



Shire of
Nannup
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Customer Service Charter

Last Updated 2011
Review Date: June 2020

Our Customer Service Charter reflects our commitment to provide you with quality services and gives standards by which to measure our performance. It also provides staff with clear standards for which to aim.

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

The original Customer Service Charter was adopted by Council at its meeting held on 28 June 2001.

OUR COMMITMENT TO YOU

In recognising that our customers are our main priority, we will:

- Treat all customers with courtesy, respect and fairness
- Provide efficient and reliable service in a timely and professional manner
- Make ourselves available and accountable to our customers
- Provide customers with accessible, informative and user friendly information
- Maintain our community facilities to an acceptable standard
- Invite and evaluate feedback to improve services to the community

OUR PROMISES TO YOU

We will – Provide Courteous and Efficient Service by

- Providing staff who are trained to deal competently with your enquiry
- Ensuring staff are fully informed about services, policies and procedures
- Providing quality service in all areas of the Shire during office hours

We will – Display an Image that Enhances our Community by

- Observing a dress standard that is both neat and suitable
- Conducting ourselves in a professional manner that enhances the image of Council and the community

We will – Respond to Community Needs Promptly and Effectively by

- Responding to customer telephone calls promptly in a prompt and courteous manner.
- Acknowledging customers at the counter as soon as they arrive at all times.

We will – Reply to all Communications Promptly by

- Responding to telephone messages the same day if possible otherwise within three working days.
- Where a response to written correspondence cannot be provided within 10 working days the correspondent will be advised a date when a response will be provided.
- Resolving complaints and disputes as quickly as possible with a goal of 15 working days' maximum, but for complex issues will maintain an open and acceptable dispute resolution process.

We will – Provide Accurate Information at all Times by

- Providing easily readable and up-to-date brochures, policy manuals and other written documents
- Managing sensitive material with care and consideration for the individual or organisation affected

As Councillors Representing the Community we will

- Consider the attitudes of our community in the decision making process at Council Meetings
- Facilitate communication between community and Council
- Provide clear and concise guidance to the Chief Executive Officer so as to enable the decisions of Council to be implemented
- Be accountable to our community for decisions and actions of Council
- Provide the community with strong dynamic leadership and guidance

We will – Update on Changes Affecting the Community by

- Providing our customers with new and relevant changes to policies, procedures, environmental and community interests through a number of communication services.

We will – Seek Community Feedback relating to Our Service by

- Utilising customer surveys, interviews and other sources that will allow us to monitor customer service delivery.

How you can help us

- Be respectful and courteous to Shire staff
- Contact us to arrange an appointment where possible
- Provide accurate and complete information
- Be honest in your dealings with us
- Let us know if our delivery and standards of service needs to improve

Rude, abusive or aggressive behaviour may include offensive gestures, verbal abuse, threatening behaviour, physical violence against property or physical violence against a person.

If in the opinion of any staff member, rude, abusive or aggressive comments or statements are made in telephone conversations or in person, the staff member may:

- i. Warn the customer, that if the behaviour continues, the conversation or interview or meeting will be terminated immediately;
- ii. Terminate the conversation or interview or meeting if the rude, abusive or aggressive behaviour continues after a warning has been given.

Where a conversation or interview or meeting is terminated, the staff member must notify the relevant Manager or CEO of the details as soon as possible.

If in the opinion of the CEO any correspondence to Council contains personal abuse, inflammatory statements of materials clearly intended to intimidate, it will be returned to the sender and not otherwise acted upon.

Violence, damage to property or threatening behaviour may be reported to Police, depending on the severity of the actions.

SERVING OUR COMMUNITY

In keeping our promises to you we will ensure that the professional service we provide will enhance the unique quality of life and lifestyle of all the community in the Shire of Nannup.

OUR COMMITMENT IN THE SERVICES WE PROVIDE

1. Councillors

We will serve the community who elected us with openness, integrity and honesty so as to achieve the very best results for all the community of the Shire of Nannup.

2. Customer Complaints

We will, in receiving a customer complaint, treat it as an opportunity rather than a problem, resolving it quickly in a respectful and courteous way.

3. Community Law

We will set and maintain acceptable community standards in the areas of:

- Animal Control and Welfare
- Fire Control
- Equitable Parking Facilities
- Environment Protection

4. Building and Construction

We will ensure that private and community buildings are constructed and maintained in accordance with relevant legislation and the Building Code of Australia. Infrastructure developed on behalf of the community will provide for growth and quality of life.

