

# Useful information

## Libraries

96 Reserve Road, Beaumaris	(03) 9589 8444
14 Wilson Street, Brighton	(03) 9591 5900
1D Service Street, Hampton	(03) 9521 9076
2-8 Waltham Street, Sandringham	(03) 9599 3444

## Maternal & Child Health centres

28 Bodley Street, Beaumaris	(03) 9589 4615
1 Palmer Avenue, Brighton East	(03) 9591 0276
145a Cochrane Street, Brighton	(03) 9523 1755
483 Hampton Street, Hampton	(03) 9521 6401
1 Livingston Street, Highett	(03) 9532 3219
33 Abbott Street, Sandringham	(03) 9521 6405

## Child Care centres

461 Bluff Road, Hampton	(03) 9521 6422
11 Sandringham Road, Sandringham	(03) 9521 9822

## Seniors Citizens centres

84 Reserve Road, Beaumaris	(03) 9589 4978
23 Durrant Street, Brighton	(03) 9592 3173
14 Service Street, Hampton	(03) 9598 2156
2 Livingston Street, Highett	(03) 9555 7910
18 Abbott Street, Sandringham	(03) 9598 7581

## Bayside Recycling centre

144 Talinga Road, Cheltenham	(03) 9585 4385
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## Bayside Community Nursery

319 Reserve Road, Cheltenham	(03) 9583 8408
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## Community information services

104 Bay Street, Brighton	(03) 9596 7283
12 Katoomba Street, Hampton East	(03) 9555 6560
31 Abbott Street, Sandringham	(03) 9598 0422

# Customer Service Charter

## Our commitment

We exist to serve the community to the best of our ability. We seek to do this subject to the considerations and constraints of fairness, equity, Council policy, the law and available resources.



Bayside City Council  
Corporate Centre  
76 Royal Avenue  
SANDRINGHAM VIC 3191

T (03) 9599 4444  
F (03) 9598 4474  
enquiries@bayside.vic.gov.au  
www.bayside.vic.gov.au

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This charter explains how you can make an enquiry, request a service or provide feedback; and sets out what service you can expect from us.

## Our service to you

### When contacting Council we will:

- greet you courteously
- identify ourselves by name
- listen carefully
- conduct ourselves professionally
- respect and protect your personal information.

## Our communication

### We will:

- provide all letters, brochures, messages and other notices in plain language
- provide information which is concise and accurate
- give reasons for our decisions
- speak in a clear, logical and respectful manner
- provide access to interpreting and TTY services.

## Help us to help you

### When contacting Council it is helpful if you:

- tell us who you are and who you represent
- have relevant information available (i.e. invoice number, name/address)
- treat us with the same courtesy you would expect from us.

## Our service standards

### We will endeavour to:

#### Telephone

- answer the telephone promptly
- return telephone calls within one working day or at an agreed time.

#### Letter, email, fax

- acknowledge receipt of your request within five working days
- provide a response to your enquiry within 15 working days with either a progress report or a resolution.

## Our complaint-handling procedure

If at any time you feel that we have not met the terms of this Charter you may make a formal complaint by contacting the Customer Service Coordinator. Council has a complaint-handling procedure to assist with resolution of issues.

The procedure encompasses the following:

1. Registering complaints — the Customer Service Coordinator will record the issue in Council's tracking system, inform the customer of the action to be taken and an expected timeframe.
2. Unsatisfied with the outcome — if the customer is unsatisfied with the outcome the Department Manager will ensure that the reasons for the outcome or decision are fully explained, or the issue can be reviewed by a higher level of management.
3. Concerns cannot be resolved — the customer can elect to pursue the matter through the Victorian State Ombudsman.

## Monitoring and review

### We will:

- review the Customer Service Charter in alignment with Council's Planning Cycle following each election
- welcome all comments and consider them as part of the review
- conduct service audits annually.

## How to contact Council

For all general enquiries please contact Council on (03) 9599 4444 or visit the Corporate Centre at 76 Royal Avenue, Sandringham (Melway 76 K12).

The Customer Service counter is located in the foyer of the Corporate Centre and is open Monday to Friday from 8.30am to 5pm.

### Postal address

PO Box 27 SANDRINGHAM VIC 3191

Phone: (03) 9599 4444

Fax: (03) 9598 4474

Email: [enquiries@bayside.vic.gov.au](mailto:enquiries@bayside.vic.gov.au)

Website: [www.bayside.vic.gov.au](http://www.bayside.vic.gov.au)

### Council's emergency service

For genuine emergencies, please contact Council's after hours emergency service on (03) 9625 5319.

## Disability and diversity statement

Council strives to create and maintain an accessible and inclusive environment for the Bayside community.

## Privacy statement

Council will handle personal information in accordance with current privacy laws and will use the information for Council purposes only.