June 2026

Customer Service Charter



Shire of MUNDARING

mundaring.wa.gov.au

At Shire of Mundaring, we are here to support our community and make it easy for you to access our services. This Charter sets out what you can expect when you contact or visit us. It reflects our commitment to being clear, respectful and easy to deal with, and supports our vision of being the place for sustainable living.

Contents

Our values 4

What you can expect from us 5

Face to face service 6

Telephone service 6

Written and email service 7

Online 7

Measuring and improving our service 8

How you can help us 8

Accessibility and inclusion 9

How to provide feedback 9

Complaints 10

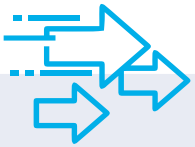
Our values

Shared values guide the way we think and behave.



Community Focus

We prioritise community by listening to and valuing diverse needs and opinions. We respect differing views and aim for consensus in decisions. When that's not possible, we make balanced, well-informed choices for the greater good.



Proactive

We are proactive and forward-thinking, seeking innovative solutions and driving positive change. We address problems before they arise and respond swiftly to challenges and opportunities for the community's benefit.



Respectful

We value and respect all people, regardless of differences, showing empathy, kindness, and clear, respectful communication. We care for the environment, heritage, and responsibly manage our people, funds, and assets.



Accountable

We are open, transparent, and accountable for our actions. We set clear expectations, ensure we have the right support to deliver quality work, and make commitments visible to encourage collaboration and progress.

What you can expect from us

When you deal with the Shire, you can expect that we will:

- Treat you with courtesy and respect
- Listen to you and take responsibility for your enquiry
- Keep you informed so you know what is happening and what to expect
- Provide clear and accurate information
- Be honest about what we can do and how long it will take
- Protect your privacy
- Look for ways to improve based on your feedback
- For complex enquiries or approvals, we will outline the full process at the start so you know what to expect

We are part of the Shire community, and we aim to provide a service that reflects that.

Face to face service

When you visit us in person:

- Our staff will be easy to identify
- We will welcome you and take the time to understand your request
- We will explain your options in a clear and simple way
- Where possible, we will resolve your enquiry on the spot
- If we need input from another staff member, we will arrange for them to contact you within one business day

Telephone service

When you call us:

- We will answer your call promptly and let you know who you are speaking with
- If the right person is not available, we will connect you to someone who can help or take a message
- If you leave a voicemail, we will return your call within one business day
- We will make sure your enquiry is passed on properly so you don’t have to repeat information
- Urgent issues can be reported through our after-hours service

Written and email service

When you write to us:

- We will use clear, easy to understand language
- We will acknowledge your enquiry within two business days and provide a detailed response within five business days
- If your request will take longer, we will let you know who is handling it and when you can expect a full response

Online

When you choose to connect with us online:

- Our website will be kept up to date and easy to use
- We will share timely and relevant information
- We will continue to improve how you access services online

Measuring and improving our service

We will continue to improve our services by:

- Listening to feedback from our community and incorporating this into improved processes
- Monitoring customer satisfaction
- Investing in our staff
- Using clear performance measures and reporting on results
- Recognising staff who provide great service

How you can help us

You can help us provide the best service possible by:

- Treating staff and other community members with respect
- Providing accurate information
- Letting us know if your details change
- Booking appointments for complex enquiries where possible
- Using the contact details provided and quoting reference numbers where available
- Giving us feedback, whether we've done well or need to improve

Accessibility and inclusion

We are committed to making our services accessible to everyone.

- Documents are available in alternative formats on request
- Interpreting services, including AUSLAN, can be arranged free of charge
- The National Relay Service is available for people who are Deaf or hard of hearin

How to provide feedback

If you would like to suggest ways to improve our customer experience, you can:

(08) 9290 6666

shire@mundaring.wa.gov.au
In person at any of our facilities or to any Shire of Mundaring staff member

mundaring.wa.gov.au and complete the Customer Feedback Form

Chief Executive Officer, Shire of Mundaring,
7000 Great Eastern Highway, Mundaring
WA 6073

Complaints

We aim to identify your issue early and resolve it as soon as possible.

If your experience with Shire of Mundaring didn't meet your expectations, please take the time to let us know. We take complaints seriously and attempt to resolve any issue. We use complaints data to improve our services.



Shire of MUNDARING

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