



# Lithgow City Council Service Standards 2022



## CONTACT COUNCIL

PO Box 19  
180 Mort Street  
Lithgow NSW 2790  
ABN: 59 986 092 492  
Phone: (02) 6354 9999 or 1300 661 303  
Email: [council@lithgow.nsw.gov.au](mailto:council@lithgow.nsw.gov.au)

## CUSTOMER SERVICE HOURS

Customer Service Centre open  
Monday to Friday  
8.30am to 4.15 pm

For 24/7 service call  
(02) 6354 9999

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## COUNCIL'S COMMITMENT

Lithgow City Council is committed to providing our customers with a reliable and responsive service. To improve services, Council has put into place Service Standards to advise customers about the timeframes by which we will endeavour to respond to your request, and the levels of service you should expect from us.

If Council is not meeting these defined service standards, please contact the Senior Customer Service Officer to discuss your concerns, feedback or compliments.

Alternatively, you can log onto our online customer feedback form.

## CUSTOMER CONTACT STANDARDS

### IN PERSON

#### **Lithgow City Council**

#### **180 Mort Street Lithgow**

- ▶ You will be greeted when you enter Council's building
- ▶ Your query/request will be attended to promptly and efficiently
- ▶ Council staff will wear name badges
- ▶ If you do not have a scheduled appointment, you will be seen as soon as practicable. When necessary, you will be provided with information while you wait
- ▶ If you have a pre-booked appointment, either at the Administration Building or on site, Council staff will see you punctually at the scheduled time. You will be advised of any delays.

### TELEPHONE:

#### **Ph 02 63549999**

- ▶ Your call will be answered within 5 rings
- ▶ If your call is not answered within 5 rings, your call will go to voice mail
- ▶ Your call will be returned at the first opportunity (within one business day)
- ▶ Your telephone enquiry will be dealt with directly without unnecessary transfers

### EMAIL:

**[council@lithgow.nsw.gov.au](mailto:council@lithgow.nsw.gov.au)**

- ▶ Your email will be acknowledged within 1 business day, and replied to within 10 working days
- ▶ If a response to your request cannot be provided within 10 working days, you will be advised of the expected time required to finalise your request

#### WEBSITE:

<http://council.lithgow.com/contact-us/>

- ▶ Council's website provides access to 24 hour, 7day online Council Services and Customer Enquiries.
- ▶ For urgent **after-hours** assistance, contact Council's after-hours service on 02 6354 9999.
- ▶ Your form on the contact us page will be acknowledged within 10 working days
- ▶ You will be notified of any delays

If Customer Service cannot assist with your enquiry, you will be provided with the name of the relevant Responsible Officer who can and refer your enquiry to that person with a request that they contact you directly. If necessary, you will be referred to a relevant external agency. For complex enquiries, Council will contact you to make an appointment for you to meet with a staff member or arrange to call you when the information is available.

### CUSTOMER SERVICE STANDARDS

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTIONS
<b>ACCOUNTS</b>			
Payment of Accounts	Payment of Creditors	Within 30 days from the end of the month in which the invoice is issued	Invoices to be lodged prior to end of month
<b>ANIMAL CONTROL</b>			
Companion Animal Shelter	Care for animals and return to owners or rehome	Advice of impounding processed within seven working days. 90% of dogs re-homed or returned.	Animals to be microchipped and registered
Roaming dog complaints	Conduct patrol where report of dog received	Patrols conducted within 48 hours of receipt of complaint	Report by phone, email, in person, online or in writing

