



# Customer Service Charter

## Introduction

The Shire of Harvey serves the community and our customers including residents, workers, visitors, community groups, businesses and investors.

The Customer Service Charter sets out our commitment to you as our customer and the standards of service we aim to deliver for our community.

We care about our customers and endeavor to meet your needs, wants and expectations through exceptional service delivery.

We have included in this brochure the standard timeframes for the services we provide, however, these will depend on correct and complete information being provided by you.

You can contact us to make an enquiry, lodge a customer service request or a complaint:

- In person, by visiting the Shire Administration Centre in Australind or Harvey, Monday to Friday between 9am to 4pm;
- By phone 9729 0300;
- By email [shire@harvey.wa.gov.au](mailto:shire@harvey.wa.gov.au); or
- Online [harvey.wa.gov.au](http://harvey.wa.gov.au)



## Our Commitment to You

We will honour you by:

- Treating all customers with courtesy, respect and fairness;
- Providing honest, efficient and reliable service in a timely and professional manner;
- Making ourselves available and accountable to our customers;
- Explaining our processes and decisions when asked;
- Providing our customers with accessible, informative and user friendly information;
- Information confidentially;
- Maintaining our community facilities to an acceptable standard;
- Inviting and evaluating feedback to continually improve services to our community;
- Updating on Changes Affecting the Community by providing our customers with new and relevant changes to policies, procedures, environment and community interests through a variety of communication options.

 **“We aim to provide great service to you everyday.”**

**P:** 08 9729 0300  
**F:** 08 9729 2053  
**E:** [shire@harvey.wa.gov.au](mailto:shire@harvey.wa.gov.au)  
 102 Uduc Road, Harvey  
 PO Box 500, Harvey  
 Western Australia 6220



SHIRE OF  
**HARVEY**  
[harvey.wa.gov.au](http://harvey.wa.gov.au)

Visit [harvey.wa.gov.au](http://harvey.wa.gov.au)

   

## Our Service to You

### Provide efficient service:

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

### Respond to our community needs

#### Respond to the community needs promptly and effectively by:

- Responding to all incoming customer telephone calls courteously and within five rings.
- Promptly acknowledging customers at the Customer Service Counter.

### Represent our community

#### Display an image that enhances our community by:

- Observing a dress standard that is both neat and suitable.
- Wearing a name badge to identify ourselves.
- Conducting ourselves in a manner that enhances the image of the Shire and our community.

### Accurate information

#### Provide accurate information at all times by:

- Providing easily readable and up to date brochures, policy manuals and other documents in a variety of mediums.
- Managing sensitive material with care and consideration for the individual or organisation affected.

### Prompt communication

- Reply to all communications promptly or enable you to leave a message if we are busy. Responding to telephone messages by the next working day.
- Responding to all written correspondence requiring action (other than statutory time frame governed matters) within 10 working days, or otherwise acknowledge if the 10 days reply is not achievable.

### Community feedback

The Shire regularly seeks community feedback and submissions through quarterly Place Advisory Group meetings, monthly council meetings, Annual Budget Submissions, surveys and through other sources. This feedback allows us to monitor our performance regularly.

## Our Expectations of You

- Treat our officers with courtesy and respect.
- Respect the privacy and safety of our officers as well as of other members of the community.
- Provide accurate and complete information.

### Unacceptable behaviour

- Any act of written or verbal abuse.
- Threatening behaviour or intimidation.
- Damage to Shire's property.

Any interaction with members of the community where any of the above behaviours are used, the communication may be terminated immediately by the Officer. If face to face, the Officer should walk away. If on a telephone, the Officer may terminate the call. If in email, the address may be blocked. If an Officer feels threatened by the language or behaviour of the customer, he/she may notify the Police as soon as possible and notify the Chief Executive Officer.

## Services and Timeframes

General Services	
Correspondence	10 business days
Complaints	10 business days
FOI requests	Within 45 days
After hours service for Shire emergencies (Ranger services)	24h, 7 days a week
Planning and Development Services	
Processing a planning application	60 days, 90 days if advertisement is required
Subdivisions	Within 42 days of receiving a referral from WA Planning Commission
Building and Construction	
Processing building permits	Uncertified within 25 business days, certified within 10 business days
Ranger Services	
Urgent domestic animal complaint	24 hours, 7 days a week
Domestic animal complaint	1 business day
Livestock on road complaints	24 h, 7 days a week
Finance	
Payment of invoices	Within 30 days
Debtor/Creditor queries	Within 2 business days
Rates	
Rate enquires	Within 10 business days
Property questionnaires	Within 10 business days
HR Standards	
Acknowledge job applications	Within 10 business days
Engineering, Parks and Gardens	
Customer action requests	Within 10 business days
Regular maintenance	In accordance with asset management plans and services levels
Environmental Health	
Food Complaints	Immediately for high-risk issues, within 24 hours for other complaints
Inspections	Once per year or more frequently for high-risk premises
Community	
Council meetings	3 weekly cycle
Council meeting agenda	Monday prior to the meeting
Corporate Business Plan and Capital Works program	Budget submissions are invited annually