

# Customer Service Charter

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*Revised March 2016*

## Introduction

The City's Customer Service Charter states our commitment to providing quality services and identifies standards by which to measure our performance. It also provides employees with clear standards to strive for in service excellence and to achieve the City's Vision and Values identified in the City's 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 | Prosperous

### Values

**Primary Values:** In alignment with the it'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 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.

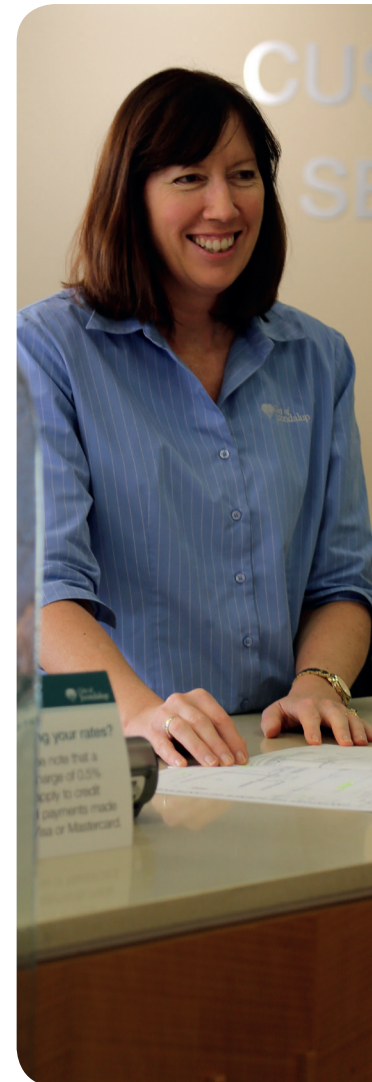
**Prosperous:** We will ensure the City benefits from a thriving economy built on local commercial success.

**Compassionate:** We will act with empathy and understanding of the community's needs and ambitions.

## Service standards you can expect of City employees

### In general

- Respect to customers;
- Prompt, friendly, courteous and efficient customer service and at all times to remain professional;
- If you are making a request that requires action, you will be provided with a reference number to quote, should you need to re-contact the City;
- City staff will take ownership of your enquiry, follow-up and keep you informed of progress to completion;
- City staff will be realistic about what can be done and in what timeframes;
- You will be provided with accurate and consistent information;
- You will be shown respect for your privacy in your dealings with the City and the confidentiality of information discussed;
- City staff 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;
- City staff will actively seek your feedback on our services to ensure they meet your needs.



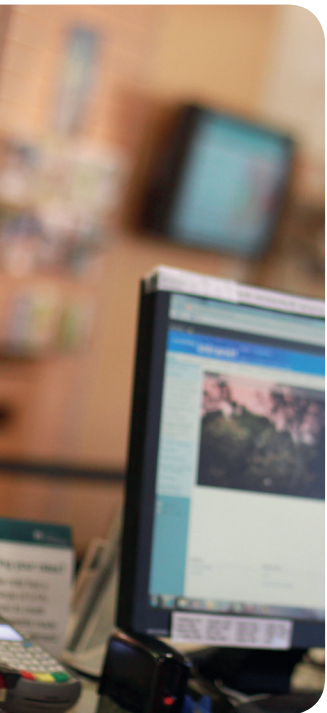


### Face to face

- The City's frontline customer service employees will wear a name badge for ease of identification and communication;
- Employees will provide you with information as to what is happening within the City of Joondalup and provide relevant options and available services to you;
- Employees will listen to you and discuss your requirements fully;
- Employees 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 one business day to arrange an appointment or to discuss the matter over the phone.

### Over the telephone

- Employees will answer your call promptly;
- Telephones 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;
- You will be advised of any delays and offer suitable options or offer to return your call;
- The City will provide a 24-hour telephone service for urgent after hours calls;
- City staff will introduce themselves using first names and business unit or unit name and provide a direct contact number, or business unit number, for further communications where necessary;
- City staff will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls;



- Where possible, when customer calls are transferred internally, City staff will introduce your call to the recipient to reduce the need for you to explain the purpose of your call multiple times;
- City staff will return your telephone enquiry by the next business day.

