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## AP001 – Customer Service Charter

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### 1. Intention

To provide the basis for the provision of excellent customer service to residents and visitors of the Shire of Waroona.

### 2. Scope

This policy applies to:

- Elected Members;
- All workers whether by way of appointment, secondment, contract, temporary arrangement or volunteering, work experience, trainees and interns; and
- Any external party involved in providing goods or services to the Council, such as contractors, consultants, outsourced service providers and suppliers.

### 3. Definitions

**Customer** means any person or organisation that we have dealing with.

**Customer Service Charter** means a document that states the commitment we make to customers and outlines the Shire of Waroona Service Standards. The document will be updated and amended from time to time by the Chief Executive Officer.

**New employee induction** means an internal document made available to all new employees outlining customer service standards and utilised during employee induction.

### 4. Statement

The Shire of Waroona is committed to being a leading customer focused organisation.

As such, the Shire shall strive to provide excellent customer service that is sensitive to the needs of our customers, is of real value and is of the highest possible standard. This will be achieved through dedication and innovation to conscientiously and consistently improving our customer service and the customer experience.

At all times, the Shire and its staff will aim to:

- deliver a standard of service that meets and exceeds customer expectations;
- engage with our customers to build and ongoing, positive relationship and keep our customers informed;
- communicate in a way that is open, honest and respectful as per the Shire's values;
- provide prompt, reliable and accurate information in a timely manner; and
- seek customer feedback to improve our services.

Each member of staff is accountable for the quality of service they deliver and is responsible for identifying and reporting any impediments to the delivery of good customer service.

Management will act upon any identified impediments with the object of delivering ongoing good customer service.

It is also expected that customers will engage with the Shire in a courteous and polite manner. If customers are personally abusive, use bad language, or are threatening in any way, the staff member may decide to cease engaging with the customer. Unsuitable behaviour includes shouting, displaying bullying behaviour, using abusive or obscene language, making threats, is intimidating, inappropriate or acting in a threatening manner towards Shire officers. Staff are not expected to tolerate this type of behaviour.

The CEO or his delegate may decide to limit or cease responses to any person who is abusive and/or derogative in their communication with the Shire or who fails to accept that the Shire has done all it can to assist. A decision of this nature will be communicated in writing to the customer. If the Shire considers that the personal safety of a staff member is at risk or feels threatened by the behaviour of a customer, the Police may be notified and legal orders put in place.

The Shire will adopt a Customer Service Charter, which is reviewed every two years, outlining the expectations of the Shire in regards to the Shire's contact and service standards.

## 5. Legislative and Strategic Context

Nil.

## 6. Review

This policy is to be reviewed triennially.

## 7. Associated Documents

Nil.

<b>Division</b>	Administration				
<b>Policy Number</b>	AP001				
<b>Contact Officer</b>	Manager Corporate Services				
<b>Related Legislation</b>	Nil				
<b>Related Shire Documents</b>	A1 – Customer Service Charter				
<b>Risk Rating</b>	Low	<b>Review Frequency</b>	Triennially	<b>Next Review</b>	July 2027
<b>Date Adopted</b>	26/10/2010				OCM10/10/163

Amendments		
Date	Details of Amendment	Reference
25/10/2016	Updated as part of major review.	OCM16/10/115
18/12/2018	Updated as part of major review.	OCM18/12/126
22/06/2021	Updated as part of major review and reformatted.	OCM21/06/071
23/07/2024	Amended content under definitions and policy statement	OCM24/07/108
Previous Policies		
COM012 – Customer Service Charter		
2.48 – Customer Service Charter		