Barking dog complaints	Undertake site visit to investigate complaint	Initial response within 48 hours of receipt of complaint	Report by phone, email, in person, online or in writing
Surrendered dog or cat	Pick up a surrendered dog or cat	Pick up surrendered dog or cat within 48 hours	Request by phone, email, in person or in writing
<b>BUILDINGS AND PROPERTIES</b>			
Property maintenance	Respond to property maintenance requests for community facilities	Maintenance requests responded to in ten (10) business days. Urgent requests (threat to public safety) within five (5) business days.	Subject to assessment and funding availability
Graffiti Removal	Respond to reports of graffiti on Council property	Graffiti removed within ten (10) business days of notification.	Subject to weather and location
Cleaning public facilities	Respond to and action requests for the cleaning of public facilities	Inspection within two (2) business days. Building or facility cleaned within five (5) business days (if required) and response issued within 10 business days.	Request by phone, email, in person or in writing
<b>CEMETERIES</b>			
Enquiries for: ▶ Lithgow ▶ Wallerawang ▶ Portland ▶ Cullen Bullen ▶ Capertee ▶ Glen Alice ▶ Meadow Flat ▶ Lowther ▶ Dark Corner ▶ Palmers Oakey	Enquiries regarding burials and arrangements	Initial response within one business day	Enquiries can be made in person, by phone or email, online or in writing
<b>COMMUNITY EVENTS</b>			
Banner Pole bookings	Request to display banners on Council banner poles	Initial response within two working days	Enquiries can be made in person, by phone or email, online or in writing
Events Calendar	Request for event to be listed on website	Within 10 working days	Requests made online by phone or in writing

Community Events	Information and consultation on staging of events	Respond to enquiries within 10 working days	Request made by phone, email, in person, online or in writing
<b>CUSTOMER SERVICE FUNCTION</b>			
Customer Enquiries	Respond to telephone enquiries	Incoming calls answered within 5 rings or diverted to voice mail	Requests can be made in person, phone, email, online or in writing Provision of accurate information to Council staff
	Respond to counter enquiries	Counter enquiries - Acknowledged within a minute. Max wait time of five - seven minutes before attended by Customer Service Officer	
	Respond to electronic or written correspondence	Acknowledgement or response within 10 working days	
Community Consultation	Provide community with input into decision making	Consultation undertaken in accordance with Community Engagement Policy	Participants to abide by principles in Policy
<b>DEVELOPMENT SERVICES (DEVELOPMENT APPLICATIONS AND BUILDING CERTIFICATES)</b>			
Development Enquiries	Respond to enquiries	Staff are available for general planning and building enquiries during normal business hours.	Complex enquiries or applications may require an appointment or incur a fee. Details may be taken for follow up or return call where immediate service cannot be provided.
Pre-Lodgement Service	Booked appointments	Written advice issued within ten days after appointment	Application lodge and paid with concept plans and documents provided
Application Lodgement	Lodgement of development applications	Online e-Lodgement by applicant on the NSW Planning Portal.	Incomplete applications may be returned or not accepted
Planning certificate (10.7)	Issue of Section 10.7 Certificate	Certificate issued within ten business days after complete application is made (urgent applications are processed within 24 hours of payment subject to additional fees)	

Building Information Certificate (S6.24)	Issue of Section Building Information Certificate	Certificate issued within 10 days after complete application is made and satisfactory inspection occurs.	
DA Assessment	Assessment of DAs	Determinations will average 40 days or less (60 days or less for Section 4.46 Integrated development ) after complete application is lodged (90 days or less for Section 8.3 applications)	Incomplete applications may be returned, rejected or refused if they do not meet requirements
Modification of Development Consent (4.55)	Assessment of 4.55 applications	Determinations will average 40 days or less after complete application is lodged	
Review of Determination	Assessment of Section 8.3	Determinations will average 40 days or less after complete application is lodged	
Construction Certificate	Assessment and Issue of Construction Certificate	Certificate issued 21 days after complete application is made	Incomplete applications may be returned or refused if they do not meet requirements Guides and checklists available
Complying Development Certificate	Assessment and Issue of Complying Development Certificate	Certificate issued within EP& A act timeframes of specified development after complete application is made	
Subdivision Certification	Issue of subdivision certificate	Certificate issued ten days after complete request is received	
DA Tracking	Online DA tracking system	Provision of online DA information to applicants to assess progress of DA	Terms and conditions for online access