5. Planning and Development

We will plan and coordinate orderly development and growth of the Shire in the areas of:

- Residential
- Commercial
- Industrial
- Rural
- Tourism
- Special Rural

6. Community Services

We will provide facilities and services to all members of the community in the areas of:

- Information
- Libraries
- Tourism
- Agendas
- Health and Sanitation
- Sporting Facilities
- Recreational Facilities
- Youth

7. Parks and Gardens

We will ensure that Shire parks, gardens, and associated facilities are kept accessible, neat and clean and addressing appropriate safety standards.

8. Roads and Drainage

We will embrace the practical & safe requirements of construction and maintenance for our urban & rural road network, in doing this we will maintain suitable road & drainage infrastructure for the needs of the Shire.

9. Rates and Finance

We will be sensitive to community needs and expectations in setting rating levels and we will ensure full and transparent accountability of the entire Shire income and expenditure.

10. Emergency and After Hours Operations

We will respond (where practicable and safe for Shire employees) to after-hours customer service in the areas of:

- Fires and bushfires
- Dangerous road conditions
- Fallen trees on roads
- Flooding/Drainage
- Vandalism
- Straying stock

Feedback

Customer satisfaction is important at the Shire of Nannup.

As we endeavour to deliver even better service, we encourage you to give feedback. Whether you have a request for service, a complaint or a compliment, we would like to hear from you.

Please phone us on 08 9756 1018, email nannup@nannup.wa.gov.au or visit our website www.nannup.wa.gov.au If you would like to write to the Shire of Nannup please address your correspondence to:

Chief Executive Officer
Shire of Nannup
15 Adam Street (PO Box 11)
NANNUP WA 6275

1. COUNCILLORS AND THE SHIRE OF NANNUP

The system of local government relies on the integrity of elected individuals to represent the entire community. As individuals and as a decision making group, Councillors are committed to informing the community of the manner in which we are meeting our responsibilities.

As Councillors we will:

- Represent the interests of electors, ratepayers and residents
- Provide quality leadership and guidance to the community
- Facilitate effective communications between the community and Council
- Participate in accountable decision making processes at meetings

As Councillor Representatives of the Shire of Nannup we will serve the community who elected us with openness, integrity and honesty so as to achieve the best results for the community of Nannup. This will be achieved by:

- Being customer driven, recognising we represent the community and as such seek to lead, manage and support all aspects of community lifestyle.
- Providing leadership in representing and promoting the community.
- Ensuring that the services provided by Council are fiscally responsible and reflect the needs and realistic expectations of the community.
- Providing opportunities for the community to provide constructive feedback relating to all aspects and performance of the Shire of Nannup.
- Conducting all Council Meetings in a way that ensures open governance and dignity of all councillors.

- Providing an effective complaints handling process that enables efficient, fair and timely resolution.
- Ensuring that all Councillors and staff have sufficient resources to enable them to provide quality service in all areas of our local government.
- Providing opportunities for the community to effectively communicate with Councillors and, where appropriate, facilitate between community members and appropriate individuals, groups or organisations.
- As an informed team, fully supporting in every way, decisions made in Council even though as individuals we may disagree.
- Providing appropriate information to approved respondents in an effective and timely manner.

2. CUSTOMER COMPLAINTS

A “Customer Complaint” refers to dissatisfaction expressed, either in writing or verbally by a customer, in relation to a Council service or issue. To assist in ensuring the accuracy of a complaint, the written format is preferred.

The Shire of Nannup is committed to providing excellent customer service to our customers and value customer feedback. we welcome feedback if you feel that you have had an unsatisfactory resolution.

If you complain VERBALLY we will:

- Treat you with respect and courtesy and strive to find a resolution to your complaint at the first point of contact.
- If not resolved at first point of contact, we aim to resolve complaints and disputes with a goal of 15 working days; with complex issues entering an open and accessible dispute resolution process.
- Provide a “Record of Conversation” if your complaint needs to be further actioned and provide you with the name of the actioning officer.

If you complain in WRITING, we will:

- Where a response to a written complaint cannot be provided within 10 business days, the complainant will be advised a date when a response will be provided. also stating our understanding of the complaint, action that needs to or has been taken and the name of the actioning officer.

