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### 3. Strategic Alignment

#### Wingecarribee 2031

##### Our Vision

In 2031 we will be...

*“A healthy and productive community, learning and living in harmony, proud of our heritage and nurturing our environment.”*

#### Delivery Program

##### Our Vision

“We aim to be an innovative and effective organisation with strong leadership”

#### Customer Service Principles

1. We work with our customers to deliver consistent and high quality services that meet their needs with integrity and accountability.
2. We go above and beyond for our customers by encouraging, developing and empowering our staff to take ownership of customer interactions through to resolution, delivering timely and realistic outcomes.
3. We provide up-to-date and accurate information and efficient processes, continually striving for improvement and innovative solutions.
4. We proactively engage our customers in developing appropriate services that respond to their needs, and seek feedback on our delivery of those services.
5. We provide quality choices that are reflective of community needs, which offer easy access to our services and are explained in simple, easy to understand language.













