



Shire of Northam
Heritage, Commerce and Lifestyle

Shire of Northam Customer Service Charter

Safe, Open, Accountable, Respectful

www.northam.wa.gov.au
395 Fitzgerald Street, Northam WA 6401
T (08) 9622 6100 F (08) 9622 1810

Revision #	Date	By Whom	Date Adopted	Due Next	Type
Revision 1	14/8/18	Governance/Admin Coordinator	17/10/18	14/8/19	
Revision 2	4/2/19	Governance/Admin Coordinator			Minor – to forms

INTRODUCTION

This Customer Service Charter outlines the Shire of Northam's commitment to providing you (the community) with quality services and includes a clear guide to measure our performance. The Charter sets the minimum standards our employees should adhere to.

OUR VISION

Is for a vibrant growing community that is safe, caring and inclusive. A community that values our heritage, preserves our environment and promotes our commerce.

In order to achieve this Vision, the Council will commit to display;

- **LEADERSHIP**
 - *to recognise the community's expectations to provide leadership*
- **RESPECT**
 - *to respect difference in age, culture, values and opinion*
- **TEAMWORK**
 - *to achieve through the efforts of the team*
- **EXCELLENCE**
 - *to aspire to one standard*
- **OPENNESS**
 - *to engender trust through openness*

OUR MISSION



The Shire's cultural change emblem which includes an acronym of the values and behaviours we want embedded in our culture will remind us to soar high in our aspirations and work together as an organisation to

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle whilst respecting our heritage and facilitating economic growth. In order to achieve this Mission, the Organisation will commit to being;

- **SAFE**
 - *focus on importance of safety in the organisation*
- **OPEN**
 - *engage in two way communication, with transparency and trust*
- **ACCOUNTABLE**
 - *know what you are responsible for, take ownership and deliver accordingly*
- **RESPECTFUL**
 - *demonstrate respect for other's skills, knowledge and differing value systems*

SERVICE STANDARDS YOU CAN EXPECT FROM US

As a customer you are entitled to:

- prompt, courteous, friendly and professional service;
- be treated with respect;
- have your concerns addressed promptly;
- have your business attended to in a timely manner;
- receive accurate and timely information;
- participate in the community engagement and decision making process;
- access to all services and amenities provided by the Shire; and
- have your feedback used as an opportunity to improve our services.

OUR STANDARDS

The Shire of Northam's Customer Service Charter requires all officers to be competent, approachable and courteous at all times. To achieve this staff will:

- wear a name badge when assisting customers;
- where possible identify customers by name;
- be multi-culturally aware;
- be positive, friendly, supportive and helpful;
- listen to people's views and opinions;
- focus on what we can do, not what we can't do;
- ensure people who have special needs are able to access our services;
- answer calls in a courteous manner;
- return telephone calls within two (2) working days;
- respond to all letters within seven (7) working days or providing an acknowledgment and explanation for the delay;
- acknowledge requests within two (2) working days;
- keep you informed about the progress of your business with Council;
- seek clarification where necessary to ensure community needs are understood and can be met;
- maintain up-to-date knowledge of services and amenities;
- ensure they are familiar with the vision and goals of the Shire's Strategic and Corporate Plans;
- make all attempts to resolve issues to the mutual satisfaction of the person and the Shire;
- refer any enquiry that counter staff cannot answer to an appropriate officer;
- ensure an accurate message is recorded and delivered;
- ensure all enquiries where a commitment has been made are followed up and the person is advised of the outcome;
- look for opportunities to provide better service to the community; and
- produce brochures, publications and correspondence in clear language;

The Shire is driven by principles of quality improvement. The Shire values feedback and welcomes suggestions, by using customer feedback the Shire can improve its service to the community.

YOU CAN ASSIST THE SHIRE BY

- being courteous, polite and respectful of our employees;
- providing accurate and complete details when you contact us with queries or requests for assistance;
- letting the Shire know when your situation changes, for example; change of address or change of details for your registered animal;
- phoning to make an appointment for complex enquiries or 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 requests and being prepared with relevant information;
- treating Employees with the same courtesy and respect given to you; and
- understanding that the Shire may not have the authority to deal with your request and may need to refer it to another agency/organisation.
- working with the Shire to help solve problems; and
- providing feedback/compliments/suggestions to help the Shire improve its services.

