
ORDINARY COUNCIL

SUBJECT: MAYORAL MINUTE - COUNCIL WINS NATIONAL CUSTOMER SERVICE EXCELLENCE AWARD - 2018 NATIONAL LOCAL GOVERNMENT CUSTOMER SERVICE AWARDS

FROM: Mayor

TRIM #: 18/349281

On an annual basis, the National Local Government Customer Service network invites Councils to apply for a series of awards that seek to recognise, reward and showcase the achievements of customer service professionals and Councils across Australia, known as the National Local Government Customer Service Awards.

This year, Camden Council entered awards in three categories and I am very pleased to advise that we achieved successes across all three areas at this year's awards ceremony, held on Thursday 18 October 2018 in Brisbane, winning the National Customer Service Excellence Award and receiving a highly commended for the Customer Experience Excellence Award and the Customer Service Team Leader of the Year Award.

The National Customer Service Excellence category is the pinnacle award which recognises the 'best of the best' for organisational wide customer service excellence. It seeks to acknowledge Councils who have achieved outstanding results through key initiatives that demonstrate leadership and commitment to the provision of excellence in customer service across the organisation.

This is a well-deserved win and evidence that Camden Council's proactive approach to providing exceptional customer service has become a real strength of the organisation and that we truly are providing benchmark service to our customers and community both at the frontline and beyond.

The success of Council in delivering exceptional service has been its ability to review, analyse and improve its systems and services with a customer focus. Much hard work and continuous evaluations, benchmarking and innovation has all contributed to becoming a national leader in Council wide customer service.

Further evidence of Council's position as an industry leader in the provision of customer service is the number of other local government organisations who have contacted or visited Camden to discuss our approach to improving service delivery. To date, over a dozen Councils have taken advantage of Camden's willingness to share "secrets to service success", with many implemented similar service improvement solutions as a result.

I would like to congratulate Council's Customer Relations Coordinator, Lee Wear, for receiving a highly commended for the Customer Service Leader of the Year Award. The award recognises the drive and dedication of Ms Wear, who works tirelessly to bring about better outcomes for customers. Further, I congratulate all Council staff, particularly the Manager Customer Service and Corporate Performance, Samantha Sharkey, and the Customer Relations team who champion excellence in customer service across the organisation every day, on this outstanding achievement and thank them for their ongoing commitment to serving our community.

I am very proud of how far we have come in the last five years and that Camden Council is now officially recognised as setting the standard for other councils when it comes to customer service.

RECOMMENDED

That Council note the information.