

# Customer Service Charter







## CEO's Message

**At the City of Kwinana our focus is on providing all members of our community – residents, ratepayers, businesses, and many more – with great service at every opportunity and within every interaction.**

Our Customer Service Charter outlines our commitment to delivering great service at all times by ensuring our approach is:

- Prompt and efficient
- Friendly and professional
- Responsible and accountable
- Accurate and consistent
- Easy to access
- Based on your needs
- Built on well informed decisions

Kwinana is one of the fastest growing communities in the entire country. With such a vastly increasing population it has never been more important for us to be smarter in how we provide great service – this means investing in our people and our technology and having the innovation to make changes (big or small) for the better.

Our commitment to providing you with the best possible value is dependent on knowing where we can improve, and that's why we encourage your feedback and suggestions at all times.

**Wayne Jack**  
***Chief Executive Officer***  
***City of Kwinana***



# Our Vision

*Rich in spirit, alive with opportunities,  
surrounded by nature - It's all here.*

## *Rich in spirit*

Kwinana 2030 will be a place where the strong community spirit that has historically existed continues to thrive and develop.

- A unique identity
- A City alive with activity
- A safe and welcoming place
- Services for an active community
- Strong community leaders
- A community who help each other
- A vibrant arts culture
- A sense of place and heritage
- Accessibility for everyone

## *Alive with opportunities*

In 2030 the City of Kwinana will be a place that is alive with opportunities. The continued prosperity of the local industrial, retail and business community will provide a wide range of employment options for residents.

- Varied job opportunities
- Quality education for all ages
- A bustling retail scene
- A powerhouse industrial area
- A thriving local economy
- Innovative approval system

## *Surrounded by nature*

In 2030 the City of Kwinana is still physically surrounded by nature.

- A beautiful natural environment
- An energy efficient City
- A water-wise City
- A City adapted to climate change

## *It's all here*

Kwinana 2030 will see an increasing number of new community and recreation facilities, as well as significant refurbishment of current amenities.

- Great public places
- Well-kept green spaces
- A well serviced City
- A well planned City
- A well maintained City
- A connected transport network





# Our Values

The team at the City of Kwinana has established a core set of organisational values, which help drive our decision-making and which also underpin our approach to customer service.

These values are:

## **Lead from where you stand**

Leadership is within us all

## **Act with compassion**

Show that you care

## **Make it Fun**

Seize the opportunity to have fun

## **Stand Strong, Stand True**

Have the courage to do what is right

## **Trust and be Trusted**

Value the message, value the messenger

## **Why not yes**

Ideas can grow with a yes





# Our promise to you is that our service will be...

## Prompt and efficient

We will respond quickly and effectively to your service requests by:

- Having defined service standards and expectations.
- Being available and on time for agreed appointments.
- Offering practical advice or referring you when we are not able to provide the service you require.
- Acknowledge all requests within five working days of receipt.
- Advising you of the outcome of your request.



## Friendly and professional

We will provide our services in a friendly and professional manner by:

- Treating you politely and with respect.
- Being friendly, helpful and sensitive to your needs.
- Identifying ourselves – in person, on the phone and in all correspondence.
- Listening carefully and taking time to understand what you say.

## Easy to access

No matter how you contact us we will make every effort to:

- Answer your phone calls promptly.
- Identify specific needs of our customers and offer a variety of service and accessibility options to assist.
- Provide access to City information on our website [www.kwinana.wa.gov.au](http://www.kwinana.wa.gov.au).

## Accurate and consistent

We will provide the information you require by:

- Explaining ourselves clearly using plain language with minimal jargon.
- Outlining our policies, systems and service standards.
- Knowing about the services we provide and how to access information quickly.
- Considering the information you need, not just the question you ask.





## Based on your needs

We will seek your view on the services we offer by:

- Conducting regular community consultation.
- Regularly seeking feedback on our service delivery.
- Listening to and acting upon your requests and feedback.