WHAT IF YOU DON'T GET THE SERVICE YOU EXPECT?

Council has a designated complaints officer who will be your voice within Council and will endeavour to achieve a satisfactory solution for you. The complaints officer will investigate serious complaints via our Customer Request System and advise you of the progress within ten (10) working days.

You may also contact the WA Ombudsman by email at www.ombudsman.wa.gov.au or by phone on 08 9220 7555

YOUR PRIVACY

At all times staff will respect your privacy when dealing with the Shire and will treat your personal information collected by us in the strictest confidence.

FREEDOM OF INFORMATION (FOI)

Freedom of Information gives the public a right to access government documents, subject to some limitations. In Western Australia, under the *Freedom of Information Act 1992 (the FOI Act)*, the right applies to documents held by most State government agencies (such as departments, public hospitals, public universities and State government authorities), Ministers and local government. Together, these bodies are referred to as "agencies".

Documents accessible under the FOI Act include paper records, plans and drawings, photographs, tape recordings, films, videotapes or information stored in a computerised form.

Agencies are required to assist applicants to obtain access to documents at the lowest reasonable cost. Anyone can apply to have personal information about themselves in government documents amended if that information is inaccurate, incomplete, out of date or misleading. For further information please contact the Shire on 9622 6100.

CONTACT US

Call into the Shire during office hours from 08:30 until 4:30pm for Administration and 08:30 to 4:00pm for Licensing. Contact the Shire by phoning 9622 6100, visit the administration centre, recreation centres and libraries or visit the Shire's website at www.northam.wa.gov.au. to complete a Customer Feedback Form or email the Shire via: records@northam.wa.gov.au You can also write to us addressing the appropriate officer; records or write to:

Mr Jason Whiteaker
Chief Executive Officer
PO Box 613
NORTHAM WA 6401

ICS:



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CUSTOMER FEEDBACK FORM

Date: _____ Time: _____ 'A': _____

Customer Contact: (please circle) In person Telephone Written Email

Customer Details (this is you):

NAME _____

ADDRESS _____

TELEPHONE Home _____ Mobile _____

Email _____

Would you like to compliment a staff member, please provide their name and position if known and details of why you would like to compliment them:

Could you please answer a couple of questions to assist us to improve our service to you

How would you rate our service	Positive	Neutral	Negative
Was the time taken to acknowledge your query appropriate			
Were you happy with the way you were greeted			
If by phone: were you happy with the length of time on hold			
Would you like to receive more feedback from the Shire			

Office Use only Name of Person taking request/feedback _____ Department _____
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ICS:



CUSTOMER COMPLAINTS FORM

Date: _____ Time: _____ 'A': _____

Customer Contact: (please circle) In person Telephone Written Email

Customer Details (this is you):

NAME _____

ADDRESS _____

TELEPHONE Home _____ Mobile _____

Email _____

If you would like to register a Complaint please supply the following details:

Who is this complaint about?	
Where did the problem occur?	
Date of the incident	
Time of the incident	
What is the complaint about? Eg. dogs, Noise, processes, Burning, poultry, other	

You may wish to register your complaint online at the Shire's website. Please go to: <https://www.northam.wa.gov.au/community/online-services/customer-service-enquiry.aspx> and follow the prompts.

Should your complaint be about a staff member or an Elected Member, please email your complaint to: records@northam.wa.gov.au. and your complaint will be handled with due diligence.

Could you please answer a couple of questions to assist us to improve our service to you?

How would you rate our service	Positive	Neutral	Negative
Was the time taken to acknowledge your complaint appropriate			
Was the time taken to act on your complaint appropriate			
Were you happy with the way you were greeted			
If by phone: were you happy with the length of time on hold			

Office Use only
Name of Person taking complaint _____ Department _____

Use for further information if required