If you still remain DISSATISFIED:

- Where a Complaint refers to Council's non-adherence to this Charter and has not been resolved to your satisfaction, you may request in writing to have the Chief Executive Officer review the handling of your complaint.
- If after all avenues of negotiation have been exhausted and you remain unhappy with the outcome there remain the following options available:

Ombudsman

Office Location:

Level 2, Albert Facey House

469 Wellington Street

Perth WA 6000 Postal Address:

PO Box Z5386

St Georges Terrace Perth WA 6831

Telephone: 1800 117 000 (free from landlines) Facsimile: 08 9220 7500

www.ombudsman.wa.gov.au

Department of Local Government

Gordon Stephenson House, 140 William Street, 2nd Floor Reception, Perth WA 6000

PO Box 8349 Perth Business Centre WA 6849

Telephone: (08) 6552 7300

info@dlgsc.wa.gov.au

Minister for Local Government

7th Floor, Dumas House, 2 Havelock Street, West Perth WA 6005

Telephone: (08) 6552 5400 Facsimile: (08) 6552 5401

Minister.Templeman@dpc.wa.gov.au

3. COMMUNITY LAW

The Shire of Nannup is to ensure that the relevant Acts and Local Laws are policed and enforced in a fair and equitable manner for the benefit of the residents and visitors to the Shire of Nannup.

These issues cover fire break infringements, car parking, restricted and prohibited burning periods and caravan parks and camping legislation.

Council will provide a detached and efficient internal appeal/dispute resolution system that allows reconsideration of disputed infringements issued prior to those matters going to Court.

4. BUILDING AND CONSTRUCTION

The aim of staff working with builders, owner builders and all associated people is to ensure all building applications are processed and approved in accordance with Council Policy, the Building Code of Australia, relevant standards and regulations.

We will:

- Provide a 10 working day turnaround time on building applications that:
 - ◆ Are complete applications (all required information provided).
 - ◆ Are single residential.
 - ◆ Will not require Planning Department, Technical or Community Services approval.
- Ensure that you are fully informed on the progress on Building Applications that require approval from other services by providing the name and contact number of the person responsible for the application.
- Attend building sites for all inspections required under a Building License as soon to completion of work as is practicable.

Appointments may be made between 8.30 am and 4.30 pm Monday to Friday; for inspections to coincide with the day that the Building Inspector is on site.

5. PLANNING AND DEVELOPMENT

The Shire of Nannup seeks to assist in the planning for future residential, commercial, tourist, industrial and rural land uses, whilst having regard to the natural environment and ensuring that the rules and regulations controlling development within the existing built environment are being administered and adhered to.

We will:

- Acknowledge receipt of all planning applications within three working days of receiving the application.
- Respond to subdivision referrals within 42 working days of receiving the referral.
- Where applications have to be determined by full Council advise applicants of Council's decision within seven working days of the Council meeting.
- Where an application has been advertised and no submissions received, advise the applicant within 10 working days of the close of advertising of the determination or extended determination date.
- Respond to correspondence relating to Scheme Amendments within 20 working days identifying any additional information that may be required, advising of the process to be undertaken and the expected timeframe to finalise the matter
- Commence investigation of written compliance related complaints within 20 working days of being requested to do so except where there are environmental consequences or safety concerns in which case we will inspect immediately
- Conduct a final inspection of completed developments within five working days of being requested to do so unless independent professional advice is required to be obtained when the timeframe may have to be extended to suit the contracted party.
- Return development bonds (or advise the bank to release the bank guarantee) within ten working days of the development being completed to Council's satisfaction.

6. COMMUNITY SERVICES

Community Services provides a focal point for social networks by providing administrative support and infrastructure needed by the community of all ages that enables the achievement of a full and meaningful life within Nannup.

We will:

- Support the tourism industry in ways that will benefit the whole community.
- Provide information to those community members seeking assistance in the areas of Welfare, Disability Services and Youth Activities.
- Provide a focal point for contact in the areas of Sports and Recreation.
- Act as a channel for our community members for information from all levels of government in the area of community services.
- Maintain sporting and recreational facilities to an acceptable standard.

6.1 LIBRARY SERVICES

The Shire of Nannup Library Service is committed to providing for the recreational, educational and social needs of the community.

We will:

- Provide a relevant and balanced State-wide collection of library resources in a wide variety of formats.
- Provide a pleasant and relaxed environment to enjoy the facilities and resources of the library.
- Provide an efficient and responsive inter-library loan service. Reservations will be placed as soon as is practicable.
- Provide current and accessible information on Council's activities and policies.
- Home delivery option is available for those who meet the eligibility requirements.

