HOW TO CONTACT A COUNCILLOR
Our Region is made up of 7 electoral divisions. Councillors and their contact details are as below.

Mayor - Cr Margaret Strelow
Phone: 4936 8275
Email: Mayor@rrc.qld.gov.au

Division 1 - Cr Rose Swadling
Mobile: 0418 458 622
Email: Rose.Swadling@rrc.qld.gov.au

Division 2 - Cr Neil Fisher
Mobile: 0417 663 961
Email: Neil.Fisher@rrc.qld.gov.au

Division 3 - Cr Tony Williams
Phone: 0407 579 025
Email: Tony.Williams@rrc.qld.gov.au

Division 4 - Cr Ellen Smith
Mobile: 0409 632 680
Email: Ellen.Smith@rrc.qld.gov.au

Deputy Mayor - Division 5
Cr Cherie Rutherford
Mobile: 0439 753 056
Email: Cherie.Rutherford@rrc.qld.gov.au

Division 6 - Cr Drew Wickerson
Mobile: 0427 349 131
Email: Drew.Wickerson@rrc.qld.gov.au

Division 7 - Cr Stephen Schwarten
Mobile: 0408 710 623
Email: Stephen.Schwarten@rrc.qld.gov.au

If you are unsure which Council boundaries you reside in, please feel free to contact Rockhampton Regional Council's Customer Service on 4932 9000 for assistance.

HOW TO CONTACT US

By phone
07 4932 9000 or 1300 22 55 77
Our Customer Service Call Centre is your first point of contact for all enquiries and operates Monday to Friday 8.00am to 5.00pm. You can also call this number outside Council's normal hours of operation for all after hours emergencies.

By Email
enquiries@rrc.qld.gov.au

Online
www.rockhamptonregion.qld.gov.au

In Person
Rockhampton Office (8.00am - 5.00pm)
232 Bolsover St

Gracemere Office (8.00am - 4.30pm)
1 Ranger St

Mount Morgan Office (9.00am - 4.30pm)
32 Hall St

By Mail
The Chief Executive Officer
Rockhampton Regional Council
PO Box 1860
ROCKHAMPTON QLD 4700

By Fax
07 4936 8862 or 1300 22 55 79
Rockhampton Regional Council is committed to service excellence and monitors its service to ensure that it meets the standards set out in this Service Charter.

**OUR VALUES:**
- Accountable
- Customer Focused
- People Development
- One Team
- Continuous Improvement

**WHAT CUSTOMERS CAN EXPECT:**
Where possible we will resolve your enquiry at the first point of contact. We will aim for seven out of ten enquiries to be resolved by our Customer Service Officers. Customer requests for service will be entered into Council’s Request Management System on the same day that they are received.

**WE ASK OUR CUSTOMERS TO:**
- Provide complete and accurate information.
- Keep us informed of any changes to personal details.
- Offer suggestions on service improvements.
- Make appointments for complex enquiries.

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**HOW WILL WE RESPOND?**
When you contact us we will make every effort to meet the following standards.

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>TARGET Action within working days</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building</strong></td>
<td></td>
</tr>
<tr>
<td>Process applications</td>
<td>As per *SPA</td>
</tr>
<tr>
<td>Undertake inspections</td>
<td>2 days</td>
</tr>
<tr>
<td>Notify you of decisions</td>
<td>10 days</td>
</tr>
<tr>
<td><strong>Plumbing</strong></td>
<td></td>
</tr>
<tr>
<td>Process applications</td>
<td>Per Plumbing &amp; Drainage Act</td>
</tr>
<tr>
<td>Undertake inspections</td>
<td>2 days</td>
</tr>
<tr>
<td>Notify you of decisions</td>
<td>10 days</td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td></td>
</tr>
<tr>
<td>Process applications</td>
<td>As per *SPA &amp; *IPA</td>
</tr>
<tr>
<td>Undertake inspections</td>
<td>2 days</td>
</tr>
<tr>
<td>Notify you of decisions</td>
<td>10 days</td>
</tr>
<tr>
<td><strong>Water Supply</strong></td>
<td></td>
</tr>
<tr>
<td>Incident response (inc. main/service breaks)</td>
<td>3 hours</td>
</tr>
<tr>
<td>Install new connections within the water service area (pending approval and payment or as agreed)</td>
<td>15 days</td>
</tr>
<tr>
<td><strong>Sewerage</strong></td>
<td></td>
</tr>
<tr>
<td>Incident response (inc. main blockages)</td>
<td>4 hours</td>
</tr>
<tr>
<td>Install new connections within sewered area (pending approval and payment or as agreed)</td>
<td>15 days</td>
</tr>
<tr>
<td><strong>Waste</strong></td>
<td></td>
</tr>
<tr>
<td>Process new collection service</td>
<td>4 days</td>
</tr>
<tr>
<td>Repair or replace bins</td>
<td>4 days</td>
</tr>
<tr>
<td><strong>Roads and Paths</strong></td>
<td></td>
</tr>
<tr>
<td>Respond to emergencies</td>
<td>1 day</td>
</tr>
<tr>
<td>Respond to customer requests</td>
<td>14 days</td>
</tr>
<tr>
<td><strong>Community Standards &amp; Compliance</strong></td>
<td>Individually assessed 3 hours</td>
</tr>
<tr>
<td>Act on health related matters</td>
<td>3 hours</td>
</tr>
<tr>
<td>Act on urgent stock on roads reports</td>
<td>3 hours</td>
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<tr>
<td>Respond to dog attacks</td>
<td>10 days</td>
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<tr>
<td>Act on urgent reports</td>
<td></td>
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<tr>
<td><strong>Parks</strong></td>
<td></td>
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<tr>
<td>Act on emergency/safety concerns</td>
<td>1 day</td>
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<tr>
<td>Repairs and maintenance</td>
<td>5 days</td>
</tr>
<tr>
<td>Mowing and garden maintenance</td>
<td>As per schedule</td>
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<tr>
<td><strong>Workforce &amp; Strategy</strong></td>
<td></td>
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<tr>
<td>Acknowledge job applications</td>
<td>7 days</td>
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</tbody>
</table>

*IPA: Integrated Planning Act | *SPA: Sustainable Planning Act

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**FRONTLINE CUSTOMER SERVICE:**
- You will be greeted in a friendly, professional manner.
- A one stop service will be provided at the point of contact.
- All enquiries will be processed accurately and efficiently by the Customer Service Officers.
- You will be afforded respect and courtesy.

**ON THE TELEPHONE:**
- Council will strive to answer 75% of calls within 45 seconds.
- Staff will introduce themselves.
- A one stop service will be provided at the point of contact.
- We are conscious your time may be precious and we actively work to reduce call waiting times. However in peak periods delays are inevitable.
- Our Call Centre system does allow you to request a return phone call, this option is presented every 15 seconds or press 1 any anytime. If you do choose to take this option your place in the queue is retained and you will receive a call from a Customer Service Officer when your call would have reached the head of the queue.

**IN WRITING:**
- We will forward a letter, email or facsimile of reply within 10 working days of Council receiving correspondence.
- We will forward an interim letter advising progress of correspondence if there is a delay in our service.

**RESPECT FOR YOUR PRIVACY:**
We will respect and protect your personal information through our policies created under Right to Information and Privacy Legislation.

**YOUR FEEDBACK:**
We welcome and encourage feedback or suggestions and will take these into account to improve our levels of service on our path to customer service excellence.

“Rockhampton Region: a place that our community values and others admire.”