

Murray River Council wants to provide the best Planning and Building services in New South Wales.

We will do this through:

- By ensuring development occurs in line with relevant planning policies and instruments and meets the vision set out in the Community Strategic Plan
- By making a positive economic contribution in supporting the development industry, ensuring cost effective and timely processes
- Delivering services that are responsive and meet customer needs
- Maintaining a high-performing work environment with required capabilities, a one-team culture and enabling systems and technology.
- The Charter outlines what you can expect when dealing with the Planning and Building Services area of Council, as well as what you can do to help us meet these expectations.

### Corporate values

In addition to meeting the commitments outlined in this Charter, you can expect everything we do to be underpinned by the Murray River Council Corporate Values and behaviours that shape our interaction with the community, partners and each other.



**Responsibility**



**Collaboration**



**Integrity**



**Excellence**

We take **responsibility** of our contribution to servicing our community.

We achieve our goals through **collaboration**.

We act with **integrity**.

We demonstrate **excellence** by delivering our best.

## PERFORMANCE

We acknowledge that time equals money in the development industry, so we aim to ensure our services are delivered in a timely manner whilst still achieving desired development outcomes.

When partnering with us, you can expect our services to be managed in accordance with the relevant legislation requirements and guided by the timeframes outlined below.

### Customer acknowledgement

- We will respond to emails and letters within three working days of their receipt
- We will return telephone messages within 24 hours
- Within three days of the submission of a fee quote you will receive notification of the fee required to submit your application
- Within three days of the submission of an application with a fee you will receive an acknowledgment letter and the name of the case officer dealing with your application.
- Within ten working days after the receipt of the letter of acknowledgement of your application you will receive contact from your case officer who will advise you of any issues
- We will endeavour to ask for further information on only one occasion but on occasions we may need to seek additional information not asked for in the first request

### Development advice

- Development advice enquiries will be responded to within ten working days
- A pre-lodgement meeting will be held within fifteen working days of request
- Pre-lodgement meeting notes will be issued within two working days of meeting date
- We will aim to complete 90% of Planning Certificates within three working days

### Development Applications

- We will determine your application as quickly as possible. In doing that we will aim to determine 85% of applications within 40 days of the completed submission for local applications and 60 days for development where we are required to deal with state government agencies

Meeting these service standard timeframes requires a partnership approach to work together as one team to deliver the best development service in New South Wales, ensuring a positive, supportive and effective customer experience.

We will regularly review and report on our collective performance to improve on our partnership commitments.

Council's Commitment
<p><b>Partnership</b></p> <ul style="list-style-type: none"> <li>• Build strong partnerships with you to understand your needs and solve issues to achieve a positive outcome</li> <li>• Ensure strong partnerships with council's internal partners to provide you with an integrated seamless experience</li> <li>• Encourage and engage with you on new and innovative ways of improving council's services.</li> </ul>
<p><b>Timeliness</b></p> <ul style="list-style-type: none"> <li>• Undertake our work in accordance with legislation and performance standards to provide certainty and clarification of assessment timeframes</li> <li>• Ensure our information requests are reasonable and relevant.</li> </ul>
<p><b>Capability</b></p> <ul style="list-style-type: none"> <li>• Assign a case officer to each application to be the main contact throughout the application process</li> <li>• Ensure our staff have the required capability to assess your application in a timely manner</li> <li>• Conduct ourselves ethically and professionally in our dealings with you</li> <li>• Be proactive in putting forward alternative approaches to facilitate an agreed resolution for you and council.</li> </ul>
<p><b>Consistency</b></p> <ul style="list-style-type: none"> <li>• Provide clear information and advice to ensure no unforeseen outcomes</li> <li>• Ensure our assessment processes deliver consistent conditions and outcomes</li> <li>• Ensure consistent, high quality and professional feedback about your application.</li> </ul>
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Keep you informed of any changes or updates to your application</li> <li>• Provide up to date information to assist you with your application</li> <li>• Engage with you regularly via email, phone or meeting to address concerns, when required</li> </ul>

Customer's Commitment
<p><b>Partnership</b></p> <ul style="list-style-type: none"> <li>• Partner with council to get the best outcome to improve council's services</li> <li>• Work closely with clients, employees and contractors to ensure our application addresses all issues in an integrated manner</li> <li>• Provide council with constructive feedback and innovative ideas about how we can improve.</li> </ul>
<p><b>Timeliness</b></p> <ul style="list-style-type: none"> <li>• Ensure our application addresses relevant legislation and policy requirements, including correct forms and supporting information</li> <li>• Provide comprehensive responses to information requests in a timely manner, clearly addressing all issues raised.</li> </ul>
<p><b>Capability</b></p> <ul style="list-style-type: none"> <li>• Provide council with a single point of contact for our application/s</li> <li>• Engage relevant external specialists to ensure our application adequately addresses any site constraints and issues</li> <li>• Behave ethically and professionally in our dealings with council</li> <li>• Listen to council's feedback and appropriately address all concerns.</li> </ul>
<p><b>Consistency</b></p> <ul style="list-style-type: none"> <li>• Clearly outline the proposal expectations and requirements, avoiding any last-minute surprises</li> <li>• Ensure the application clearly aligns with any development or pre-lodgement advice received prior to lodgement</li> <li>• Take responsibility for coordinating high quality and professional information to assist council in assessing the application.</li> </ul>
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Advise council when there are changes to your application</li> <li>• Take the time to visit council's website, review council's guidance material and understand council's requirements</li> <li>• Provide all relevant information to enable council to undertake a meaningful assessment and provide the necessary advice back to you</li> <li>• Provide constructive feedback and recognition to council's staff on service received</li> <li>• Treat council's staff with courtesy and respect</li> </ul>

## ISSUE RESOLUTION

We acknowledge that sometimes you may not be satisfied with the service or advice you receive from us. If this occurs, we want to be able to respond to your concerns effectively and efficiently by utilising the issue resolution process outlined below. You will be informed of the Case Officer and Case Officer Supervisor following lodgement.

Case Officer	Issues should be raised in the first instance with the Case Officer assigned to your application. The Case Officer is responsible for undertaking a detailed assessment of your proposal and is the best person to initially negotiate any issues. You can be confident that your Case Officer will liaise with relevant technical experts, peers and senior management to ensure they are providing accurate advice in accordance with relevant legislation requirements.
Case Officer Supervisor Senior Planner/Building Surveyor	If an issue cannot be resolved in consultation with the Case Officer, you may ask for the matter to be referred to the relevant Supervisor or make contact directly. The Supervisor is responsible for providing technical support and guidance to the Case Officer and, in some cases, will be the decision maker for your application.
Manager Planning Services/Manager Building Services	The majority of issues should be resolved through consultation with the relevant Case Officer and/or Case Officer Supervisor. However, if you continue to have concerns, you may request that the matter be referred to the Manager Planning/Building Services. They are responsible for managing and resolving complex matters in their team.
Director	The Director is responsible for managing and leading staff to achieve the Development Services purpose and goals, including achieving their performance targets. If for some reason you are still not satisfied with the proposed resolution of your issue, you may request that consultation occur with the Director. Our preference is that issue resolution occurs with Manager Planning/Building Services as they will be the experts in their field.

We appreciate all feedback, both positive and constructive and would also encourage you to share your positive experiences so that we can provide appropriate recognition to our team.