



Shire of Irwin

Customer Service Charter





Customer Service Charter

This document outlines the Shire of Irwin's service delivery commitment to you – our community. This is a document that will reflect the quality effective service that should be expected and will be regularly reviewed so that it changes with the needs of our customers.

The Charter sets the minimum standards which are adhered to by all staff to ensure we provide the best possible service to our community.

Our Community

Our community is made up of ratepayers, residents, visitors, tourists, people who work within the Shire, organisations from the public and private sector, as well as Shire of Irwin elected members and employees. We have an obligation to provide quality services and to ensure all sectors of our community are informed and consulted on a wide range of issues.

Council's Commitment to Service Delivery

The Shire's Strategic Community Plan, outlines our strategic goals and has a strong focus on quality service provision and meeting community expectations.

Our Vision

'A safe place to live, an exciting place to visit and a progressive place to work.'

Our Mission

'Delivering excellence in service, driving growth and building strong relationships – we are open for business.'

Our Agreed Values and Expected Behaviours

Our agreed values and expected behaviours, as outlined below, highlight what will be demonstrated by all Shire Councillors and Staff.

VALUES & BEHAVIOURS

The Shire ACTS to serve the community through:

innovation

We are forward thinking and creative in our approach and strive to continuously improve the way we work.

- I look for better ways of doing things
- I am open to feedback and change
- I encourage and embrace new ideas
- I foster creativity & think outside of the box
- I am solution focused

accountability

We will honour our commitments and responsibilities to achieve positive results in a transparent environment

- I lead by example
- I learn from my mistakes
- I am responsible for my actions
- I am committed to achieving my goals
- I acknowledge positive behaviour and successes

integrity

We always act in the public interest and are open, honest, fair and ethical in our interactions with others.

- I am fair and consistent
- I am honest, trustworthy and reliable
- I effectively and actively communicate
- I conduct myself in a professional manner
- I am loyal and committed to the organisation

respect

We support and appreciate each other in an inclusive culture to ensure a sense of pride and enjoyment

- I am considerate of the needs of others
- I genuinely listen when others communicate
- I respect the roles and opinions of others
- I treat others how I wish to be treated
- I support, help and encourage my colleagues



Our Pledge to You

Any person who deals with the Shire of Irwin is entitled to:

- ✓ receive friendly, courteous, timely and quality service;
- ✓ participate in the community decision making process;
- ✓ be treated as individuals by officers who will be open and honest at all times;
- ✓ receive accurate and appropriate information in response to requests;
- ✓ be informed of all services and amenities provided by the Shire; and
- ✓ have ready access to all services and amenities as well as being advised, wherever possible, of any disruption to those services to avoid inconvenience.

Our Standards

The Shire of Irwin's Customer Service Charter requires all officers to be competent, approachable and courteous at all times and we will do this by:

- ✓ wearing a name badge;
- ✓ answering the telephone within 5 rings;
- ✓ providing the officers name and position when dealing with personal, written and telephone enquiries;
- ✓ maintaining up-to-date knowledge of services and amenities relevant to each particular department provided by the Shire;
- ✓ ensuring staff are familiar with the vision and goals of the Shire's Strategic and Corporate Plans;
- ✓ treating all people as individuals, endeavouring to identify them by name and being positive, friendly, supportive and helpful;
- ✓ listening to people's views and opinions and making all attempts to resolve issues to the mutual satisfaction of the person and the Shire;
- ✓ personally referring any enquiry they cannot answer to an appropriate officer immediately and, if that officer is unavailable or unable to answer, ensuring an appropriate message is recorded and delivered;
- ✓ ensuring all enquiries where a commitment has been made are followed up and the person is advised of the outcome;
- ✓ always looking for opportunities to provide better service to the community;
- ✓ focusing on what we can do, not what we can't do;

Our Standards (continued)

- ✓ being driven by principles of quality improvement and by continuously improving and documenting our processes and procedures;
- ✓ providing face-to-face service at the Shire office from 8.30am – 4.30pm, Monday to Friday (except public holidays) or, on special occasions and at our external facilities such as the Library / Visitors Centre and Irwin Recreation Centre during our advertised hours;
- ✓ keeping you informed about the progress of your business with the Council;
- ✓ writing our brochures, publications and correspondence in clear language;
- ✓ respond to all enquiries/requests within 10 working days;
- ✓ asking for clarification where necessary to ensure community needs are understood and can be met;
- ✓ developing ways of determining community satisfaction such as surveys, focus groups and community liaison;
- ✓ evaluating our performance regularly through a variety of mechanisms and making the information publicly available;
- ✓ welcoming feedback and suggestions for improvement by providing a Community Feedback Form at the Shire office;
- ✓ processing all enquiries/requests, compliments and associated responses through the Customer Service Synergy module with the ability to provide a customer service receipt upon request; and
- ✓ ensuring people who have special needs are able to access our services.

You can assist us by

- ✓ having a notepad and pen by the phone when you call the Shire;
- ✓ ensuring that you provide clear and complete details of your enquiry/request so that customer service officers can refer the matter to the most appropriate officer in the first instance;
- ✓ phoning to make an appointment if you have a complex enquiry/request or need to see a specific officer;
- ✓ phoning the officer nominated on correspondence sent to you and quoting the reference number on the letter;
- ✓ being clear and concise with your enquiry/request and being prepared with relevant information;
- ✓ treating Employees with the same courtesy and respect given to you; and
- ✓ acknowledging that the Shire may not have the authority to deal with your enquiry/request and may need to refer it to another agency/organisation.

Feedback and Suggestions

We welcome your feedback and suggestions about making improvements to our services.

Compliments

If you have been pleased with the level of service you have received please let us know as it gives us the opportunity to recognise the good work our staff perform. Compliments can be made in writing via letter, email, over the telephone, facebook or by completing a community feedback form in person at the Shire office. Our contact details are listed below.

What if you don't get the service you have requested or deserve?

The Coordinator Organisational Performance is our designated customer advocate who will endeavour to achieve a satisfactory solution for you. The customer advocate will investigate complaints made via our Customer Request system, both acknowledging and providing you with an outcome of the relevant investigation within five (5) working days.

Contact Details

Shire of Irwin Administration Office

11-13 Waldeck Street or PMB 21, Dongara WA 6525.

Telephone: (08) 9927 0000

Facsimile: (08) 9927 1453

Email: reception@irwin.wa.gov.au

A/H Phone Number: (08) 9927 0000 – you will be directed to a call centre who will determine the urgency of the situation. If the situation is considered 'urgent', the call centre will directly contact the relevant staff member.

The Administration Office is open 8.30am – 4.30pm Monday to Friday (except public holidays and advertised times over the Christmas / New Year period) unless otherwise advertised.

We look forward to working with you, as a member of our community, to improve our services to meet your needs and expectations.

Our Charter is subject to ongoing review and will be updated as required to address our Community's needs.

Darren Simmons
Chief Executive Officer

PMB 21, 11-13 Waldeck Street
Dongara WA 6525
t 9927 0000
f 9927 1453
www.irwin.wa.gov.au

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