



Customer Service Charter



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Introduction

The City of Subiaco's commitment to you

The Customer Service Charter is our commitment to customer service principles and identifies the service standards of the city.

The Customer Service Charter has been established to ensure that customer service standards are upheld within the framework of the city's strategic and operational plans, values, and code of conduct. At the heart of this charter is a commitment to our customers that they can expect prompt, professional, courteous and helpful service from employees.

The city aims to provide a level of customer service that does not attract complaints, but acknowledges the right of people to provide positive and negative feedback. This feedback may be about customer service or the services provided by the city.

Visions, mission and values

Vision

In 2030 the City of Subiaco is a unique, popular and welcoming place. The city celebrates its rich history, while embracing the diversity and vitality of the present. The parks, public spaces, events and recreational opportunities are easily accessible and promote a healthy and happy lifestyle for all. There is a diverse range of local businesses and entertainment that contribute to a lively atmosphere.

The city faces the challenges of the future with strong leadership, an innovative approach and an emphasis on community values and voices. Sustainability, in all its forms, is at the core of the community and underpins the city's operations.

Mission

To enhance the lives and wellbeing of all the life of the City of Subiaco, by engaging the community, providing leadership, stewardship. infrastructure and services that preserves our community sense of place and positions us for a sustainable future.

Our values

- **Respect** – We acknowledge and value the opinions and contributions of others.
- **Integrity** – We are committed to being ethical, honest and transparent in everything we do.

- **Customer service** – We aim to deliver a high quality service that is both efficient and professional.
- **Teamwork** – We work cooperatively and support one another to achieve our goals.

The City of Subiaco aims to be innovative, responsive and maintain a strong customer focus to ensure the ongoing quality of services to our customers.

Service standards you can expect

Face to face

- We will be professional, polite and attentive at all times
- We will listen, clarify and discuss your requirements
- We will make all efforts to satisfy your request at the time of your visit
- Our name badge will identify us.

On the telephone

- We will answer telephone calls in a courteous and professional manner
- We will aim to answer your calls promptly during normal business hours
- We will identify ourselves by first name and section
- We will respond to telephone messages within one working day
- We will provide a telephone service for after hour emergency calls.

In writing/email/internet

- Correspondence will be responded to within seven working days. Customers with complex enquiries will be advised when they will receive a response by day seven
- Correspondence associated with a statutory process will be resolved in accordance with legislative requirements and timeframes.

Feedback

Feedback to the city may take various forms – compliments, suggestions, requests for information, requests for service, submissions to council and complaints.

Customers are encouraged to provide feedback to assist us to improve services. Local government aims to act in the best interest of the majority. We accept it is not possible to please all the people all of the time and acknowledge that from on occasion some customers will not be satisfied with or supportive of decisions. We acknowledge your right to provide feedback, both positive and negative, whilst also acknowledging that the city's employees should not be subjected to unwarranted criticism or abuse.

Access and Inclusion

The City of Subiaco recognises that people with disabilities have the same rights and responsibilities as other community members to access services and facilities and to participate in the life of the community.

Customers with trouble speaking or hearing 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**

Alternatively, the City can be contacted directly through the nation Translating and Interpreting Service (TIS) by calling **13 14 50**.

The City is also able to provide information in alternative formats upon request.

For more information on the City's Disability Access and Inclusion Plan, please visit the City's website at www.subiaco.wa.gov.au/Our-community/For-people-with-special-needs/Access-and-inclusion



Contact details

Administration Centre
241 Rokeby Road
Subiaco WA 6008

PO Box 270
Subiaco WA 6904

Phone: (08) 9237 9222
Fax: (08) 9237 9200

city@subiaco.wa.gov.au

www.subiaco.wa.gov.au

Our service hours are

Customer service and office telephones

Monday to Friday, 8.30am to 5pm

Counter and cashier personal contact

Monday to Friday, 8.30am to 5pm

After hours (emergency service)

Monday to Friday, 5pm to 8.30am
24 hours on Saturdays, Sundays and public holidays

Internet

Our aim is to provide up to date information and answers on the city's website

Our code of conduct

We conduct ourselves with integrity and are fair and honest in our dealings.

We do not place ourselves in situations that may result in divided loyalties.

We treat everyone with dignity and respect.

We use the city's resources responsibly and in the best interests of the city.

We are responsible for our actions and accountable for their consequences.

We welcome feedback as this will improve our delivery of service.
