

Our Service Promise

In line with our Purpose, we are committed to be of service to our community and make the Inner West a great place to be.

In all our dealings with you we will:

- **Welcome** you by providing a positive experience where you feel respected
- **Support** you by addressing your individual needs and answering your questions using a solution-focused approach
- Be empathetic, flexible, responsive and seek your feedback so you are **understood**
- **Connect** you to the relevant services
- Be transparent so you are **certain** about the course of action to be taken
- Refer your request to external agencies when required
- Provide you options along with accurate and relevant information
- Value and maintain your privacy and the confidentiality of your information
- Escalate your request when required so it gets the appropriate attention
- Not close your request until it is addressed.

Service Standards

Regardless of which channel you choose, we will:

- Acknowledge receipt and provide a timeframe for response
- Offer to organise a face-to-face meeting or call you if required in addition to sending you an email
- Provide a reference number for your request through your preferred channel - email or SMS
- Direct your enquiry to the relevant Council area
- Give urgent requests immediate attention.

If you telephone us, we aim to:

- Answer your call within 60 seconds at our Call Centre
- Return your call within 24 hours.

If you visit us in person, we aim to:

- Attend to you within 3 minutes of your arrival.

If you use our online portal - Get it done online, we aim to:

- Make it available, anytime, anywhere on any device.

We aim to resolve 80% of your requests within 10 business days based on the urgency and severity of your request, with the exception of:

- Work requiring construction, access to information and other matters bound by regulated timeframes.

For the times we don't get it right, we have a Complaints Handling Policy which can be found on our website.



Contact Us



Get it done online

Innerwest.nsw.gov.au/getitdone

Scan below to visit



24/7 Customer Service

02 9392 5000



In person

8.30am - 5pm (Monday - Friday)

- ▶ Ashfield Service Centre:
260 Liverpool Road, Ashfield
- ▶ Leichhardt Service Centre:
7-15 Wetherill Street, Leichhardt
- ▶ Petersham Service Centre:
2-14 Fisher Street, Petersham

Fortnightly Customer Service stalls as advertised on Council's website.



Email

council@innerwest.nsw.gov.au



Mail

Inner West Council
PO Box 14
Petersham NSW 2049

Contribute

We encourage you to get involved in important projects that shape the future of the Inner West through:

Your Say Inner West

Local Democracy Groups

Local Matters Forums



We value your feedback

We welcome constructive feedback in person or online so we can continuously improve your experiences with Council.

