

CITY OF WANNEROO CUSTOMER CARE PLAN

customer care



City of
Wanneroo

VISION

The City of Wanneroo, the centre for creative and sustainable growth, delivering strong, vibrant and connected communities.

MISSION

Through strategic partnerships and effective leadership, we will provide spaces, places and services that:

- Build on our natural resources and cultural heritage
- Create distinct and vibrant village communities
- Enhance lifestyle choices
- Foster economic prosperity
- Encourage citizen and stakeholder participation in governance and development decisions.

VALUES

Teamwork: we build functional relationships and work collaboratively to achieve common goals.

Integrity: we behave in an honest, open, respectful and accountable manner.

Communication: we practice clear and timely exchange of information and feedback.

Innovation: we add creativity and excitement to the workplace and projects we undertake.

Continuous Improvement: we build capacity by improving our systems and processes

Valuing Our People: we are committed to providing a safe workplace and the development of a healthy, productive, flexible and skilled workforce to adequately resource the organisation.

Outcomes : key areas of strategic focus



Environmental

A sustainable natural, built and healthy environment in harmony with the growth of our municipality.



Social

Healthy, safe, vibrant and connected communities.



Economic

A prosperous region achieved through economic growth and employment.



Governance

Leadership and community engagement ensures the best use of our physical, financial and human resources.

Outcome Objectives : what we want to achieve for each area of strategic focus

- 1.1 Improve conservation of local biodiversity in designated areas
- 1.2 Minimise use of water
- 1.3 Improve management, recycling and re-use of waste
- 1.4 Minimise impact of development on natural landform
- 1.5 Improve the physical quality of the built environment
- 1.6 Minimise the incidence and impact of pollution

- 2.1 Increase choice and quality of neighbourhood and lifestyle options
- 2.2 Improve the City's identity and community well-being through arts, culture, leisure and recreation
- 2.3 Improve the capacity of local communities to support each other
- 2.4 Improve community safety
- 2.5 Improve transport options and connections

- 3.1 Increase availability of serviced commercial and industrial land
- 3.2 Improve regional infrastructure
- 3.3 Increase tourism within the region
- 3.4 Improve the viability and profile of rural industry
- 3.5 Increase the capacity of education and training services
- 3.6 Increase support for new and existing businesses

- 4.1 Improve strategic partnerships
- 4.2 Improve community engagement
- 4.3 Improve asset management
- 4.4 Improve business performance and the quality of service delivery
- 4.5 Improve long-term financial viability
- 4.6 Improve support for staff, Council and volunteers
- 4.7 Maintain a high standard of governance and accountability

Our commitment

Our goal is to provide quality customer service each and every time you contact us, whether it be by phone, through the mail, via email or in person.

Our 5 Core values of
Customer Service:

Courtesy

Honesty

Listening & Understanding

Taking Ownership

Quality Service



Honesty

is being truthful, open and fair to our customers all of the time.

This means we will:

Always inform our customers of what we are going to do and how long it will take to complete the task.

Provide complete and correct information - and in the event that we can't, explain the reasons why.

Always act in a professional and ethical manner.

Admit when a mistake has been made.



Courtesy

is showing thoughtful attention to the feelings and wishes of others and treating the customer with respect and sincerity.

This means we will:

Always acknowledge our customers and attend to them as quickly as possible.

Answer the phone within 10 seconds.

Inform you of any delays if you are on hold.

Respond to correspondence within 7 working days.

Acknowledge building, planning & health applications within 7 working days.

Inform any other business unit which may be affected by the outcome of your query.

Always try to resolve your request on the same day. If we cannot, we will explain the reasons to you and provide you with a response date.

Always be dressed appropriately.

Always be identifiable by name to both customers and staff.

Always positively greet customers, either on the phone or in person.

Treat our customers as we would like to be treated.



Listening & understanding

This means we will:

Always accurately record details where appropriate when attending to a customer's enquiry.

Repeat the main points of the customer's enquiry back to them when appropriate.

Be willing to understand our customer's enquiry and give the customer our full attention.

Give the customer our highest priority.

Be aware of the special needs of our customers.

Not use technical terms or jargon when we are communicating with our customers.

Take care to make sure our customers are able to hear and understand us.

Listen to our customers and try to see the situation from their point of view

we will listen attentively in order to understand our customers needs.



Taking ownership

is finding a solution
to a problem or
enquiry.

