



Local Government  
Professionals  
AUSTRALIA SA

LOCAL GOVERNMENT PROFESSIONALS AUSTRALIA, SA

23<sup>RD</sup> ANNUAL  
LEADERSHIP  
EXCELLENCE  
AWARDS

EXCELLENCE IN CUSTOMER SERVICE  
OR EXPERIENCE FINALISTS

# 23<sup>RD</sup> ANNUAL LEADERSHIP EXCELLENCE AWARDS

## Award Finalists EXCELLENCE IN CUSTOMER SERVICE OR EXPERIENCE

### THANKS TO



P: 08 8295 5077 | E: [adrian.rose@solo.com.au](mailto:adrian.rose@solo.com.au) | W: [www.solo.com.au](http://www.solo.com.au)

### **City of Onkaparinga Customer Relations Team - Customer Service Standards Performance Program**

The City of Onkaparinga Customer Relations team truly stands out for its commitment to enhancing customer experience. Through employing a range of effective continuous improvement strategies across business functions and innovative management and leadership practices, Council has created an environment of staff connectivity and resourcefulness through its Customer Service Standards Performance Program.

As a result of this cohesion, the team have been empowered to establish a robust staff training program, regular service quality coaching and daily support framework.

Council's Customer Relations Team consists of 42 staff spread over five sites, providing high-quality customer experience through phone calls, face-to-face and online interactions (email, webchat and social media). The team respond to over 142,000 calls, 16,000 face to face enquiries and 6,000 online interactions per year and regularly receive positive feedback from their customers on the service received.

The team's level of customer experience excellence was recognised in the recent Australian Contact Centre Rankings by the Australian Customer Experience Professionals Association (ACXPA), with Council recognised as the best national Call Centre, achieving an impressive 85.4%, surpassing all industry and local government averages.

The ACXPA results not only secured high scores, but also allowed the team to identify their strengths and areas for improvement. Through collaborative work with council's Operational Excellence Team, the Customer Relations Team have been able to continue to focus on customer experience through lean management strategies to work on those key areas.

### **Contact:**

Julie Janssan

Team Leader Customer Relations, City of Onkaparinga

P: 08 8384 0712 | E: [julie.janssan@onkaparinga.sa.gov.au](mailto:julie.janssan@onkaparinga.sa.gov.au)

# 23<sup>RD</sup> ANNUAL LEADERSHIP EXCELLENCE AWARDS

## Award Finalists

### EXCELLENCE IN CUSTOMER SERVICE OR EXPERIENCE

#### THANKS TO



**P:** 08 8295 5077 | **E:** [adrian.rose@solo.com.au](mailto:adrian.rose@solo.com.au) | **W:** [www.solo.com.au](http://www.solo.com.au)

#### City of Prospect - CX Champions

The City of Prospect's CX Champions has thoughtfully driven and improved customer services and team culture through an organisational approach to the customer experience. The idea of CX Champions was initially driven from a reduced result around customer sentiment in the 2020 resident satisfaction survey. With multiple leadership changes, the organisation not only needed to refocus on customer service, but address culture improvement through organisational leadership.

Subsequently, the City of Prospect took a deeper dive and critiqued the specific results to help understand the reasons for the change in customer experience. As a result, a Vision and Roadmap was developed through workshops with staff, Elected Members, and senior leaders across the whole organisation.

The roadmap focused on customer service improvement initiatives, and organisational culture to break down silos, improve internal communication, staff recognition, and create a shared vision. To implement the Vision and Roadmap the CX Champions was born, a collective of staff across the whole organisation who play a key role to support customer service and culture. Driven and chaired by the Team Leader Customer Service the CX Champions also included the CEO, outdoor crew, communication officer, IT, HR and planning.

The CX Champions project continues to move forward and is strongly supported by the CEO and the Director City Strategy Community and Culture. Key achievements so far include the implementation of quarterly all staff briefings, highlighting staff awards and recognition, key project updates, welcome to new staff, Council updates and important messages, customer service behaviours built into all staff Position Descriptions, annual MYPLAN's and importantly a key component of Council's induction program.

#### Contact:

Farlie Taylor

Director City Strategy - Community and Culture, City of Prospect

**P:** 0447 614 740 | **E:** [farlie.taylor@prospect.sa.gov.au](mailto:farlie.taylor@prospect.sa.gov.au)

# 23<sup>RD</sup> ANNUAL LEADERSHIP EXCELLENCE AWARDS

## Award Finalists EXCELLENCE IN CUSTOMER SERVICE OR EXPERIENCE

### THANKS TO



P: 08 8295 5077 | E: [adrian.rose@solo.com.au](mailto:adrian.rose@solo.com.au) | W: [www.solo.com.au](http://www.solo.com.au)

### City of West Torrens Financial Services Team – Payble: Easing Rate Payment Hardship Project

With the increase in the cost of living affecting many people, in August 2023 the City of West Torrens proudly introduced Payble to its community. Payable, a new digital payment system, provides ratepayers with financial flexibility around paying rates, through an easy-to-use online platform.

To support the community to sign up to the system, a QR code was printed on rate statements, unique to every ratepayer in the Council area. Once scanned using a smartphone or tablet device, the ratepayer was taken direct to their individual assessment details, where they could provide their contact details and select their preferred payment option.

As payment due dates approach, Payble employs a proactive approach by sending SMS reminder notifications. Should the need arise, payment amounts can be changed and recalculated to facilitate the timely settlement of full rates before the year's end. This is all completed at a time that is convenient to the ratepayer, with Payble available 24/7.

In the first 6 months of operation, more than 2,300 ratepayers, representing approximately 7.2% of the ratepayer base, registered for the service. They now pay their rates at a frequency that fits their own schedule, be it weekly, fortnightly, monthly or another timeframe that best suits. By paying smaller amounts more regularly, residents can avoid 'bill shock', and the anxiety and stress associated with it.

### Contact:

Lisa Gilmartin  
Manager, Financial Services, City of West Torrens  
P: 08 8416 6317 | E: [lgilmartin@wtcc.sa.gov.au](mailto:lgilmartin@wtcc.sa.gov.au)