



COUNCIL CUSTOMER SERVICE RECOGNISED AS TOP-TIER

Dubbo Regional Council's Customer Experience and Engagement Team has been recognised at the National Local Government Customer Service Awards.

The Awards, which is hosted by the National Local Government Customer Service Network (NLGCSN), recognises the achievements of customer service professionals working in local government across Australia.

Council's Customer Experience and Engagement Team received two Highly Commended (runner up) awards in the categories of National Customer Service Team of the Year and National Innovation of the Year.

Dubbo Regional Council Mayor Mathew Dickerson said the recognition was a testament to the hard work by DRC's customer experience staff.

"The NLGCSN recognises the significance of acknowledging, rewarding, and spotlighting the accomplishments of customer service professionals. It is crucial that we appreciate the high-quality work of

our passionate and committed staff,” Cllr Dickerson said.

“Council is dedicated to delivering exceptional customer service to our residents and visitors every day and this industry accolade is a testament to the staff commitment.”

The NLGCSN, in awarding the National Customer Service Team of the Year prize, recognised the Dubbo team for their consistent excellence in service delivery, emphasising their adaptive team structure, efficient communication and technology upgrades.

Manager Customer Experience and Engagement, Caitlin Colliver said it was an honour for the team to be runners up in both categories.

“The NLGCSN highlighted our innovative services such as the rates transaction and balance summary initiative, call centre upgrade, along with our emphasis on employee well-being through reward programs, trainee mentorship and mental health support,” Ms Colliver said.

The National Innovation of the Year Award recognised the Customer Experience and Engagement team for being pivotal in Council’s adoption of the YourSay community engagement portal, which has been essential to creating streamlined customer experiences.

“I take immense pride in the outstanding team that has earned this recognition. Awards like these highlight that DRC is establishing the standard for excellence in customer service and engagement within the realm of Local Government,” Ms Colliver said.

Last Edited: 27 Nov 2023