#### DEVELOPMENT SERVICES (DEVELOPMENT CONTROL AND ENFORCEMENT)

Unauthorised development	Inspection of suspected illegal development	Action initiated within 1 week (or 5 business days	Reports can be made in person, by phone or email, online or in writing
Development compliance	Investigate non-compliance with development consent	Responded to within 2 weeks/ or 10 business days (Bob works 2 days per week)	
Swimming pools and spa's	Inspection of swimming pools and spas- NSW Swimming Pool Act	Swimming pool compliance certificate issued after satisfactory inspection within 10 working days	Inspection time booked and access provided for inspection



Outstanding Health and Building Notices (OHBN's) Sec 735A Certificates	Issue of Certificate	Issued within 10 working days	Completed application lodged
<b>ENVIRONMENT AND PUBLIC HEALTH</b>			
Environmental Hazards and Illegal dumping	Low risk environmental hazards and illegal dumping	Inspection within five (5) business days. Response determined on severity of risk.	Reports can be made in person, by phone or email, online or in writing
Food Complaints	Respond to food complaints	Inspect within two (2) business days. Response determined on severity of risk.	Reports can be made in person, by phone or email, online or in writing
	Inspect registered food premises (For further information please see the Food Act 2003)	As per risk classification FOOD ACT 2003	
Pollution Incidents	Respond to urgent environmental nuisances and high-risk public health matters (For further information please see the Environmental Management and Pollution Control Act 1994 and the Public Health Act 1997)	Action within 24 hours	
Complaints in relation to regulated cooling towers and regulated systems	Council Officers/Consultants inspect registered cooling towers to check cleanliness.	Inspection <=24 hours	Reports can be made in person, by phone or email, online or in writing
Fuel Rebate	Provide an alternate fuel rebate upon application for the replacement of a coal burning appliance	Issued within 10 working days of receiving rebate	Completed application lodged
Swimming Pools and Spas	Inspection of swimming pools and	Swimming pool compliance certificate issued after	Inspection time booked and access provided for inspection

	spas- NSW Swimming Pool Act	satisfactory inspection within 10 working days	
Outstanding Health and Building Notices (OHBN's) Sec 735A and 121ZP Certificates	Issue of Certificate	Issue of Certificate within 10 working days	Completed application lodged
<b>FINANCIAL ASSISTANCE (REQUESTS FOR SPONSORSHIP, GRANTS AND DONATIONS)</b>			
Community sponsorship programs (CSP)	Provide financial assistance to community projects.	Enquiries responded to within five working days.	Comply with CSP criteria and submit application form.
<b>GOVERNANCE</b>			
Council agendas	Ensure that Council agendas are available online.	3 days before an ordinary meeting	Online access made available
Unconfirmed minutes of council meetings	Ensure that unconfirmed minutes of Council meetings are available online.	5 working days	Online access made available
Confirmed minutes of council meetings	Ensure that confirmed minutes of Council meetings are available online.	5 working days	Online access made available
Video recordings of council meetings	Ensure that video recordings of Council meetings are available online.	48 Hours after meeting	Online access made available
<b>INFORMATION</b>			
Formal Information request under the Government Information Public Access (GIPA) Act	Provide access to information held by Council unless exempt under the GIPA Act	Initial response within five working days. Application determined within 20 working days	Application form completed and fee paid (where applicable). Incomplete applications may be returned.
Informal Information request under the Government Information Public Access (GIPA) Act		DA search inquiries determined within 20 working days	
Media requests	Respond to media enquiries and requests	Finalise media enquiries within 24 hours	Submitted by email in requested format