### In writing or email

- You will be written to in clear, concise language that is easily understood;
- You will be sent standard information within one business day of receiving the request via the City's record management system;
- A response to your letter or email of general correspondence relating to City business will be received within seven business 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 seven business days, this will be acknowledged in your correspondence, and, where possible, an expected completion date in addition to details of the employee responsible for the response will also be included.

### Via the internet or social media

- The City will maintain its websites with relevant and up-to-date information that is easily understood and accessible;
- The City will post interesting, engaging, relevant and up-to-date information on its social media platforms that encourage interaction and feedback;
- The City will respond to enquiries and posts on our social media platforms in a timely and professional manner;
- The City will keep up to date with online services and community engagement tools and trends;
- The City will continue to review its 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 the City's service

The City will measure and improve the quality of its services 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 employees for customer service delivery excellence.

## Helping us to help you

You can help the City meet its commitments to you by:

- Being courteous, polite and respectful towards staff;
- Respecting the rights of, and providing courtesy towards other customers;
- Being open and honest with the City by providing accurate and complete details;
- Letting the City know when your situation changes, for example, your address or personal details 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 City staff member 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;

- Reporting damage to, or failure of, City infrastructure or property;
- Working with the City to help solve problems;
- Advising the City where you have experienced short falls on service in any aspect so that it may be improved;
- Helping the City recognise its staff by advising when you have received excellent customer service.

## Customer service feedback

As the City strives to deliver exceptional customer service, you are encouraged to provide feedback. Whether you have a request for action, a compliment or a complaint, the City would like to hear from you.

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

## Community mediation service

The City can assist with a mediation service to resolve disputes between parties to achieve a workable outcome where all attempts to resolve the issue with the City where normal channels have been exhausted, or where the matter is not within the City's jurisdiction. Please contact the City's Customer Relations Advocate on **9400 4942** for further information.

## 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 on **9400 4942**, 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 City's 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

**E: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)**

**T: 08 9220 7555**

## 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 to:

- 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](mailto:info@joondalup.wa.gov.au)**

## Access and Inclusion

The City is committed to creating an accessible and inclusive community for all residents and visitors.

The City can provide the Customer Service Charter, or any City document in other formats, such as larger print or Braille, upon request.

The City also provides AUSLAN or language interpreting services free of charge for City business. To request access to these services or for information about the City's *Access and Inclusion Plan*, please contact the Community Development Officer – Access and Inclusion on **9400 4226** or via email at **[community.development@joondalup.wa.gov.au](mailto:community.development@joondalup.wa.gov.au)**

Alternatively, if you have trouble speaking or hearing, you can receive assistance to contact the City via the National Relay Service:

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

If you have difficulty with English, you may contact the City directly through the national Translating and Interpreting Service (TIS) by calling **13 14 50**.

## Contact the City

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

- contact the business area concerned by calling **9400 4000** or email **[info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)**
- contact the Customer Relations Advocate by calling **9400 4942** or email **[customer.relations@joondalup.wa.gov.au](mailto:customer.relations@joondalup.wa.gov.au)**
- visit the City's website at **[joondalup.wa.gov.au](http://joondalup.wa.gov.au)** or any of our Customer Service Centres, Leisure Centres or Libraries and complete a Customer Feedback Form
- write to the Chief Executive Officer, City of Joondalup, PO Box 21, Joondalup WA 6919



**T: 08 9400 4000**

**F: 08 9300 1383**

Boas Avenue Joondalup WA 6027

PO Box 21 Joondalup WA 6919

**[joondalup.wa.gov.au](http://joondalup.wa.gov.au)**

Connect with the City



*This document is available in alternate formats upon request.*