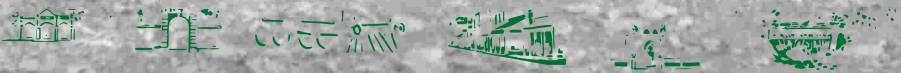


TOWN OF GAWLER

# COMMUNITY CHARTER



*"Best of Town & Country"*

We place great importance on listening to the community. We have identified a number of “core values” – things that our people want, need and expect.

The core values are the basis of our community charter – what you can expect from your council.

## *our promise*

### **we will:-**

- work in partnership to protect and maintain a high quality of life where people feel safe and have pride in their community
- co-operate with the community and support, in particular, people with special needs
- promote Gawler as a major regional centre for education and economic development opportunities for business and industry
- play a lead role in retaining and maintaining the heritage character of Gawler
- continue to protect and enhance the township qualities and character of Gawler
- protect rural activities to the south from the sprawl of inappropriate urban development
- continue to promote and maintain a buffer between the urban areas of Playford and Gawler
- take action to improve and maintain the built and natural environments
- encourage and promote the distinctive character of local “main street” shopping in the town centre
- promote Gawler as a tourist hub
- ensure that all citizens have the opportunity to be involved and participate in the decision making process
- manage the operations of Council in the most cost-effective manner possible, and ensure that all services provided meet the needs of our citizens

# community

## participation

### **we are committed to:-**

- upholding every community member's right to actively influence and shape the development and management of the community
- using a variety of channels to ensure excellent two way communication between Council and the community
- promoting simple and open processes to allow maximum understanding of, and involvement in, Council activities

## comment

We have made commitments to specific service level standards and are committed to working together with the community to improve Council services. We can improve if you tell us when we fail to deliver services to the standards stated in our Service Charters.

We want your feedback on how we might improve our services and have set up easy ways for you to give us your comments or suggestions.

To let us know what you think, you can:-

- telephone our Customer Services Staff on 8522 9211
- fill out a "Community Comment" card available at any of our Service Facilities and hand it to one of our Staff
- send a "Community Comment" card by pre-paid mail in the envelope supplied to PO Box 130, Gawler, 5118
- send a fax to Council on 8522 9212
- send an e-mail to [council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)

# *commitments*

## we are giving you

### **we are committed to:-**

- providing quality information
- making every effort to satisfy your needs as quickly and efficiently as we can
- returning your telephone messages within 1 working day
- giving a response to your enquiry within 5 working days
- informing you of the name and phone number of the Staff member who is handling your matter
- advising you of a timeframe for the progress and completion of your enquiry where an issue takes longer than 5 days to resolve
- monitoring the action taken and keeping you informed of the progress
- following up with you as soon as the matter is completed
- being on-time for appointments we make with you

### **customer service staff will:-**

- make bookings for council services and/or make appointments with specialist staff
- provide you with information about services, events or issues
- facilitate alternative arrangements for your access to services if you have special needs

# *service standards*

## levels for our range of services

### **we are committed to:-**

- providing the community with quality services and products
- developing standards/levels for the range of services we provide to the community

# *resolving*

## complaints

If you are not satisfied with the outcome of a matter, you will be able to use our simple complaint resolution process. The process is designed to be easy to use and is free. Please call 8522 9211 to make an appointment to discuss your concerns.

# *protecting*

## personal information

We respect all the personal and confidential information you give us and will do everything possible to protect that information from unauthorised access, loss or misuse.

# *what you can*

## expect from us

When you call us or visit a service facility, we will be respectful, courteous and deal promptly with your request.

# how to?

## contact the town of gawlers service facilities

### Customer Service Centre

89-91 Murray Street, Gawler

phone 8522 9211

fax 8522 9212

[council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)

9.00am – 5.00pm Monday to Friday except Public Holidays

### Works Depot

Paxton Street, Willaston

phone 8522 3333

fax 8522 6005

[council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)

7.30am – 4.00pm Monday to Friday except Public Holidays

### Elderly Centre

Fourteenth Street, Gawler West

phone 8522 1177

fax 8522 9212

[council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)

9.00am – 5.00pm Monday to Friday except Public Holidays

### Library

89-91 Murray Street, Gawler

phone 8522 9213

fax 8522 9212

[library@gawler.sa.gov.au](mailto:library@gawler.sa.gov.au)

10.00am – 6.00pm Monday

9.30am – 6.00pm Wednesday & Friday

9.30am – 8.00pm Thursday

9.00am – Noon Saturday

Closed Tuesday & Sunday & Public Holidays

## Sport & Community Centre

Nixon Terrace, Gawler

phone 8523 0111

fax 8522 9212

[council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)

9.00am – 5.00pm Monday to Friday

Youth Service Office 8523 4708

## Swimming Centre (during each swimming season)

Victoria Terrace, Gawler

phone 8522 2034

fax 8522 9212

[council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)

6.00am – 8.30am Monday to Friday (Lap swimming)

10.00am – 7.00pm Monday - Friday

7.00am – 9.00am Saturday & Sunday (Lap swimming)

10.00am – 6.00pm Saturday & Sunday & Public Holidays

## Visitor Centre

Lyndoch Road, Gawler

phone 8522 6814

fax 8522 6817

[visitor.centre@gawler.sa.gov.au](mailto:visitor.centre@gawler.sa.gov.au)

9.00am – 5.00pm every day except Good Friday & Christmas Day

## Waste Transfer Station

Paxton Street, Willaston

phone 8523 0143

fax 8522 9212

[council@gawler.sa.gov.au](mailto:council@gawler.sa.gov.au)

9.00am – Noon & 1.00pm - 3.30pm every day except Wednesday & Public Holidays

### AFTER HOURS EMERGENCY CONTACTS

Emergencies involving stormwater, trees, roads, dogs, traffic and burning.

To call out Council staff in the case of an EMERGENCY please phone:

Stormwater, Roads:

0418 834 430 or 0417 826 043

Trees: 0417 861 472 or 0417 892 508

Dogs, Parking, Burning, Stray Stock:  
0418 854 288

(7.30am to 8.00pm, 7 days a week)