21 September 2023

ONE NUMBER TO MAKE CONTACTING MID MURRAY COUNCIL FASTER, EASIER

Got an inquiry about your rubbish collection? Need to pay a Council bill? Want to report a wandering dog? Whatever the reason for calling, getting in touch with the Mid Murray Council will soon be even easier.

The Council is about to implement a one number telephone system – meaning no matter why you need to get in touch, it will be as simple as calling (08) 8569 0100 and following the easy-to-use numbered menu to get connected with the right department.

Mid Murray Council Chief Executive Officer, Ben Scales, said the goal of the new system was to improve each customer's experience by streamlining the process of contacting Council.

 "By giving the community one number to call for all inquiries, it will make contacting the right person simpler and more convenient. The new system will also allow our customer service officers to handle a greater number of inquiries, and customers will be able to direct their own calls to the department best suited to their inquiry through the simple numbered menu system.

"Importantly, there will still be an option for callers to talk directly to customer service staff if they're unsure where to direct their inquiry."

On calling, customers will be greeted with a list of options and can select a number that is related to the purpose of their call. Their call will then be directed to the relevant department.

If a customer is unsure which option to select, or if they prefer to speak with a Customer Service Officer, they can choose the customer service option, or hold the line and the call will be answered by Council's experienced customer service team as per the current process.

Council's one number telephone system will commence on Tuesday, October 3.

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