# Our Community Experience

Together we've got this.

## Message from the Lord Mayor

In the aftermath of the pandemic, Brisbane residents have been through some incredibly challenging times and our resilience has been tested. The expectations of our community are shifting.

Where community is everything, connections are desired more than transactions and there is an

expectation to show up for each other as neighbours, residents and proud members of the Brisbane community.

To meet these changing expectations, Brisbane City Council needs to evolve; to prioritise quality

customer experiences, deliver quality services and foster a customer experience culture that is felt by all. We have a vision at Council with three core commitments: Community, Connection and

Care. This vision provides guiding behaviours based on what we value.

I am proud to present Our Community Experience. Together we will ensure that we are making the Brisbane of tomorrow even better than the Brisbane of today. Together we’ve got this.

Adrian Schrinner

Lord Mayor

## Message from the CEO

Our Community Experience has been co-created with our residents, businesses and employees, and replaces the Customer Charter and Council’s internal Our Customer Focus Vision.

It speaks to a partnership between Council and the Brisbane community, highlighting our shared

commitments to each other. The language of this forward-thinking vision reflects our core values

and describes how we all want to experience Council now and into the future.

Council has been on a journey since the introduction of our first customer charter and we’re constantly evolving to meet the needs of our community. This vision addresses a shift in how

we care, connect and acknowledge that we all play an important role in ensuring Brisbane remains a great place to live, work and relax.

When we work together we achieve great things. Let’s work together to bring Our Community Experience to life so it is felt by all.

Colin Jensen

Chief Executive Officer

## Acknowledgment of County

Brisbane City Council acknowledges the Traditional Custodians of the land and their unique relationship with their ancestral country. We pay respect to all Aboriginal and Torres Strait Islander Elders of Brisbane, and recognise their strength and wisdom.

## Our Community Experience

Brisbane is known for our friendly people, relaxed lifestyle and our strong community spirit.

To build on this, Brisbane City Council has created Our Community Experience to guide and inspire how we all come together to experience Council, through our shared commitment to community, connection and care.

Working together we achieve great things.

#### Community

Our Brisbane spirit.

We do what's best for our community. We are inclusive. We get involved. We create a community we are proud to belong to.

Together we've got this.

#### Connection

People at hear of what we do.

We are approachable and community clearly. We are open and honest. We respect each other. We build strong relationships.

Together we've got this.

#### Care

You can rely on us.

We listen to understand each other. We are kind and compassionate. We make it easy. We follow through.

Together we've got this.

To provide your feedback on Our Community Experience, complete our short online survey by scanning the QR code.