

# Our Service Promises City of Port Phillip 2008-09

## Customer Contact

1. We aim to answer all telephone calls to ASSIST, our central customer service centre (9209 6777), within 30 seconds.
2. We will contact you within one working day of you lodging a request or complaint with the council through a variety of contact channels.
3. We will nominate a person who will keep you fully informed of progress.
4. We value the personal information you provide and will take all reasonable precautions to prevent unauthorised access.

## Street and Beach Cleaning

5. We will maintain our streets and beaches to a standard which our community can be proud of, through a combination of programmed and responsive services.
6. We will clean all local streets twice a month; our busy shopping areas twice a day, seven days per week; and the foreshore five days per week and daily during summer time.

## Civil Infrastructure Maintenance and Construction

7. We will provide and maintain a safe, accessible and functional network of roads, footpaths and drains which meets the community's current and future needs.
8. Urgent maintenance issues will be attended to on the same day they are reported to us. When you report other problems, like potholes in the road, we will inspect and take appropriate action within 48 hours.

## Waste Management

9. We will provide a total waste management service for residents, traders and visitors which is reliable, efficient, user-friendly and environmentally responsible.
10. We will provide a weekly residential garbage and recycling collection; a transfer station open seven days a week to drop off waste and recyclables; and a household hard waste collection service which can be booked four times a year.
11. Street litter bins in shopping centres will be emptied daily.

## Parks and Open Spaces

12. Our long-term objective is that every resident will have access to high quality open space to enjoy and experience within walking distance of their home (400-500 metres).
13. We will reduce our usage of drinking water in parks and open spaces by 70 percent by 2020.
14. This year we will provide a net increase in useable public open space.

## Community Care

15. We will support older people and people with disabilities in our community with their daily tasks and activities so that they may remain independent in their homes.
16. We will provide opportunities for people who are socially isolated or vulnerable to be connected to their local community.
17. For new clients of in-home services (home help, respite care, personal care and meals) we will respond to enquiries within one working day; assess need within five working days; and deliver service within ten working days.

## Family and Children's Services

18. We will provide safe, flexible and enjoyable care, education and health services for children and their families.
19. Children and their families will be involved in deciding what services are provided and how.
20. For new clients (maternal and child health, family support, vacation care, home based care, respite care and child care) we will respond to enquiries within one working day; assess need within five working days; deliver service within ten working days if there are vacancies; or inform you of the waiting list process if there are no vacancies.

## Parking Management

21. We will share fairly the limited parking spaces available.
22. All parking changes will be introduced and enforced in Port Phillip according to public parking management guidelines.
23. We will implement and be an advocate for five major initiatives this year to improve the range of travel choices available.

## Planning and Building Services

24. In collaboration with the community, we will deliver planning strategies that ensure the liveability and vitality of our city.
25. We will ensure that new land uses, buildings and spaces benefit our city and respect community heritage.
26. We will make assessment, approval and enforcement decisions within the timelines prescribed by law and published guidelines.

## Library Services

27. Our collection will perform better for accessibility, age and relevance when compared to neighbouring municipalities.
28. We will provide access to library collections throughout Australia via our City of Port Phillip online service.
29. We will respond to your request for a new item within two working days and tell you what we can offer.

## Performance Reporting

30. We will measure the delivery of our promises so that we can improve what we do.
31. We will consistently survey a sample of the community to see whether we are meeting our promises.
32. We will set targets, measure our performance and report our results to the community regularly.

## Unhappy with our service delivery?

At the City of Port Phillip we aim to provide high quality services. If our service doesn't meet your expectations, we want to know. Your feedback will be taken seriously and complaints will be promptly and thoroughly investigated. Call us on 9209 6777.

## Need more information?

This document contains summary promises about the services that are most prominent and utilised by the community. More comprehensive information will be available about these core services, as well as other services delivered by the council, on our website [www.portphillip.vic.gov.au](http://www.portphillip.vic.gov.au) from 1 September 2008.