Council Publications	Provide access to authorised Council publications	Media releases within 24 hours. 5 working days to post public notices, items on exhibitions, plans, strategies...electronic copies available on website. 4 days prior to the Council Meeting, post the business papers.	Fee may be applicable in some circumstances
Website Services	Provide access to Council's website	98% of customer reports about problems accessing website responded to within one working day	Requests can be made in person, phone, email, online or in writing
<b>LIBRARY SERVICES</b>			
Application for membership	Application to join Library Service	Same day processing on receipt of provision of correct information	Application form completed
Library loans	Provide loan items in a range of formats	Loans can be borrowed for three weeks. Items can be reserved	Library member, comply with loan conditions
Not for loan library materials	Provide historical and current material for use in Library	Items can be located using the online catalogue	Use 'Not for Loan' materials in the library
Special Needs Service	Provide housebound service of loan materials	Library staff, volunteers, friends, or relatives select and deliver items	Library members resident in Lithgow LGA unable to access library
<b>PARKS AND PUBLIC SPACES</b>			
Maintenance of gardens on Council's median strips, roadside garden beds, verges, roundabouts, and parks.	Mowing, cleaning, and maintenance of open spaces	Inspection within two (2) business days. Immediate response if safety concern  Response within ten (10) business days	May be subject to weather conditions
Bushland maintenance	Respond to bushland maintenance and fire break enquiries.	Response within fifteen (15) business days	May be subject to weather conditions
General maintenance of park facilities and equipment	Examples include: lighting, toilets, BBQs and playground equipment.	Inspection within two (2) business days. Immediate response if safety concern	Requests can be made in person, phone, email, online or in writing
Illegal activities	Investigate complaints about motorbikes, theft, or vandalism in a park	Inspection within two (2) business days. Immediate response if safety concern	Requests can be made in person, phone, email, online or in writing

Incidents / accidents - within parks.	Investigate accident / incident within park	Inspection within one (1) business days. Immediate response if safety concern	Requests can be made in person, phone, email, online or in writing
Littering	Investigate complaints of litter and waste left in a park or bushland	Response within 3 business days	Requests can be made in person, phone, email, online or in writing
Planning and policy park infrastructure	Enquiries about new park infrastructure, planning and policies.	Response within 25 business days.	Requests can be made in person, phone, email, online or in writing
Trees	Investigate tree maintenance, issues, or concerns.	Inspection within two (2) business days. Immediate response if safety issue identified.	Requests can be made in person, phone, email, online or in writing
Bookings and access - Request for event to be held on Council parks or land	Request for event to be held on Council parkland	Initial response within two business days	Requests can be made in person, phone, email, online or in writing
<b>RATES</b>			
Rate Balance enquiries	Enquiry on the status of a rate account	Response to phone calls within one (1) business day, Email within ten (10) business days	Request made in person, phone, email, online or in writing
Payment arrangements	Negotiated arrangements for payment of outstanding rates	Response to phone calls within one (1) business day, Email within ten (10) business days	Request made in person, phone, email, online or in writing
Payment of instalments	Council offers ratepayers the option to pay rates by instalments. Rates and charges must be paid in full by the end of the current half yearly rates period to avoid interest charges	Response to phone calls within one (1) business day, automatic payment via the website	Payment made on Council Website
Rating Certificate (603 certificate) advice of outstanding rates on property to be purchased	Certificate issued	Certificate issued within ten (10) working days of payment (unless urgent twenty (24) hours on payment)	Application form Additional documents may be required
Request to amend rating records due to change of address	Rating address changed	Change made within ten (10) business days	Customer to notify Council in writing of change of address

