



# CUSTOMER SERVICE CHARTER

Shire of Carnarvon

*The Shire of Carnarvon is committed to providing quality customer service that will meet the highest standards and ensure we meet the needs of our customers in a professional and ethical manner*

Endorsed by  
Council –  
October 2016

## *Our commitment to you -*

The Shire of Carnarvon is committed to providing quality customer service that will meet the highest standards and ensure we meet the needs of our customers in a professional and ethical manner with courteous and efficient service. As part of this commitment, Shire staff are committed and will endeavour to -

- Respect, listen and care for you and your concerns;
- Respect your privacy and confidentiality;
- Aim to communicate clearly and in plain language;
- Be positive and receptive to new ideas;
- Take a fair and balanced approach with our decisions;
- Provide relevant and up to date information relating to our services via our website, facebook page and other publications;
- Be realistic about what we can do and in what timeframe;
- Excel in providing a high level of customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience;
- Actively seek your feedback on our services to ensure they meet your needs;
- Respect the diversity of our community;
- Be fair and accountable in our service delivery;
- Be transparent in our decision making;
- Strive for excellence in all we do;
- Seek to develop and support innovation while respecting sustainability principles;
- Develop positive relationships and partnerships through participation;
- Strive for prosperity for the Shire community.

## *Our Vision Statement*

The Shire of Carnarvon is a

Friendly, vibrant, safe, prosperous and attractive to residents, businesses and visitors.

A major tourist destination.

A place where different communities live in harmony enjoying excellent lifestyles.

Recognised for achieving environmental sustainable development.

Well positioned to achieve economic success based on our location, infrastructure, water resources and business opportunities.

The growth hub of the Gascoyne.



## *Mission Statement*

Guiding Carnarvon and her suburbs to a prosperous and exceptional lifestyle based on our climate, cultural diversity and unique coastal setting.



## *Our Service Standards*

At all times we will endeavour to –

- Provide clients with professional, polite and attentive service in every situation;
- Be neatly presented;
- Listen to customers and take their views into account;
- Act on our commitments in a timely manner;
- Satisfy your request at the time you visit;
- Contact you within 24 hours to arrange an appointment should the required officer not be present;
- Treat customers fairly and take account of the customer's particular needs;
- Provide customers with necessary and relevant information;
- Respect the diverse cultural backgrounds of all members of our community;
- Be punctual for meetings and appointments.

## *Contact Councillors*

Councillors being the elected members of the community will endeavour to -

- Represent the community across the district;
- Provide leadership and guidance to all sectors of the community;
- Facilitate communication between community and Council staff;
- Make decisions on matters before Council;
- Determine Council policy in the best interests of the community;
- Govern the Shire's finances and provide forward planning and evaluation of progress.

Councillors are keen to hear the views of local residents on good ideas and matters of concern. You can contact your local Councillor by email or telephone. Contact details are available on the Shire of Carnarvon website at [www.carnarvon.wa.gov.au](http://www.carnarvon.wa.gov.au) .

## Standard Response Guide

Service	Standard (Max. Period)
<b>We aim to</b> <ul style="list-style-type: none"> <li>➤ Answer telephone calls</li> <li>➤ Retrieve and return voicemails</li> <li>➤ Acknowledge emails – if a detailed response is required</li> <li>➤ Reply to emails</li> <li>➤ Respond to general correspondence</li> <li>➤ Acknowledge community engagement emails</li> <li>➤ Respond to community engagement enquiries</li> <li>➤ Notification if we are unable to keep a commitment</li> </ul>	<ul style="list-style-type: none"> <li>• Immediately</li> <li>• 2 working days</li> <li>• 3 working days</li> <li>• 5 working days</li> <li>• 10 working days</li> <li>• 1 working day</li> <li>• 10 working days</li> <li>• As soon as possible</li> </ul>
<b>Animals</b> <ul style="list-style-type: none"> <li>➤ Respond to urgent incidents</li> <li>➤ Respond to routine incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Immediately</li> <li>• 2 working days</li> </ul>
<b>Environmental Health</b> <ul style="list-style-type: none"> <li>➤ Respond to urgent incidents</li> <li>➤ Respond to written complaints</li> <li>➤ Respond to urgent environmental nuisances</li> <li>➤ Inspect registered food premises, caravan parks, etc</li> <li>➤ Inspect other environmental health matters</li> <li>➤ Septic Applications</li> <li>➤ Septic Installation Inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Immediately</li> <li>• 5 working days</li> <li>• 1 working day</li> <li>• Once a year (min)</li> <li>• 5 working days</li> <li>• 14 days</li> <li>• 1 day</li> </ul>
<b>Finance</b> <ul style="list-style-type: none"> <li>➤ Payment of creditors accounts</li> <li>➤ Processing rates searches</li> <li>➤ Issue of yearly rates notices</li> </ul>	<ul style="list-style-type: none"> <li>• 30 working days (max)</li> <li>• 10 working days</li> <li>• 6 weeks from adoption of annual budget</li> </ul>
<b>Frontline Services</b> <ul style="list-style-type: none"> <li>➤ Face to face customer service acknowledgement</li> <li>➤ Refer messages to relevant officer/section</li> </ul>	<ul style="list-style-type: none"> <li>• As soon as possible upon arrival at front counter</li> <li>• 1 working day</li> </ul>
<b>Governance</b> <ul style="list-style-type: none"> <li>➤ Tenders and Quotations Acknowledgement</li> <li>➤ Website enquiries</li> <li>➤ Council meeting agenda availability (Council website)</li> <li>➤ Council meeting minutes availability (Council website)</li> <li>➤ Complaints management process</li> </ul>	<ul style="list-style-type: none"> <li>• 2 working days of close of tender/ quotation</li> <li>• 2 working days</li> <li>• As required by the Local Government Regulations</li> <li>• As required by the Local Government Regulations</li> <li>• Acknowledgement – 3 working days</li> <li>• Response to non-complex complaint – 5 working days</li> <li>• Response to complex complaint – 30 working days</li> </ul>
<b>Human Resources</b> <ul style="list-style-type: none"> <li>➤ Acknowledgement receipt of all job applications</li> <li>➤ Response to outcome of applications</li> </ul>	<ul style="list-style-type: none"> <li>• 5 days after close of advertising</li> <li>• 2 weeks after appointment</li> </ul>
<b>Library</b> <ul style="list-style-type: none"> <li>➤ Process new membership</li> <li>➤ Respond to library website enquiries</li> </ul>	<ul style="list-style-type: none"> <li>• 1 working day or as soon as possible (subject to completion of completed paperwork and proof of ID and residence)</li> <li>• 2 working days</li> </ul>
<b>Wastewater</b> <ul style="list-style-type: none"> <li>➤ Odour complaints</li> </ul>	<ul style="list-style-type: none"> <li>• 24 hours</li> </ul>
<b>Building</b> <ul style="list-style-type: none"> <li>➤ Development Approvals</li> <li>➤ Building Approvals</li> <li>➤ Swimming Pool Fence Inspections</li> </ul>	<ul style="list-style-type: none"> <li>• As per statutory timeframe specified</li> <li>• 10 days certified/demolition 25 days uncertified applications</li> <li>• Every 4 years</li> </ul>

