Customer Service Charter

(insert customer service pic)
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Introduction

Our Customer Service Charter states our commitment to provide you with quality services and provides you standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve the City’s Vision and Values identified in our Strategic Community Plan - Joondalup 2022.

The Vision and Values of the City of Joondalup

The City of Joondalup is committed to the following vision and values:

Vision

“A global City: bold, creative and prosperous”

Values

Primary Values:

In alignment with the City’s bold vision, the City believes the following primary values should be inherent within any well-functioning and community-driven organisation:

   Transparent, Accountable, Honest, Ethical, Respectful, Sustainable, Professional.

Distinguishing Values:

In order to drive strategic improvement and the re-positioning of the City and its community as leaders in excellence the following distinguishing values guide the direction and operations of the City into the future:

Bold - We will make courageous decisions for the benefit of the community and future generations.

Ambitious - We will lead with strength and conviction to achieve our vision for the City.

Innovative - We will learn and adapt to changing circumstances to ensure we are always one step ahead.

Enterprising - We will undertake ventures that forge new directions for business and the local economy.

Prosperous - We will ensure our City benefits from a thriving economy built on local commercial success.

Compassionate - We will act with empathy and understanding of our community’s needs and ambitions.
Service standards you can expect of our employees

In general

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, should you need to re-contact us.
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what timeframes.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs.

Face to face

- Our frontline customer service employees will wear a name badge for ease of communication.
- We will provide you with information as to what is happening within the City of Joondalup and provide relevant options and available services to you.
- We will listen to you and discuss your requirements fully.
- We will endeavour to satisfy your request at the time of your visit. When enquiries of a technical or specialised nature are made at any of our Customer Service Centres, the appropriate officer will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

Over the telephone

- We will endeavour to answer your call promptly.
- Phones will not go unanswered. If the person you are contacting is unavailable, the call will be forwarded to someone who can assist.
- Where messages are left on voicemail, they will be returned within one business day.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will provide a 24 hour telephone service for urgent after hours calls.
- We will introduce ourselves using first names and business unit name and provide a direct contact number for further communications where necessary.
- We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.
- Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times.
- We will return your telephone enquiry by the next business day.

**In writing or email**

- We will write to you in clear, concise language that is easily understood.
- We will send out standard information to you within 24 hours of receiving the request via the City’s record management system.
- We will respond to your letter or e-mail of general correspondence relating to City business within 7 working days of receipt via the City’s record management system.
- If your enquiry requires in-depth research or follow-up that will take longer than 7 working days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response.

**Via the internet or social media**

- We will maintain our website with relevant and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- We will keep up to date with online services and community engagement tools and trends.
- We will continue to review the City’s web-based and social media platforms to further engage and connect with our community and provide additional online self service facilities and tools.
Measuring and improving the quality of our service
We will measure and improve the quality of our service by:

- conducting an annual 'Customer Satisfaction Monitor' survey
- obtaining feedback from the community using feedback forms and customer service surveys
- implementing quality training and coaching activities for our staff
- using key performance indicators in corporate and business planning
- using effective internal systems and corporate reporting to measure our performance
- recognising our staff for customer service delivery excellence.

Helping us to help you
You can help us to meet our commitments to you by:

- being courteous, polite and respectful of our employees
- respecting the rights of, and provide courtesy towards, other customers
- being open and honest with us by providing accurate and complete details when contacting us
- letting us know when your situation changes, for example, your address or personal details change or your dog or cat registration detail change.
- contacting the City to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee
- contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable
- using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue
- working with us to help solve problems
- telling us where we fall short on our service in any aspect so that we may improve our services to you
- helping us recognise our employees by telling us when you have received excellent customer service.
Customer service feedback

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint, we would like to hear from you.

The City has a Customer Relations Advocate to assist with customer feedback, compliments and complaints. This person will ensure your request or comments are dealt with appropriately by the relevant employee. Please refer to ‘Contact us’ for further details.

Ombudsman Western Australia

The Customer Relations Advocate will ensure complaints are managed in accordance with the City’s complaint management processes.

If you are not happy with the initial response to a complaint from the City, please contact the Customer Relations Advocate who will arrange for the matter to be reviewed.

The City makes every effort to provide a satisfactory outcome to matters raised. However, if you are not satisfied with the outcome of our review, you may wish to contact an external agency such as the Ombudsman Western Australia to request a review. The contact details are as follows:

Ombudsman Western Australia
PO Box Z5386
St Georges Terrace
PERTH WA 6831

Freedom of information (FOI)

The Western Australian Freedom of Information Act 1992 provides you the right to apply for access to documents held by state public sector agencies, which includes government departments, local governments, statutory authorities and ministers.

The City will assist you:

- gain access to documents possessed by the City
- ensure information is accurate, complete and not misleading.

If you are unsure whether you need to lodge an application, or for further information, please contact the FOI Coordinator by phone on: 9400 4586, or email info@joondalup.wa.gov.au.

Access and inclusion

The City is committed to creating an accessible and inclusive community for people with disabilities and people from culturally and linguistically diverse backgrounds by providing facilities and services that enable inclusiveness.
If you require the Customer Service Charter, or any document produced by the City, in another format, such as larger print or Braille, simply contact the Community Development Officer – Access and Inclusion.

The City provides the services of an AUSLAN or language interpreter free of charge.

If you have trouble speaking or hearing, you can receive assistance to contact the City via the National Relay Service as follows:

- TTY/voice calls: 13 36 77
- Speak and Listen: 1300 555 727

You may also contact the City directly through the national Translating and Interpreting Service (TIS) by calling 13 14 50.

For more information on the above information, or the City's Access and Inclusion Guidelines, you may:

- Phone: the Community Development Officer – Access and Inclusion on 9400 4952
- E-mail: community.development@joondalup.wa.gov.au
- Web: visit the City’s website at: joondalup.wa.gov.au

**Contact us**

If you would like to suggest ways in which we can improve our service, you can:

**Call:**

- speak to the business area concerned by calling: 9400 4000
- speak to the Customer Relations Advocate by calling: 9400 4942.

**Visit:**

- Visit any of our customer service centres, leisure centres or libraries and complete a Customer Feedback Form.

**E-mail:**

- the City via: info@joondalup.wa.gov.au
- the Customer Relations Advocate via: customer.relations@joondalup.wa.gov.au.

**Internet:**

- Visit the City’s website at joondalup.wa.gov.au and complete the online Customer Feedback Form.

**Mail:**

- Write to the City:
  
  Chief Executive Officer
  City of Joondalup
  PO Box 21
  Joondalup WA 6919