# Colac-Otway Shire supporting the communities of Wye River and Separation Creek to rebuild

**Service Charter 2017**

## Introduction

Since the bushfires of Christmas Day 2015, Colac-Otway has played a key role in the recovery of the Wye River and Separation Creek communities.

With clean-up completed, the rebuild and asset renewal phase of recovery is well underway. This phase involves an intensive program of works overseen by the Shire including:

* Revegetation
* Installation of reticulated drainage
* Repair of council-owned retaining walls
* Repair of council-owned assets
* Facilitate the orderly rebuilding of private dwellings

As the recovery process moves into this new phase, Colac-Otway has revised its service model for the communities of Wye River and Separation Creek to better respond to the individual and collective needs of these communities.

This service charter sets out the shire’s commitment to helping these communities rebuild quickly and sets standards for providing information and responding to queries.

## Objective

To provide the communities of Wye River and Separation Creek with clear points of contact and outline the standards of service we will deliver

## Principles

We will:

* be friendly courteous and polite
* be open honest and accountable in our interactions
* be prompt in our responses and close the loop
* be consistent
* be accessible and inclusive
* respect your privacy and treat your personal information as confidential
* use your feedback as a way of improving our service standards

## Our service commitment

* During business hours, Monday-Friday, phone calls, emails and Facebook queries will be acknowledged within 24 hours and responded to within three days.
* A contact number will be provided for urgent or out-of-hours issues particularly relating to works
* Council will provide the community with regular works updates via the bushfire recovery email; facilitate targeted community meetings and drop-in sessions as required; a newsletter and Facebook
* Where practicable, notice of new works will be provided at least seven days prior to the works being undertaken
* Property owners likely to be directly affected by works (those within 50 metres of the work) will be contacted by phone and email prior to the works being carried out and prior to those works being communicated with the broader community
* The one-stop-shop will continue initially to end June 2017 to provide more streamlined development services for people rebuilding.

## Consultation

Colac-Otway Shire is committed to consulting with you regarding the major infrastructure and renewal projects planned to occur in Wye River and Separation Creek over the coming months. Each of the following projects will include elements that will be decided as a result of community input. Other elements will be non-negotiable due to safety reasons. Full consultation plans will be developed for each project.

* Construction, traffic and environmental management plan
* Reticulated drainage project
* Retaining walls

## Complaints resolution

We encourage you to raise complaints with us directly either by phone or in email. We will discuss your complaint within 48 hours. If you are unhappy with the resolution, an escalation contact is provided in the contact list below.

## Help us help you

* Keep informed – Regularly check WyeSep Connect Facebook for updates about what’s happening.
* Keep us up to date - Your personal details are important, let us know when your contact details change.
* Talk to us - We need your feedback to ensure we continually improve our level of service.
* Tell us what you need - Give us detailed information relating to your query. If you need a specific expert, let us know.
* Respect - Treat our staff with the courtesy that we strive to show you every day.

## Review

This Charter will be reviewed as required. The review will consider the resources available and the community need.

## Contact list (as at June 2017)

The following contact list provides you with contact information for the most appropriate person for your query. Please call 5232 9400 to enable your enquiry to be dealt with as efficiently as possible

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Queries about** | **Responsible Officer** | **Contact information** | **Manager** | **General Manager** |
| One Stop Shop Appointments  Planning | Harvey McKinnon | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 | Vige Satkunarajah  Manager – Planning, Building and Health Services | Gareth Smith -  General Manager Development and Community Services |
| Building | Angus Gordon Mon - Thurs |
| Waste Water Management | Matt White | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 | Jonathon Brett |
| Planning enforcement Building enforcement Health | Doug Winkle | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 | Stewart Anderson  Manager - Environment and Community Safety |
| Fire Prevention | Tristan Crews |
| Compliance  Parking enforcement | After hours - On Call officer at time - Ph. 5232 9400 |
| Revegetation | Travis Riches |
| Community Resilience Committee Community Wellbeing  Renewal Plan | Yvette Hill | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 | Gary Warrener  Manager – Economic Development and Events |
| Events in a public Place | Emma Clark |
| WyeSep Connect  Community Resilience Newsletter | Caroline Ottinger | [caroline@sprypr.com](mailto:fiona@therecommunications.com.au) |  |  |
| Retaining wall works | Damien Burton | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400  [Damien.burton@colacotway.vic.gov.au](mailto:Damien.burton@colacotway.vic.gov.au)  Mobile 0427 092 254 | Kerim Sijercic  Manager – Bushfire Recovery Engineering | Tony McGann -  General Manager Infrastructure and Leisure Services |
| Hazardous trees |
| Traffic management /Construction access / Works on roads |
| Reticulated drainage | Boyd Williams | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 |
| Temporary drainage solutions (slope drains) |
| Harrington Park | Ian Seuren | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 | Ian Seuren  Manager – Arts and Leisure |
| Rates | Jan Gurrie | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 | Paul Carmichael  Coordinator - Property Revenue | Trev Olsson  A/c General Manager Corporate Services |
| Waste Collection | Simone Robinson | [inq@colacotway.vic.gov.au](mailto:inq@colacotway.vic.gov.au) Attention to responsible officer Ph. 5232 9400 | Sarah McKew  A/c Manager – Governance & Customer Service |