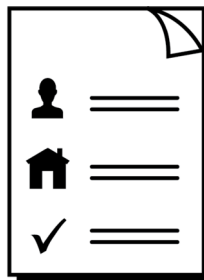




## What we will do for you



**Easy Read**

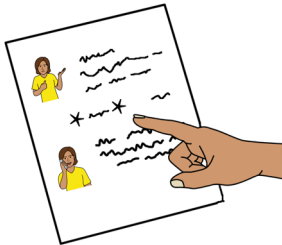
## About this fact sheet



This fact sheet is from  
Lake Macquarie City Council.



This fact sheet is written in a way that is easy  
to understand.



We add a star before and after **\*hard words\***.  
Then we explain what the words mean.



You can ask someone to help you read and  
understand this fact sheet.



You can read more on our [web page](http://www.lakemac.com.au/Our-Council/Contact-us/Our-commitment-to-you).  
[www.lakemac.com.au/Our-Council/Contact-us/  
Our-commitment-to-you](http://www.lakemac.com.au/Our-Council/Contact-us/Our-commitment-to-you)



Contact information is at the end of this fact sheet.

## Our \*customer service charter\*

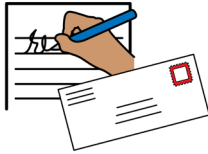


Our customer service charter says what we will do for you.

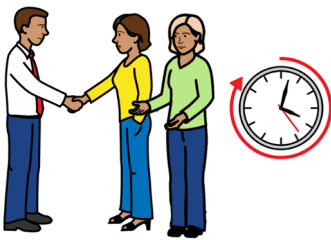


For example, we will try to

- answer your call within 90 seconds



- write back to you within 10 days from when we get your email or letter



- meet you within 45 seconds when you come into our centre



- tell you how long it might take to get answers to your questions

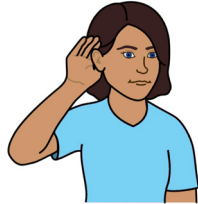


- fix problems straight away.



## What you can expect from us

### We will treat you with \*respect\*

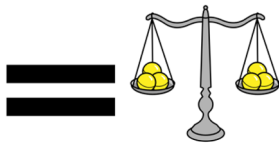


Respect means

- we will listen



- we will be kind



- we will be fair.



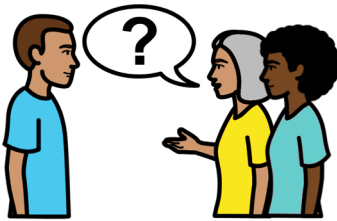
We will tell you our name so you can contact us again if you need to.

## We will give you clear information



We will explain things clearly.

If you do **not** understand something you can ask us to



- say it again



- explain it better.



We will make sure our website and other information is easy to understand.

We will have information for people with different needs.

For example, information for



- people with disability



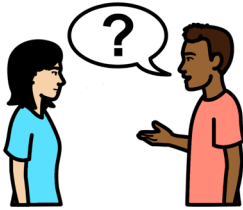
- people who do not speak English.

## We will help you get answers



We will do our best to

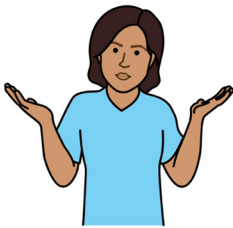
- give you information about our services
- help you find answers to your questions.



## We will be honest

If we cannot fix your problem, we will tell you

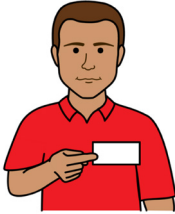
- why we cannot help
- what you can do next.



## We will keep your information safe



When you contact us we might ask questions so we can help you.

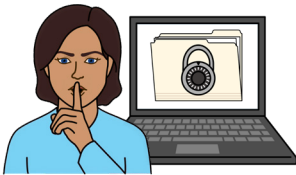


For example, we might ask

- your name



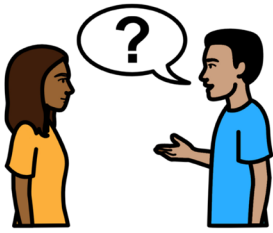
- your address.



We will **not** share your information with other people unless we need to.

For example, so we can give you services.

## We will check that you are happy with our services



We might ask for **\*feedback\*** about our services.

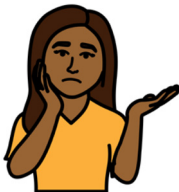


Feedback means you tell us what you think.



You can tell us

- if you are happy with our services



- if you are **not** happy about something.

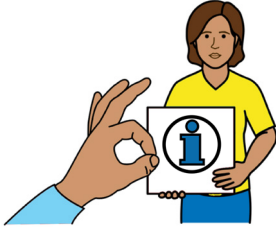


We will always look for ways to give you better services.



## What you can do for us

There are things you can do to help us do a good job.



For example

- give us the right information at the right time



- treat us with respect



- work with us to fix problems



- give us feedback



- contact us if you think we made a mistake.



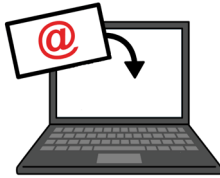
## More information



For more information contact  
Lake Macquarie City Council.



**Call** 02 4921 0333



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



**Website** [Lake Macquarie City web page](http://www.lakemac.com.au/Our-Council/Contact-us/Our-commitment-to-you)

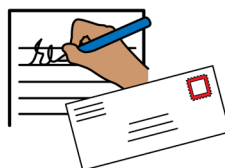
[www.lakemac.com.au/Our-Council/Contact-us/](http://www.lakemac.com.au/Our-Council/Contact-us/Our-commitment-to-you)

[Our-commitment-to-you](http://www.lakemac.com.au/Our-Council/Contact-us/Our-commitment-to-you)



**Visit us** 126 - 138 Main Road

Speers Point



**Write to** Lake Macquarie City Council

Box 1906

Hunter Regional Mail Centre

NSW 2310

## Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



**Call** 1800 555 660



**Website** [NRS Helpdesk](#)

[www.accesshub.gov.au/about-the-nrs/nrs-helpdesk](http://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

## Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



**Call** 131 450



**Website** [TIS National](#)

[www.tisnational.gov.au](http://www.tisnational.gov.au)

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