ROADS, MAINTENANCE AND WORKS			
Stormwater blockages	Evaluate and make safe. drainage / stormwater - Blocked gully pits / stormwater drains preventing water flow into the stormwater drain system	Site inspection within twenty-four (24) hours Action to address issue within ten (10) business days (If feasible) Immediate response if a safety concern	May be subject to weather conditions
Footpath maintenance	Evaluate and make any footpath hazards safe.	Site inspection within one business day Action to address issue within ten (10) business days	Request made in person, phone, online or in writing
Roadside protection for vehicles (Guardrails)	Replace or repair damaged or missing guardrails	Evaluate and make safe within twenty-four (24) hours	Request made in person, phone, online or in writing
Kerbs and channels	Evaluate requests and make kerb and channel hazards safe	Initial response within 10 business days	Request made in person, phone, online or in writing
Line marking	Maintenance and repainting of faded line markings	Investigation and response within 60 business days	Request made in person, phone, online or in writing
Potholes	Repair of potholes	Initial response and investigation within 10 business days	Request made in person, phone, online or in writing
Roads Sweeping	Remove debris or gravel on road that is hazardous	Inspection within one (1) business day. Response within 5 business days. Immediate response if safety concern	Request made in person, phone, online or in writing
Public road signage	Damaged street, speed, and traffic signs	Inspection within one (1) business day. Response time within 10 business days Immediate response if safety concern	Request made in person, phone, online or in writing
Road verge clearing	Mowing and clearing of road verges	Inspection within one (1) business day. Response time within ten (10) business days Immediate response if safety concern	Request made in person, phone, online or in writing

SEWERAGE AND SEWER MANAGEMENT FACILITIES			
Sewerage treatment service (Lithgow)	Monitoring of Treatment Plant and Pump Stations	Alarms responded to within one hour (major pump station); four hours (minor).	
Sewage Management	Inspection of Sewage Management Facilities	Documentation issued within 21 days of inspection	
Service interruption	Break in the water mains or a sewer blockage -	Response within 2 hours of notification	Customer needs to notify council.
Average Response time for Sewerage incidents	Leaks, breaks and chokes: Response times to incidents affecting the continuity of sewerage services is the time from the initial call from the customer to the time taken to respond to the issue.	Average Response Times < 3 hours 90% of incidents	May be subject to weather conditions Such as: electrical storm activity, high wind or extreme wet weather.
Total Sewerage main breaks and chokes per 100km sewer mains	Main breaks include any break or leak which may or may not result in raw sewage escaping Council infrastructure. Main chokes include partial or total blockages that may or may not result in raw sewage escaping Council infrastructure. This excludes raw sewage escaping property connections and pipelines carrying treated effluent.	Per year < 30 incidents	Customer needs to notify council. Customers' also need to check with local plumber that issue is not located within the property.
Sullage disposal	Removal of effluent from domestic premises	Completed on an as needs basis, delivery to Lithgow Sewerage Treatment Plant completed by private companies engaged by the property owners	Access to be provided to septic system and applicable fees paid
TREES AND VEGETATION			

Tree (damage)	Damage caused by trees on Council Property	Respond to enquiries within 10 working days	Enquiries can be made in person, by phone or email, online or in writing
Tree removal/Trimming on Council Property	Assessment of request	Respond to enquiries within 10 working days	Request made in person, phone, online or in writing
Road verge cleaning	Mowing and cleaning of road verges	Respond to enquiries within 10 working days	Request made in person, phone, online or in writing
<b>WASTE COLLECTION AND MANAGEMENT</b>			
Garbage collection (applicable areas only)	Collection of domestic waste	Weekly Service	Bins placed in correct position prior to pick-up within service times
Recyclable collection (applicable areas only)	Collection of recycling	Fortnightly Service	Bins placed in correct position prior to pick-up within service times
Missed Bins	Collection of waste from missed bins (weekly/fortnightly collection)	24 hours from notification	Request made in person, phone, online or in writing
Occupants able to access garbage services	Mobile Garbage Bins (MGB) new services	48 hours from request	Request made in person, phone, online or in writing
Occupants able to change level of access garbage services	MGB additional or removed services	48 hours from request	Request made in person, phone, online or in writing
Repair or Replacement of Damaged Mobile Garbage Bins	MGB replacement services	7 days from notification	Request made in person, phone, online or in writing
Green waste collection	Collection of garden waste	4 times per year	Bins placed in correct position prior to pick-up within service times
Household (kerbside) collection	2 services per household per year	Collected within 21 days of contact	Book with contractor waste left on kerbside on designated date.
Waste Management Facility	Disposal and recycling of waste	7 days per week Refer to Council's website for opening hours and conditions	Service available to Lithgow LGA residents Applicable fees to be paid Recyclables to be sorted
Household chemical collection	Disposal of household chemical waste	Annually	Book with Council
Ancillary collection services	Disposal of electronic waste (mobile phones, batteries etc)	As required	Book with Council. Also see Council website for drop off points.
Rubbish dumping	Investigate reports of dumped rubbish	Action initiated within 72 hours	Report can be made in person, by phone, email, online or in writing
Removal of dead animals	Removal of dead animals on roads	Initial response within twenty-four hours	Reports can be made in person, by phone or email, online or in writing

