

Customer Service Charter



HOW TO CONTACT US



In person: 3 Peel Street
Mandurah WA 6210
Monday to Friday 8.30am – 4.30pm

See our website for other service locations.



Telephone: (08) 9550 3777
Monday to Friday 8.30am – 5.00pm

The City provides an after-hours service outside of business hours, so that the City can be contacted 24 hours a day, 7 days a week to respond to urgent/emergency issues.



Email: council@mandurah.wa.gov.au



Online: mandurah.wa.gov.au
facebook.com/CityofMandurah



In writing: City of Mandurah
PO Box 210
MANDURAH WA 6210

If you are deaf, or have a hearing or speech impairment:

If you need help to speak or listen please contact us through the National Relay Service.

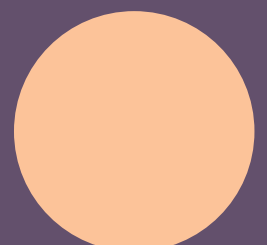
For more information visit www.relayservice.gov.au or on 1300 555 727.

Interpreter Service:

If you need an interpreter please contact TSI National on 131 450 and ask to be connected to the City of Mandurah on 08 9550 3777.

Alternative Formats:

You can request documents in alternative formats including electronically by email, in hard copy – in large, standard print, Easy English, or braille. Documents are also available in other languages on request.





THE CITY OF MANDURAH'S COMMITMENT TO YOU

Our Customer Service Charter sets out our commitment to you, our customers, on the kind of service you can expect to receive from the City of Mandurah. We aim to be an exceptional service provider. We believe that service is a combination of the level of service provided, the way in which it is delivered, and the processes and procedures supporting that service. This charter details the level of service you can expect to receive from us, and what to do if you feel those expectations are not met.

This charter will be reviewed and adapted to meet the changing needs of our customers.

OUR CUSTOMERS

Our Customer Service Charter relates to any person or organisation having dealings with the City of Mandurah



OUR COMMUNITY VISION

***We are built in nature, where a thriving regional city and the heart of a village meet.
Woven by waterways, a city with a village heart.***

OUR PURPOSE AND VALUES

The City of Mandurah prides itself on consistently servicing the community under the guidance of the organisation wide purpose and values.

Purpose

***To create a vibrant and connected city
that supports and improves the community
for everyone.***

This purpose statement defines the role of the City as an organisation in delivering outcomes for the community but also ensures staff understand their role in delivering those outcomes.



OUR VALUES



CONNECTED

One team.
One community.



INNOVATIVE

Lead the way.
Have a can-do attitude.



INTEGRITY

Do it right.
Do it safe.



COURAGE

Be brave and resilient.
Embrace change.



EXCELLENCE

Be accountable.
Deliver exceptional service.

THE SERVICE YOU CAN EXPECT FROM US

When you visit us, we will:

- ✓ Immediately acknowledge your presence;
- ✓ Wear a name badge for ease of communication and be professional in our personal presentation.
- ✓ Treat you with respect and courtesy ensuring that your enquiry is handled in a professional, polite, respectful and attentive manner at all times;
- ✓ Listen to you and discuss your requirements fully;
- ✓ Communicate clearly and concisely in plain language that is easily understood;
- ✓ Endeavour to satisfy your request at the time of your visit.



THE SERVICE YOU CAN EXPECT FROM US

When you call us, we will:

- ✓ Endeavour to answer your telephone call promptly;
- ✓ Identify ourselves by using first name and business unit name;
- ✓ Listen carefully and make a helpful response;
- ✓ Make every attempt to resolve your enquiry through our Contact Centre at first point of contact or ensure specialist enquiries are referred to the correct officer on the first transfer.

When responding to your enquiries, we will:

- ✓ Promptly answer your enquiries in whichever channel you choose to communicate with us;
- ✓ Strive for first point of contact resolution;
- ✓ Inform you of the name and department of the staff member who is handling your enquiry;
- ✓ Be honest about what we can do for you, take ownership of your enquiry and keep you informed of progress to completion;
- ✓ Inform you of the agency that may be able to help you if your enquiry falls outside the City's control;
- ✓ Respond to your enquiries within an agreed timeframe and with a focus on solutions;
- ✓ Provide prompt, reliable and accurate information;
- ✓ Display behaviours and actions that reflect our values and corporate standards.



