

Customer Service Charter



This Customer Service Charter affirms Shire of Mundaring's commitment to provide you with quality services and identifies standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve the Shire's Vision and Values identified in the Shire's Strategic Community Plan – Mundaring 2026.

Community vision

A sense of space, a sense of place

What we value

A peaceful lifestyle with amenity

Living in a safe place

Being part of a resilient, supportive and inclusive community

Living sustainably

Respect for the heritage and history of the area

Engaged, responsible leadership

Service standards you can expect of Shire employees

In general

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- We will take ownership of your enquiry, follow up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what timeframes.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs.

Face to face

- Our frontline customer service employees will wear a name badge or tag for ease of identification and communication.
- We will provide you with information as to what is happening within Shire of Mundaring and provide relevant options and available services to you.
- We will listen to you and discuss your requirements fully.
- We will endeavour to satisfy your request at the time of your visit. When enquiries of a technical or specialised nature are made at any of our customer service centres, the appropriate officer will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

Over the telephone

- We will endeavour to answer your calls promptly.

- Phones will not go unanswered. If the person you are contacting is unavailable, the call will be forwarded to someone who can assist or we will pass on a message.
- Where messages are left on voicemail, they will be returned within one business day.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will provide an after-hours telephone service for urgent matters.
- We will introduce ourselves using first names and provide a direct contact number for further communications where necessary.
- We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.
- Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times.
- We will return your telephone enquiry by the next business day.

In writing or by email

- We will write to you in clear, concise language that is easily understood.
- We will send out standard information to you within three working days of receiving the request via the Shire's record management system.
- We will respond to your letter or email of general correspondence relating to Shire business within three working days of receipt via the Shire's electronic information management system.
- If your enquiry requires in-depth research or follow-up that will take longer than three working days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response.

Via the internet or social media

- We will maintain our website with relevant and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms, encouraging interaction and feedback.
- We will respond to enquiries on our social media platforms in a professional manner and within three days.

- We will keep up to date with online services and community engagement tools and trends.
- We will continue to review our web-based and social media platforms to further engage and connect with our community and provide additional online self service facilities and tools.

Measuring and improving the quality of our service

We will measure and improve the quality of our service by:

- Conducting a biennial “Customer satisfaction monitor” survey.
- Obtaining feedback from the community using feedback forms and customer service surveys.
- Implementing quality training for our employees.
- Using key performance indicators in corporate and business planning.
- Using effective internal systems and corporate reporting to measure our performance.
- Recognising our employees for customer service delivery excellence.

Helping us to help you

You can help us to meet our commitments to you by:

- Being courteous, polite and respectful of our employees.
- Respecting the rights of, and providing courtesy towards, other customers.
- Being open and honest with us by providing accurate and complete details when contacting us.
- Letting us know when your situation changes; for example when your address or personal details change or when your cat or dog registration details change.
- Contacting us to make an appointment if you have a complex or technical enquiry or need to meet with a specific employee.
- Contacting the employee referred on any correspondence sent to you and quoting the reference number if applicable.
- Using appropriate channels for customer requests, complaints or compliments while using online social media channels for general dialogue.
- Working with us to help solve problems.
- Telling us where we fall short on our service in any aspect so that we may improve our services to you.

- Helping us recognise our employees by telling us when you have received excellent customer service.

Freedom of Information (FOI)

The Western Australian *Freedom of Information Act 1992* provides you the right to apply for access to documents held by state public sector agencies, including government departments, local government, statutory authorities and ministers.

We will assist you –

- To gain access to documents held by the Shire; and
- To ensure information is accurate, complete and not misleading.

If you are unsure whether you need to lodge an application, or for further information, please contact the FOI Coordinator by phone on 9290 6714 or email shire@mundaring.wa.gov.au.

Access and inclusion

We are committed to creating an accessible and inclusive community for people with disabilities and people from culturally and linguistically diverse backgrounds by providing facilities and services that enable inclusiveness.

If you require any document produced by the Shire, including this Customer Service Charter, in another format, such as larger print or braille, simply contact our Access Advisor on 9290 6718 or email shire@mundaring.wa.gov.au.

We can provide the services of an AUSLAN or language interpreter free of charge.

If you have trouble speaking or hearing, you can receive assistance to contact the Shire via the National Relay Service as follows:

- TTY/voice calls: 13 36 77
- Speak and Listen: 1300 555 727

Ombudsman Western Australia

We will make every effort to provide a satisfactory outcome to matters raised. However, if you are not satisfied with our customer service, you may wish to contact the Ombudsman Western Australia to request a review.

You can contact the Ombudsman by any of these means:

In person	Level 2, Albert Facey House 469 Wellington Street Perth WA 6000
Call	9220 7555 Freecall (outside metropolitan area): 1800 117 000
Email	mail@ombudsman.wa.gov.au
Internet	www.ombudsman.wa.gov.au
Mail	PO Box Z5386 St Georges Terrace Perth WA 6831

Contact us

If you would like to suggest ways in which we can improve our service, you can –

Call	9290 6666
Visit	Any of our customer service centres, libraries, leisure centres, visitors centre and complete a Customer Feedback Form
Email	shire@mundaring.wa.gov.au
Internet	Visit our website: www.mundaring.wa.gov.au and complete the online Customer Feedback Form
Mail	Write to us: Chief Executive Officer Shire of Mundaring 7000 Great Eastern Highway Mundaring WA 6073