

Front Counter Hours and Friday Closure Survey:

Conducted 23 March 2023 – 24 April 2023

Questions	Responses
Q1. Are you a resident of Tenterfield Shire?	12 – Yes 0 – No
Q2. Have the trial opening hours of Tenterfield Shire Council’s customer service counter impacted on how you access Council’s services? If yes how?	7 – Yes 5 – No Comments: 5 1. When I forget what time it is. 2. The counter services have to meet the needs of the residents not the staff of TSC. There are better ways to operate and they need to be investigated. Late lunch for someone so they can cover the counter. This can be done on a roster basis. There only needs to be one person on the service counter not two. 3. My only day off from work is Fridays and I've been unable to go into Council for a couple of matters I've needed addressed (not payment of rates). My lunch hour is the same as when the Council is closed as it is for many people. Not convenient at all. And what money does it save? The staff are still employed and available on the phone if your enquiry can be met via phone call. 4. Less flexibility to speak a council employee face to face. When I want to. 5. These new arrangements restrict my ability to speak to council officers at a face to face level during normal weekly operating hours.
Q3. How do you usually access Tenterfield Shire Council’s services?	Website – 2 Telephone – 7 Email – 4 In Person – 7
Q4. How would you prefer to access Tenterfield Shire Council’s services?	Website -1 Telephone – 2 In Person – 5 No response – 3 Comments – 3. 1. I would prefer the counter to be manned every day and for the opening times of the council building. 2. I would like to see the services available during the operational hours of the chambers. TSC is a government

	<p>instrumentality and the people who work in it a public servants. They are there to service the needs of the residents in whatever matter they are having problems with.</p> <p>3. By telephone and in person. The council centre needs to be open to the public five days a week and not reducing public contact hours.</p>
Q5. How do you usually pay for your Rates and Water Instalments?	<p>In Person by EFTPOS/Cheque - 3 Telephone EFTPOS - 0 Direct Debit - 0 BPAY - 8 Mail/Cheque - 1</p>
Q6. Are you aware you can pay your rates using BPAY, or by phone with our customer service officers using EFTPOS?	<p>Yes - 12 No - 0</p>
Q7. If using our website, are you easily able to find the information you were looking for?	<p>Yes - 9 No - 3</p> <p>Comments - 5</p> <p>1. Have sometimes had issues.</p> <p>2. When making decisions on the services for residents consideration has to be taken into account that not everyone has a computer or a smart phone. We have an aging population who are familiar with modern technology so services have to be set at a level where these residents needs are being met.</p> <p>3. A very comprehensive website but often too many 'layers' as information can be hard to dig up.</p> <p>4. As a local government body council should be available to the public five days a week.</p> <p>5. The council is a government service which should be accessible to the ratepayers five days a week.</p>
Q8. Are you aware that you can pay for Council rates and water accounts at Tenterfield Post Office when our front counter is not open?	<p>Yes - 11 No - 0 No response given - 1</p>
Q9. Have you paid a Council rates or water account at Tenterfield Post Office in the last six months?	<p>Yes - 3 No - 8 No response given - 1</p>
Q10. How satisfied are you with Tenterfield Shire Council's customer service support? Rate 1 - 5 (where 1 requires improvement and 5 requires no change). Why have you given this rating?	<p>1 - 1 2 - 1 3 - 2 4 - 0 5 - 6 No response given - 2</p> <p>Why have you given this rating?</p> <p>1. Everything can always improve!</p>

	<p>2. Work well.</p> <p>3. It doesn't meet the needs of people who are not computer or smart phone literate. It needs to open all the time the council building is open. Not taking cash from people wanting to pay rates. All this has done is put the burden on the post office.</p> <p>4. Staff are fine.</p> <p>5. Unfortunately recent enquires have taken me following up at least 6 times for resolution. Promised phone calls and letters never occurred. I have worked a long time in customer service and administration myself and the businesses I've worked for would NEVER operate that way. It is horrible.</p> <p>6. Tenterfield Council has failed in the past to address a number of simple issues such as the state of the drainage outside the front of my property in Scott Street which has caused flooding to my property on several occasions when we have had heavy rain. When I previously contacted them last year about replacing a damaged road marker no action was taken to replace it. Clearly Tenterfield Council has a problem with its communication to ratepayers. Just sending out a fortnightly newsletter is not enough.</p> <p>7. a) No councillor has ever visited us. b) Where is heavy vehicle bypass the public meeting approved in 2014?</p>
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