HOW YOU CAN HELP US MEET OUR COMMITMENTS TO YOU

- Providing accurate and complete details in any request you make;
- Maintaining a respectful and polite attitude with the City's Officers;
- Work with us to reach a resolution;
- Contacting the City to make an appointment if you have a complex enquiry or need to speak to a specific Officer;
- Being patient, at times some complicated requests and enquiries can not be immediately resolved by our Officers.
- Respecting community property;
- Respecting the rights of other customers;
- Advise us if your contact details change.

City of Mandurah staff at all levels will connect with you. Any signs of threatening or unreasonable behaviour may result in:

- Communication being ceased;
- Access to services and facilities being discontinued.

COMPLAINTS RESOLUTION PROCESS

The City of Mandurah is committed to ensuring that any complaint received is dealt with professionally, investigated and acted on quickly and appropriately. The City's approach is to provide a fair, consistent and structured process for customers dissatisfied with an action, decision or service.

The City of Mandurah takes a tiered approach to handling complaints:

- 1. Frontline Resolution:** frontline staff receive the complaint and resolve it immediately, if possible.
- 2. Investigation:** if frontline staff cannot resolve the complaint, they will transfer it to the most appropriate city officer for investigation and resolution.
- 3. Referral:** In instances where complaints are of a more serious nature, are not satisfactorily resolved or require investigation across a number of work areas, the complaint will be escalated to the most relevant city officer to investigate and resolve.
- 4. Internal Review:** Where the outcome of a complaint is regarded as unsatisfactory by the complainant the Chief Executive Officer will determine the appropriate resolution.
- 5. Access to External Review:** In circumstances where these internal processes are unable to resolve a complaint or satisfy the complainant, the complainant may choose to refer the complaint to an appropriate external agency for review such as the State Ombudsman or the Department of Local Government.

The City will acknowledge receipt of the complaint, informing the complainant of the name and department of the staff member who is handling the matter, and advising of a timeframe for resolving the issue.

We aim to resolve all complaints within the City's standard service delivery timeframes depending on the complexity of the complaint. Where complaints are not resolved within standard service delivery timeframes the staff member handling the matter will continue to keep the customer informed of the progress regarding investigation and resolution.



CHILD SAFE - CUSTOMER SERVICE, COMPLAINTS, REPORTING

The City commits to being a child safe organisation where children and young people are nurtured, protected from harm and treated respectfully. The City upholds the rights and best interests of the child in decision making and supporting the safety, participation, wellbeing and empowerment of children.

We take particular care to ensure the City's services are safe, inclusive and responsive to the needs of children and young people. We aim to engage children and young people in decisions that affect them and ensure staff are equipped with knowledge and skills to create child safe environments.

We welcome feedback and encourage children and young people to speak up. Any requests, reports or complaints from children and young people will be taken seriously and responded to quickly and professionally. We will work with you to ensure information is age-appropriate, accessible and with a child friendly approach.

The City strives towards continuous improvement consistent with the ten National Child Safe Principles.

PROTECTING PERSONAL INFORMATION

The City of Mandurah Records Management Policy has two key elements which relate to security, protection and access to records. The City also considers the Privacy Principles of the Privacy Act 1988 (Cth) (Act) in regards to the collection and disclosure of personal and sensitive information. The City respects all personal and confidential information you provide us and will do everything possible to protect information from unauthorised access, loss or misuse.

We will record your details if you send us an enquiry, a customer request or submit a community comment. These will be used for City purposes and will not be disclosed without your consent.

Information is collected from many different sources such as electoral rolls, rates and pet registration databases, specific user groups and emails. This information may be used by the City to conduct market research and customer satisfaction surveys so that we better understand our community needs and can improve our service delivery. It is not our policy to share information collected with other organisations.

FREEDOM OF INFORMATION

The Freedom of Information (FOI) Coordinator is required to address FOI request in accordance with the principles of Administration set out in Section 4 of the Freedom of Information Act 1992. This delegation allows the following:

- Assists customers to obtain access to documents;
- Allows access to documents to be obtained promptly and at the lowest reasonable cost;
- Assists customers to ensure that personal information contained within documents is accurate, complete, up-to-date and not misleading.

The FOI Coordinator will adopt standards for best practice which will ensure FOI requests are responded to in the timeliest and most cost-effective way.





CITY OF MANDURAH
Administration Building
Yoolin Mia

Woven by waterways, a city with a village heart
gabi mandjoo koort

Our Mandjoooordap

