

Our Commitment

The Shire of East Pilbara is committed to responsibly managing the Shire on behalf of its residents. We make every effort to maintain the highest standards of service to ensure we meet the needs of our customers in a professional and ethical manner with courteous and efficient service.

When you contact us you can expect to be treated honestly and fairly. We encourage feedback on our customer service performance and welcome your input through submission of the attached feedback form, surveys, and formal correspondence.

We are committed to:

- Responding to your enquiries promptly, showing respect and empathy;
- Dealing with feedback fairly, promptly and professionally;
- Taking ownership of your enquiry and keep you informed of its progress;
- Providing fair and unbiased treatment; and
- Ensuring information, resources and services are consistent and accessible to all.

Our Values

The Shire of East Pilbara's core values provides a basis for our Customer Service Charter.

“Leadership with HEART”

We demonstrate a customer-centric service through:

Honesty

- Being truthful and acting with personal integrity.
- Admitting mistakes, taking responsibility for them and being able to move on within a no-blame culture.
- Build trust through reliability and consistency.

Excellence

- Striving to achieve our best outcomes.
- Encouraging and committing to innovation, creativity, learning and development.
- Planning to deliver quality programs, projects and services.
- Recognising excellence, encouraging people to aspire to be their best and taking pride in our work.

Accountability

- Being accountable to each other, to the community, and to get things right the first time.
- Being accountable to the environment and Aboriginal culture.
- Being accountable to achieve the best outcome and best value for money for our community.

Respect

- Being respectful of people, their cultures, ideas, circumstances and environment.
- Being respectful of ourselves and our well-being, safety, appearance and reputation.

Teamwork

- Working as a team within and beyond our organisation to achieve a common goal and vision.
- Welcoming and providing feedback respectfully.
- Supporting and talking to each other and sharing information.
- Encouraging creativity, flexibility and resilience.

Helping us Help You

Customer service is people helping people. Helping us help you.

You can help us to meet our commitments by:

- Providing us with accurate and timely information to assist with your enquiry;
- Respecting the rights and privacy of other customers;
- Treating our employees with courtesy and respect;
- Providing us with your up-to-date contact details;
- Showing care towards amenity and infrastructure and reporting issues which will help us maintain a high standard of liveability in our community;
- Making an appointment if you have a complex enquiry or wish to meet with a specific officer so that we may respond effectively; and
- Providing us with feedback on your experience and offering suggestions where improvements in service delivery may be made.

Service standards you can expect.

On the telephone we will:

- Answer your calls within 30 seconds.
- Greet you politely.
- Listen carefully, establish your concerns and act on them accordingly.
- Endeavour not to transfer your call more than once.
- Respond to phone messages by the end of the next working day.

- Keep you appropriately informed of the progress of an issue.

Face to face we will:

- Attend to you promptly.
- Endeavour to resolve your enquiry or requests at the time of your visit, otherwise we will refer you to the relevant service area for assistance.
- If a staff member is not available, and an appointment is unable to be made, we will make contact with you, within two working days.

When we respond to your letters & emails we will:

- Acknowledge your email or letter as soon as practical.
- Write clearly in plain English.
- Requests for standard information, such as general enquiries or fact sheets, will be sent within three (3) business day of receipt by the appropriate service unit.
- All other requests will be responded to, or resolved, within ten (10) business days.
- Where further investigation is required, we will provide you with an estimate of when you may receive an outcome to your enquiry.

On our website and social media we will:

- Provide up to date and accurate information.
- Endeavour to make information easy to find.
- Respond within three (3) business days to messages.

Customer feedback and complaints

We welcome all feedback, whether it is recognition of a good experience or providing suggestions on ways to improve the customer experience and services.

You can provide feedback via our website, in writing, over the phone or in person by visiting our administration buildings, recreation centers, aquatic facilities, libraries or Martumili Gallery.

All complaints received are managed in accordance with the complaint management process, based on best practice principles. If you are not happy with the outcome of your complaint, and any subsequent reviews undertaken by the Shire you may wish to contact an external agency such as the Ombudsman Western Australia at:

PO Box Z5386

St Georges Terrace, Perth WA 6831

E: mail@ombudsman.wa.gov.au

T: 08 9220 7555