

Feedback

Your feedback is valuable in assisting to improve our service to you. A feedback form is available from Council's Reception Areas or from Council's website at www.gawler.sa.gov.au. You may also wish to provide feedback via our Elected Members.

How can you help us to help you?

You can help us meet our service commitments by:

- Identifying yourself and your request clearly
- Providing information that is accurate and complete
- Advising us of any changes to the information that you provide
- Treating our staff, volunteers and other customers with mutual respect

Principal Office

89 Murray Street, Gawler SA 5118
Tel: (08) 8522 9211 Fax: (08) 8522 9212
Email: council@gawler.sa.gov.au

www.gawler.sa.gov.au

Elderly Centre

37 Fourteenth Street, Gawler South SA 5118
Ph: 8522 1177 Fax: (08) 8522 5642

Evanston Gardens Community Centre

65 Angle Vale Road, Evanston Gardens, SA 5116
Ph: (08) 8522 0123 Fax: (08) 8522 9299

Community Development Tel: (08) 8522 9205

Volunteer Resource Centre Tel: (08) 8522 9207

Volunteer Services Tel: (08) 8522 9204

Youth Services Tel: (08) 8522 9295

Gawler Visitor Information Centre

2 Lyndoch Road, Gawler SA 5118
Ph: 1300 545 254 Fax: (08) 8522 6817

Gawler Library

91 Murray Street, Gawler SA 5118
Ph: (08) 8522 9213 Fax: (08) 8522 9212

Evanston Gardens Branch Library

65 Angle Vale Road, Evanston Gardens 5118
Ph: (08) 8522 0123 Fax: (08) 8522 9299

Gawler Sport & Community Centre

Nixon Terrace, Gawler SA 5118
Ph: (08) 8522 9203 Fax: (08) 8522 7899

Planning and Infrastructure

23 High Street, Gawler SA 5118
Ph: (08) 8522 9211 Fax: (08) 8522 9292

Trevor Bellchambers Community Swimming Centre

Cnr Victoria Terrace & Main North Road, Gawler, SA 5118
Ph: (08) 8522 2034

Works Depot

Paxton Street, Willaston SA 5118
Ph: (08) 8522 9258 Fax: (08) 8522 6005



TOWN OF GAWLER



Customer Service Charter

Our Role

Council has a critical role in nurturing, enhancing and guiding the Gawler community towards its vision for the future. We achieve this through continual implementation of Council's Strategic Plan.

The Strategic Plan talks about organisational excellence and its policies, practices and procedures to deliver excellent customer service and open decision making.

We will strive towards being a responsive customer service team both external and internal with one of the key priorities being good communication to customers.

Our commitment to you

We are committed to providing our community with quality customer service. We will achieve this by:

- Being responsive to your needs
- Recognising and respecting your diverse requirements
- Consulting with you on matters that will affect you
- Continually improving our service

Communication

When dealing with Council you can expect the following:

- Prompt and courteous service delivered in a professional, friendly and helpful manner
- Your information related to privacy matters treated confidentially and with respect
- Staff identifying themselves, their role and their contact details
- Immediate attention to and resolution of your enquiry or if this is not possible prompt referral to the appropriate person (as per Council's customer complaint resolution document)
- Return phone calls within two working days of receipt and correspondence (including emails) within ten working days
- Your communication recorded to facilitate further reference to your enquiry or request