This means we will:

Find the solution either ourselves, or by ensuring that we are referring the customer to the correct officer.

Briefing that officer on the nature of the enquiry.

Take responsibility for our own actions.

See the delivery of excellent customer service as the responsibility of all employees of the City.



Quality service

This means we will:

Create a culture that is customer focused and that places a high value on delivering excellent customer service.

Treat all enquiries and feedback seriously and use them as an opportunity for improvement.

is high standards of knowledge and processes to ensure consistency for our customers.



**How will we
know if we are
treating you
with care...**

How will we know if we are treating you with care...

Standard: Greet customers politely and promptly, behave in a courteous, open manner and actively listen to our customers.

Measure: Annual Community Survey, mystery shopper scenarios and escalations of Complaint Handling System.

Standard: Acknowledge or respond to correspondence accurately and in a timely fashion (not exceeding seven working days without consultation with the customer)

Measure: Records Management System, Annual Community Survey, Complaint Handling System.

Standard: Answer the telephone promptly and within 10 seconds

Measure: Telephone Management System.

Standard: Respond to telephone messages and acknowledge or answer email messages within the same working day wherever possible.

Measure: Annual Community Survey, mystery shopper scenarios, Internal Customer Survey

Standard: Ensure customers do not have to needlessly repeat enquiries if passed to another staff member.

Measure: Annual Community Survey and mystery shopper scenarios

How will we know if we are treating you with care...

Standard: Take ownership of enquiries and follow through to completion.

Measure: Annual Community Survey, mystery shopper scenarios, Complaint Handling System.

Standard: Keep Customers Informed.

Measure: Annual Community Survey, mystery shopper scenarios, Complaint Handling System and customer feedback.

Standard: View complaints as a positive opportunity for improvement

Measure: Complaint Handling System, Innovation Programme, Policy Review, Local Law Review

Standard: Be identifiable as employees of the City of Wanneroo, with a neat and tidy appearance.

Measure: Annual Community Survey and mystery shopper scenarios.

Standard: Ensure that public areas of Council buildings and facilities are identifiable and are well maintained, clean, safe and accessible to all.

Measure: Annual Community Survey, mystery shopper scenarios and Disability Services Plan.





How can you help us, to help you?

Provide us with the appropriate information and documentation.

Treat us how you would like to be treated.

Provide us with feedback (the good and the bad) to help us improve our service.

Participate in community consultation projects so that we can understand your views.

How your feedback helps us, to help you

The City of Wanneroo values the feedback that our customers provide. We welcome suggestions, compliments and complaints.

Suggestions & Comments:

provide us with ideas and opinions that can be taken into consideration when evaluating and reviewing our policies, procedures and service.

Compliments:

provide us with encouragement and appreciation so we know what service you value.

Complaints:

provide us with opinions that can be taken into consideration when evaluating and reviewing our policies, procedures and service. You can do this either in writing or verbally, unless for legal reasons you have to confirm it in writing.

Complaint handling policy

The City of Wanneroo has a Complaint Handling Procedure which establishes guidelines and standards for the processing of complaints:

- Generally, a complaint is regarded as dissatisfaction with the services or products of the City and its contractors, or with the actions of employees or Council in the provision of those services or products
- A Customer Service Officer or an officer from the appropriate Business Unit can receive a complaint
- Confidentiality will be observed as far as practicable to the constraints of the various Acts that relate to Local Government
- A complaint is investigated immediately, with a resolution or an interim response given within five working days, unless otherwise discussed with the complainant
- Fair and reasonable remedies may be offered to resolve complaints, subject to Council Policies, By Laws and Procedures, legal obligations and good industry practice
- The Chief Executive Officer may undertake an internal review of a complaint, where the complainant is not satisfied with the process
- Complainants can seek an independent review of their unresolved concerns either through the State Ombudsman or the Department of Local Government, whichever is the most appropriate
- We commit to providing appropriate staff training so that all staff are aware of the Complaints Handling Procedure and the Values associated with our Strategic Plan and Customer Care Plan
- Subject to statutory charges and Council requirements, processing of a complaint is free of charge.

How do you contact us?

Telephone:

(08) 9405 5000

Fax:

(08) 9405 5499

Mail:

City of Wanneroo
Locked Bag 1
WANNEROO WA 6946

In person:

City of Wanneroo
23 Dundobar Road
Wanneroo

E-Mail:

enquiries@wanneroo.wa.gov.au



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