

OUR VALUES



Developed by our staff, our core values represent what is important to everyone at Rous County Council. These values underpin and guide what we do and how we do it.

YOUR PRIVACY

Our customer records are held in accordance with the requirements of the *Privacy and Personal Information Protection Act 1998* and our *Privacy Management Plan*.

Should you wish to access or update your personal information, please contact us.



TEAMWORK
ONE team,
one purpose



RESPECT
BE honest,
be fair



ACCOUNTABILITY
OWN it, solve it,
achieve it

OUR PERFORMANCE

We have reporting systems in place to monitor and compare our performance delivery against our planned objectives and targets.

Public reports are published biannually in Council business papers and reported annually in our Annual Report. These reports can be viewed on our website.

FIND OUT MORE

To discover more about Rous County Council, there is a range of information available on our website including:

- Annual financial reports
- Annual reports
- Auditor's reports
- Code of Meeting Practice
- Contracts Register
- Educational materials
- Equal Employment Opportunity Management Plan
- Integrated Planning and Reporting framework
- Policies

You can also access information by making an application under the *Government Information (Public Access) Act 2009*. Contact us to find out more.

CONTACT US

 **In writing:**
PO Box 230, Lismore NSW 2480
In person: Rous County Council
Administration Office, Level 4
218-232 Molesworth Street, Lismore NSW 2480

 **T:** (02) 6623 3800
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 council@rous.nsw.gov.au

 www.rous.nsw.gov.au



OUR MISSION

Partner with our constituent councils to provide quality services that support a sustainable and productive region

OUR VISION

Thrive and evolve as a valued regional service provider

SUPPLY OF WATER IN BULK

Ballina, Byron, Lismore, Richmond Valley local government areas

Reliable delivery of water: we manage our assets to optimise reliability and distribution system performance.

Good quality water: we manage water sources, treatment facilities and distribution systems in an integrated way to deliver high quality safe drinking water that meets or exceeds Australian Drinking Water guidelines.

Secure source: we are involved in the long-term planning for the region's future water needs including infrastructure requirements.

WEED BIOSECURITY

Ballina, Byron, Lismore, Richmond Valley local government areas

New weed mitigation: we eliminate, contain and prevent the establishment and spread of new weed species.

Invasive weed control: we effectively manage and reduce the impact of widespread invasive species.

Education: we ensure the community, industry and government stakeholders have the ability and commitment to manage invasive weed species.

(Services also provided to Kyogle and Tweed Shire Councils on a fee-for-service arrangement).

FLOOD MITIGATION

Ballina, Lismore, Richmond Valley local government areas

Reliable performance: we manage our assets to optimise reliability and delivery system performance.

Protection of life and property: we manage the construction, replacement and maintenance of various flood mitigation infrastructure within our rural environment.

OUR SERVICE COMMITMENT

Our commitment to service is actively implemented by every staff member within our organisation - from the teams involved in the delivery of safe, high-quality drinking water, those managing flood mitigation assets through to the teams involved in identifying and eradicating weed biosecurity threats and the delivery of administrative and support services.

You can find out more about our service standards, our delivery program and what you can expect from us by visiting our website and viewing our '*Integrated Planning and Reporting Framework*'.

We aim to

- Listen to you and treat you with courtesy and respect
- Behave responsibly in accordance with our code of conduct
- Treat all customers fairly
- Operate in a transparent manner
- Provide an accessible feedback system for customers
- Act on our commitments in a timely manner
- Protect your privacy by treating all personal information in confidence
- Be punctual for meetings and appointments

GIFTS AND BENEFITS

When a member of our team demonstrates outstanding service, the best way to recognise their efforts is to contact us so we can ensure that they are acknowledged appropriately.

We have a strong stance on corruption prevention and ask that you do not offer gifts, inducements or benefits of any kind. Acceptance of gifts can give the wrong impression and breach our code of conduct or the legislation under which we are governed. Refusal of gifts by a staff member is not intended to cause offence.



WE VALUE YOUR OPINION

Your feedback is important to us. If you feel our staff have gone beyond the call of duty to assist you, please tell us about it. Your compliments help recognise our high performers and rising stars.

Also, please let us know if you are unhappy with the quality of our service or performance as we strive to continuously improve. Your concerns will be dealt with fairly, courteously and promptly.

REVIEW OF DECISIONS

If you are dissatisfied with a decision we make, you can request a review by a more senior staff member. If your concern is not resolved to your satisfaction, you can refer it to the NSW Ombudsman or another appropriate third party for further review.

PRIORITY OF SUPPLY FOR WATER DEPENDENT HEALTH CARE

Households requiring water to operate home-based haemodialysis and other water dependent health care equipment will be contacted prior to any planned interruptions; and as soon as possible, during an unplanned interruption. Please contact us to register as a priority customer.