Street sweeping	Street sweeping (CBD) Street sweeping residential	Daily on weekdays Kerbs and gutters Residential streets minimum four weekly cycle	Litter placed in bins provided
Storm water management	Maintain gross pollutant traps	GPTs inspected and cleaned post rain events	Reports of overflows appreciated
Abandoned vehicles	Investigate reports of derelict vehicles	Action initiated within 72 hours	Reports can be made in person, by phone or email, online or in writing
<b>WATER</b>			
Water quality	Provision of safe and clean drinking water	Compliance with safe drinking water microbiological standards (Australian Drinking Water Guidelines) > 98% of all samples collected within a 12-month period pass E. coli test Compliance with safe drinking water chemical standards (Australian Drinking Water Guidelines) 100% Water quality complaints < 3 complaints per 1000 properties	Reports can be made in person, by phone or email, online or in writing
Water service reliability:	Provision of reliable water supply that meets your needs	Total number of properties affected by unplanned drinking water interruptions < 100 per 1000 properties Total number of properties affected by unplanned non-drinking water interruptions < 80 per 1000 properties Number of water main breaks < 12 breaks/100km water main	Reports can be made in person, by phone or email, online or in writing
Water Pressure	Provision of water pressure that meets LCC minimum standards	The minimum drinking water pressure customers can expect to receive at their water meter under normal service conditions 22 metres or 220 kPa. The minimum non-drinking water pressure customers can expect to receive at their water meter 17 metres or 170 kPa	Reports can be made in person, by phone or email, online or in writing
Planned water interruption	Replacements of water main/fittings	No more than six planned interruption per year Interruptions to not last more than six hours	Letter drop and notice in local paper. Residents to provide feedback if service standards are not being met



Unplanned water interruptions	Number of unplanned water interruptions per 1000 connections per year	An unplanned water supply interruption occurs when properties are without water and no notification was given at least 48 hours prior to the interruption, or where a planned water supply interruption exceeds the notified duration; this does not include situations where the interruption occurs on the customer's side of the meter, or on the connection to the water main if no meter exists.	Reports can be made in person, by phone or email, online or in writing
Response to unplanned water and sewerage interruptions:	We will respond to unplanned water and sewerage interruptions as soon as possible	Average time per quarter (single or multiple incidents) taken to attend emergency water interruptions < 120 minutes Average time taken to attend sewerage spills and blockages < 120 minutes	Reports can be made in person, by phone or email, online or in writing
Restoration of supply after water and sewerage interruptions	If there is an interruption to your water supply or sewerage service, we will work to restore service as soon as we can	Average duration per quarter of an unplanned water service interruption < six hours average duration of an unplanned sewerage service interruption < six hours	Customer to check it is not on their property.  Reports can be made in person, by phone or email, online or in writing
Total Water and Sewerage complaints per year	Total number of complaints received by the service provider that relate to water or sewerage services, assets or action; Excluding complaints relating to rates• Complaints may relate to water pressure, water quality, bursts, leaks, odour, service interruptions, adequacy of service, and behaviour of staff.	Service providers are not required to judge whether the complaint is justified. < 100 complaints per 1000 connections (Water) < 10 complaints per 1000 connections (Sewerage)	Reports can be made in person, by phone or email, online or in writing

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