



# Media Release

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29 November 2017

## Council wins national customer service award

Camden Council's Customer Relations team has been recognised as the best in the country, winning the 2017 National Local Government Customer Service Team of the Year award.

"This award recognises the exceptional level of service Council provides to our community and the outstanding commitment of staff to support our customers," said Mayor Lara Symkowiak.

"Customer service is a high priority for our organisation to ensure that residents are given the assistance that they need in a friendly and efficient way," Cr Symkowiak said.

"The positive experience of customers is a direct result of the proactive approach of our Customer Relations team to continuously improve service to our residents," she said.

"Winning this national award shows our team is leading the way in providing high quality customer service and demonstrates consistent camaraderie and a cohesive work environment."

The team manages approximately 80 per cent of Council's interactions with the public, including more than 100,000 phone calls in 2016/17.

They have established a weekly call back system to assess customer experiences and have found that Council met or exceeded more than 97 per cent of customers' expectations in 2016/17.

The team's strong culture is further boosted through a partnership program which sees staff from across the organisation spend time in our contact centre.

Camden Council was also awarded a Highly Commended for the National Customer Service Excellence Award category.

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