

## Comparative analysis of customer administrative services available by facility type and location

Facility Type	Visitation per annum	Hours of operation	No. of Frontline Staff	Onsite facilities for administrative services	Customer administrative services provided
<b>Libraries</b>					
Auburn	312,761	6-7 days/week  Extended opening hours: 9.30 am - 8pm (depending upon branch and day)	Minimum 2.5 FTE at each branch location	EFTPOS facilities for library payments Library management system Wi-Fi Public PC booking and payment system Photocopying / printing	<ul style="list-style-type: none"> <li>• General information and referral services</li> <li>• Requests and complaints</li> <li>• Payments for library services</li> <li>• Registrations for Library programs and services</li> <li>• Viewing of public exhibition documents</li> <li>• JP services</li> <li>• Internet and Wi-Fi access</li> <li>• Copying/Printing</li> </ul>
Granville	47,988				
Greystanes	32,642				
Guildford	50,923				
Lidcombe	68,924				
Merrylands	227,893				
Regents Park	78,335				
Wentworthville	164,493				
<b>TOTAL</b>	<b>983,959</b>	<b>Weekly opening hours: 395.5</b>	45		
<b>Staffed Community Centres</b>					
Auburn	118,603	5 days/week	1 PTE*	EFTPOS facilities Wi-Fi Booking system CRM and Application enquiry	<ul style="list-style-type: none"> <li>• General information and referral services</li> <li>• Requests and complaints</li> <li>• Facility Bookings</li> <li>• Customer Request processing</li> <li>• Registrations for Council programs</li> <li>• Payments (cashless) for programs</li> <li>• Viewing of public exhibition documents</li> <li>• Wi-Fi access</li> <li>• On-site support and enquiries</li> <li>• Information and referrals to other community services</li> <li>• Form filling service (volunteer-run)</li> </ul>
Berala	106,038	Monday to Friday 9am - 4:30pm	1 PTE*		
Guildford	31,278		1 FTE*		
<b>TOTAL</b>	<b>255,919</b>	<b>Weekly (staffed) opening hours: 112.5</b>	3 <i>(Note: min. 2 staff onsite per site for WHS)</i>		

Facility Type	Visitation per annum	Hours of operation	No. of Frontline Staff	Onsite facilities for administrative services	Customer administrative services provided
<b>Customer Service Centres</b>					
Auburn	14,571	5 days/week Monday to Friday 8am - 4:30pm	2 FTE (+ relief for lunch)	Cash handling facilities including EFTPOS and cash collection services CRM, Rates and Application enquiry Booking system Waste app Queue Ticketing Kiosks Touchpoint Contact Centre Phone Solutions including phone and webchat functions  Self-service Ipads at Auburn	Full suite of customer service functions: <ul style="list-style-type: none"> <li>• General information and customer requests lodged for: <ul style="list-style-type: none"> <li>o Waste Enquiries (missed service, household cleanup bookings etc)</li> <li>o General Enquiries/Information provided</li> <li>o Finance &amp; Rates Enquiries</li> <li>o Planning &amp; Development</li> <li>o Parks &amp; Recreation</li> <li>o Compliance &amp; Environment</li> <li>o Property &amp; Facilities</li> <li>o Road Maintenance</li> <li>o Community Development</li> <li>o Corporate Services</li> </ul> </li> <li>• Complaints and feedback</li> <li>• Payments (EFTPOS, cheque, cash)</li> <li>• Application enquiries</li> <li>• Application processing including lodgement of DAs and other applications</li> <li>• Viewing of public exhibition documents</li> <li>• JP services</li> </ul>
Merrylands	19,111		3 - 4 FTE		
<b>TOTAL</b>	<b>33,682</b>	<b>Weekly opening hours: 85</b>	<b>5 - 6</b>		
Contact Centre Calls	178,728	5 days/week Monday to Friday 8am - 4:30pm	9 - 11 FTE		
Webchats	3,665				
After-hours Calls	10,655	Monday - Friday 4:30pm - 8:00am 24x7 Sat/Sun/Public Holidays			