6.2 ENVIRONMENTAL HEALTH & WASTE MANAGEMENT

We will:

- Ensure a continuous improvement approach in the provision of Environmental Health Services and Waste Management.
- Ensure our customers are provided with an efficient waste collection, recycling service, and appropriate waste disposal facilities.
- Undertake the monitoring and surveillance of all public accommodation, food and water providers for the benefit and welfare of the community.
- Administer all appropriate Public Health Legislation for the benefit of the community's comfort and welfare.

Provide readily accessible Public Health Information in the areas of Council's operations

7. PARKS & GARDENS

Council aims to provide quality parks and gardens which enhance the amenity in neighbourhoods and quality of life for the community while providing an image that visitors and tourists would enjoy.

We will:

- Work to ensure parks, gardens, and associated facilities are kept neat, clean and to a level that addresses appropriate safety standards.
- Work in conjunction with community organisations to ensure sports grounds and parks are prepared and maintained for the community. Provide after-hours emergency services where appropriate.
- Monitor roadside vegetation and street trees for the safety of pedestrians and vehicular traffic
- Maintain Park facilities such as barbecues and playgrounds used by the community to a safe and acceptable standard
- Consider the natural environment in activities such as revegetation, landscaping, protection of native vegetation and beach works and gardens management
- Council's commitment to the provision of quality service is total and embraces the following provided services according to budget provision:
 1. Maintenance of lighting, tree planting and growth, reticulation, gardening and mowing, barbecues, playgrounds and sporting grounds and facilities.
 2. Litter clean up and removal
 3. Support for Emergency Services.
 4. Development of new parks and gardens

8. ROADS AND DRAINAGE

Quality roads and drainage systems throughout the Shire will enhance the safety of road users and the quality of life for the local community and also improve the image for visitors and tourists alike while reducing maintenance and transport costs.

We will:

- Grade and maintain each gravel and sealed road shoulder (where edge wear) throughout the Shire as required, with priority given to high usage roads and school bus routes
- Maintain sealed roads to a universally acceptable standard of roughness for their function
- Provide after-hours emergency services where appropriate
- Upgrade roads in accordance with the Shire of Nannup's Community Strategic Plan 2017-2027, Asset Management Plan 2017-2027 and within overall budget constraints

Council's commitment to the provision of quality service is total and embraces the following services according to budget provision:

Road Construction: clearing, drainage, gravel overlay and sealing works

Road Maintenance: guide posts, street sweeping, tree planting and pruning, maintenance grading and patching works

Signage: construction, installation and maintenance of district signage under the jurisdiction of Council

Footpaths: construction and maintenance of Shire pedestrian traffic access

Emergency Services: support emergency services in areas such as fires and storm drainage

9. RATES AND FINANCE

The prompt and efficient collection of rates is a key factor in the long and short-term financial planning of works and services as determined by community needs. Council must remain customer focussed while remaining fully compliant with the Local Government Act 1995 and appropriate legislation.

We will:

- Provide timely accounts that are easy to understand.
- Give prompt resolution of queries regarding accounts.

- Pay creditors within one calendar month from receipt of invoice. Where queries arise, attempt to resolve the issue so that payment can be made as soon as is practicable.
- Pay approved refunds within ten working days of receipt of claim
- Reimburse development bonds and release bank guarantees within ten working days of all work being completed to Council's satisfaction
- When payments are delayed, keep you informed and give you progress updates.

Rates

- Provide customers with the option to pay by B-Point, EFTPOS, credit card, cash or cheque
- Be responsive to people in financial difficulties.
- Give a clear explanation of how your rates are assessed.

10. EMERGENCY AND AFTER HOURS OPERATIONS

The aim of Council's Emergency and After Hours operations is to ensure that systems are in place to enable a prompt response to all after hours and emergency calls received to ensure public safety.

We will:

- Ensure that Bush Fire Brigades outside the Fire and Rescue area of responsibility have adequate resources to be able to attend to fires immediately upon notification.
- Attend to straying stock on public roads within as soon as is practicable.
- Attend serious flooding or drainage problems that are a threat to public roads or property.
- Attend to vandalism of Shire facilities within one working day of notification depending on the type of damage caused.
- Attend to fallen trees on public roads as soon as is practicable.
- Respond to serious dog attacks as soon as is practicable
- Maintain and adhere to the area Local Emergency Management Plan as circumstances dictate.