Easy Read

Maribyrnong CITY COUNCIL

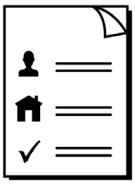
Putting Customers First Strategy



About this book



This is an Easy Read book.

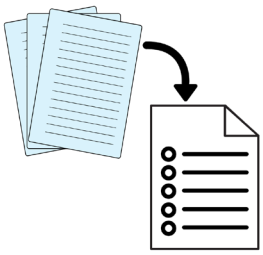


Easy Read uses simple words and pictures.



We add a star before and after ***hard words***.

Then we explain what the words mean.



This is a ***summary*** of another document.

Summary means it has the most important information.



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



Contact information is at the end of this book.

About our
Putting Customers First Strategy

This book is from Maribyrnong City Council.



This book is about our

Putting Customers First Strategy.

We will call it our Strategy.



Our Strategy says how we will work together to make our services better.



Our Strategy is from 2026 to 2029.

Our focus



We want to help you.



We will focus on 4 areas.

We will



- make it easy to find what you need and get it done



- do what we say and do it on time



- listen and help



- make fair decisions and explain them clearly.

Who uses our services?

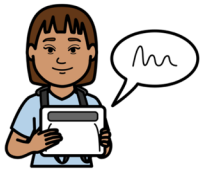


People in Maribyrnong use our services in different ways.



We design services that everyone can

- understand



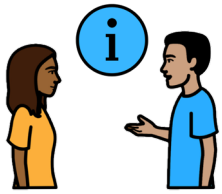
- access



- use.

Our services must work for everyone in our community.

For example



- people who need help to find information



- people who are new to the area



- businesses and community groups.

Why change?



We are a growing community and lots of people need our services.



People want services that work for them.

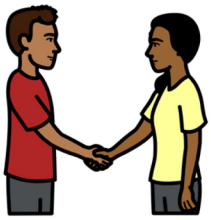


We will find ways to

- work smarter

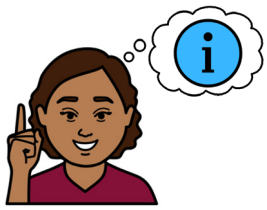


- make our services better.



We want people to trust our services.

What you told us



You told us you want

- clear information that is easy to understand



- clear timeframes



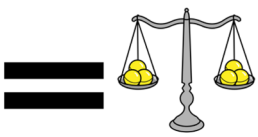
- regular updates



- easy access to services online and in person



- friendly and respectful staff



- fair decisions.

How we will make things better



We have an action plan for our 4 focus areas.



1. We will make it easy to find what you need and get it done.



We will have better processes and systems so that

- you only have to tell your story once



- you understand next steps



- you get clear updates

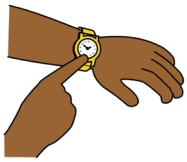


- you can find things easily online.

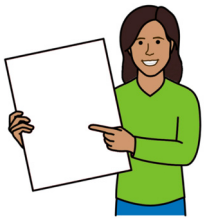


2. We will do what we say and do it on time.

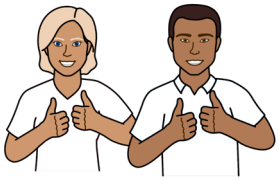
We will have clear service standards and information so that



- you know how long things will take



- you get updates when something changes



- you get the same service from different staff

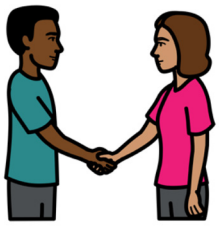


- you understand what has been done and why.

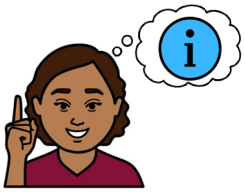


3. We will listen and help.

We will have a strong focus on customer service so that



- you get services that are respectful and helpful



- you get information that is clear and correct



- you know who will manage your enquiry



- you feel like things are done in a fair way.

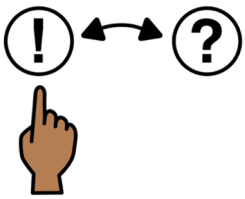


4. We will make fair decisions and explain them clearly.

We will learn about different needs and communicate better so that



- you can access our services



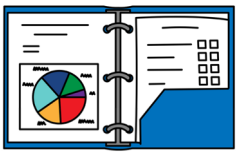
- you understand how decisions are made



- you understand how services work



- you can see how your feedback is used



- you can see our results.

How we will check our Strategy is working



We will check our Strategy is working in different ways.

For example



- how quickly we get back to you



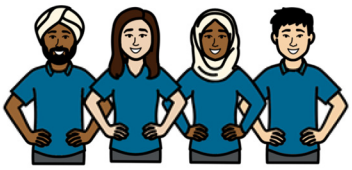
- how quickly we deliver services



- what you tell us in surveys and other feedback



- the complaints we get and how we fix things



- how well we work together to give everyone the same services.



We will share updates with the community every 6 months.



Once a year, we will write a report about what is working well and what we still need to do.



We will keep listening and making changes so our services meet your needs.

More information

For more information contact

Maribyrnong City Council.



Call 03 9688 0200



Email

email@maribyrnong.vic.gov.au



Website

Maribyrnong City Council

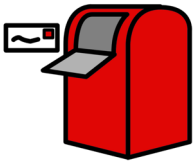
maribyrnong.vic.gov.au



Visit us

Civic Precinct and Community Hub

61 Napier Street, Footscray



Write to us

PO Box 58

Footscray VIC 3011

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
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
tisnational.gov.au

Acknowledgement of Country

Council is proud to represent a municipality filled with important and significant Aboriginal history. It acknowledges the Traditional Custodians of this land, the Kulin Nation, and acknowledges the rich culture and considerable contributions Aboriginal and Torres Strait Islander Peoples have made and continue to make to this City.

We recognise and celebrate the enduring connection of First Nations peoples to the lands, waters, and skies. We are committed to working in partnership with First Nations communities to foster a future grounded in equity, respect, and shared prosperity.

Easy Read Australia created this Easy Read document in April 2026 using Picture Communication Symbols (PCS). PCS and Boardmaker are trademarks of Tobii Dynavox LLC. All rights reserved. Used with permission. You must ask for permission to use the images in this document.

For more information, please visit Easy Read Australia

www.easyreadaust.com.au