customer Service Centre.

» Complaints and dispute resolution

You have the right to make a complaint regarding the service provided by Townsville Waste Services by contacting a Customer Service Centre by phone or email; or by lodging a written complaint directed to council's postal address. These will be investigated in accordance with council policy. Council will treat all complaints confidentially and with due respect, and complainants will not suffer any reprisal from council or staff from making a complaint. All complaints will be thoroughly investigated in a timely manner (and in accordance with the principles of natural justice) with the aim of reaching a resolution to both council and the complainant. If you remain dissatisfied with the result you may contact the Queensland Ombudsman.

» Customer consultation

Townsville Waste Services will communicate with customers on changes to waste and recycling services through: local media stories, via our website and other digital feeds, distribution of published brochures, or alternative methods as appropriate.

We are committed to educating you, our customer about what we do. From time to time we will seek your feedback in order to inform our service planning and decision making process. This will be done through various forums, such as focus groups and customer surveys when needed. We look forward to hearing from you about our services when this occurs.



For more information

» Customer Service Centres:

Townsville City Ground Floor, 103 Walker Street, Townsville.

Thuringowa Central 86 Thuringowa Drive, Thuringowa.

» Opening Hours:

Monday to Friday: 8.30am to 5.00pm

» Contact Us:

 1300 878 001 (This is the only 24/7 contact number).

 enquiries@townsville.qld.gov.au

 www.townsville.qld.gov.au

 PO Box 1268, Townsville QLD 4810.