## Built on well informed decisions

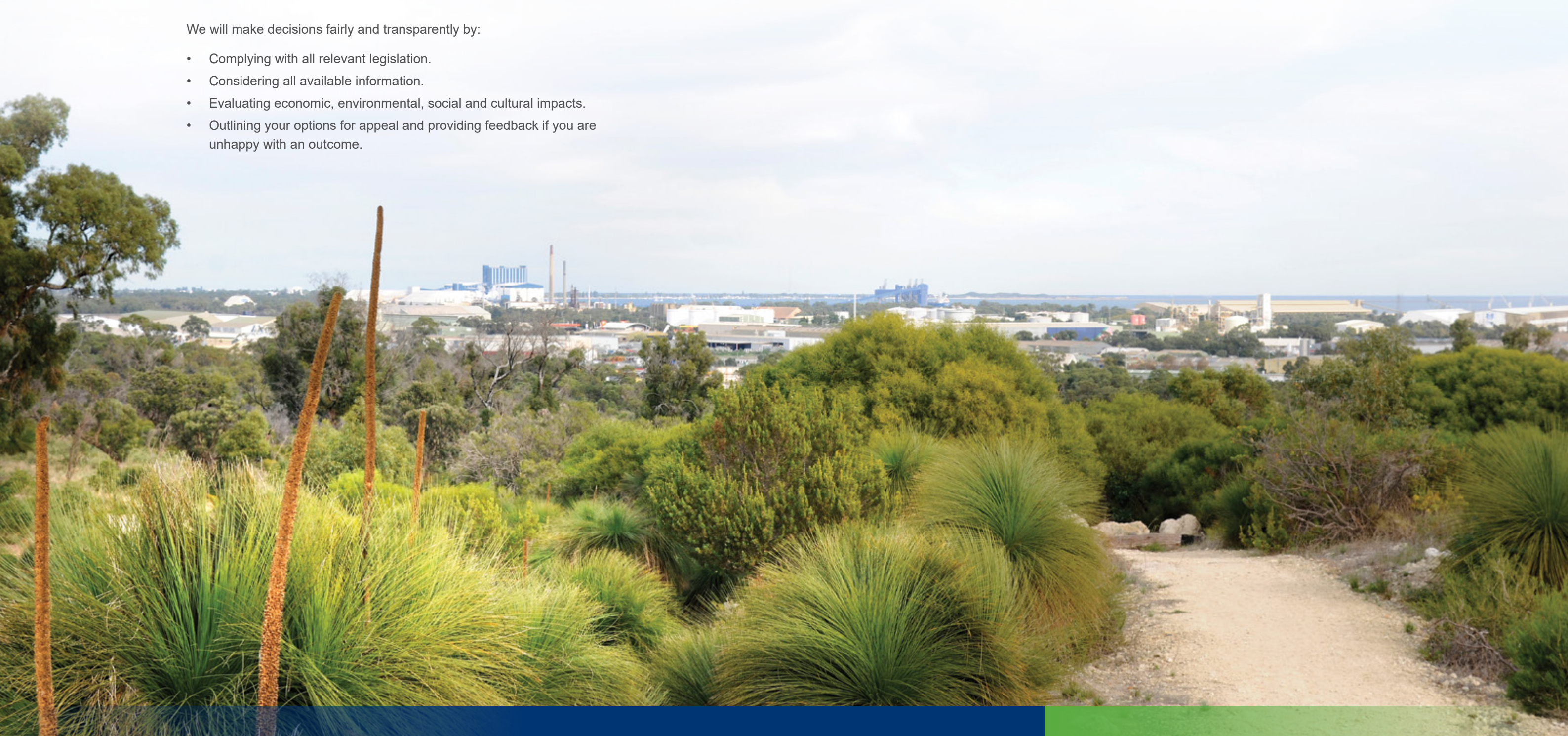
We will make decisions fairly and transparently by:

- Complying with all relevant legislation.
- Considering all available information.
- Evaluating economic, environmental, social and cultural impacts.
- Outlining your options for appeal and providing feedback if you are unhappy with an outcome.

## Responsible and accountable

We will willingly:

- Ensure quality customer service is the responsibility of all employees of the City.
- Contact you and apologise when we have made a mistake or caused delays.
- Take responsibility for our errors and any actions to fix them.
- Inform you of the options open to yourself and the City.
- Explore all options.
- Keep you informed.





# How you can help us

- Be respectful, polite and courteous to City staff.
- Contact us to arrange appointments where possible.
- Provide accurate, complete information and documents.
- Work with us to help us identify solutions.
- Keep us informed and let us know when your details change.
- Be honest in your dealings with us.
- Let us know if our delivery and standard of service needs to improve.

## Feedback and comments

You can assist us to improve our service standards by:

- Being involved in Community Consultation such as forums and surveys so we can understand and consider your opinions.
- Providing us with feedback (compliments, suggestions and ideas) for us to consider when reviewing our performance.

## Contact us

**Visit:** Administration Office, Corner Gilmore Ave and Sulphur Rd, Kwinana WA 6167

**Phone:** (08) 9439 0200

**Fax:** (08) 9439 0222

**Email:** [customer@kwinana.wa.gov.au](mailto:customer@kwinana.wa.gov.au)

**Web:** [www.kwinana.wa.gov.au](http://www.kwinana.wa.gov.au)

**Post:** PO Box 21, Kwinana WA 6966

If you are deaf, or have a hearing or speech impairment please contact us through the National Relay Service on **133 677** (TTY/voice calls) or **1300 555 727** (Speak and Listen) and ask for the City of Kwinana on **(08) 9439 0200**.

If you need an interpreter please contact TIS National on **131 450** and ask to be connected to the City of Kwinana on **(08) 9439 0200**.







**Administration**

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