



Customer Service Charter

Your satisfaction is our priority. Every interaction you have with us will be friendly, knowledgeable and professional.



Our Commitment to you

The Shire of Broome has a strong customer focus and is dedicated to providing quality service for the community. We maintain high standards to ensure we meet the needs of our residents, visitors and businesses in a professional and efficient manner.

Our Vision

Broome - a future for everyone.

Our Mission

To deliver affordable and quality government services.

Our Values

These are the values and behaviours that the Shire of Broome and the local community cares deeply about. They provide a basis for our Customer Service Charter. We always strive to be:

P

Proactive, forward thinking, open-minded and innovative.

E

for Everyone; inclusive and welcoming of all people.

A

Accountable, transparent and ethical.

R

Respectful of everyone and everything.

L

Listening to people's needs and ideas; community focused.

S

Sustainable, aiming to meet present needs without compromising the ability for future generations to meet their needs.

We are committed to:

- Listening and being respectful.
- Working with you to find a solution.
- Providing information that is up-to-date, relevant and easily understood.
- Respecting and protecting your personal information.
- Responding to your enquiries promptly
- Keeping you informed.
- Providing fair and unbiased treatment.
- Striving for a resolution you are satisfied with; and explaining our reasoning if this cannot be achieved.

You can help us to meet our commitment to you by:

- Letting us know when things change, such as your address or contact details.
- Provide us with accurate information.
- Be respectful of other customers and their needs.
- Be respectful to staff.
- Contact us to make an appointment if you have a complex request or need to see a specific officer.
- Understand that the Shire may not have the authority to deal with your request and may need to refer you to another organisation.
- Provide feedback about your customer service experience so we can assess our performance.
- Understand that if a Shire officer feels they are being threatened or abused they may terminate the communication immediately.

Our Contact and Service Standards

We are committed to communicating with you in a timely manner and being as responsive as possible to your issues, enquiries and concerns.



Visit us and we will:

- Greet you promptly and offer assistance in a friendly, professional manner.
- Provide information and advice on a range of Shire services.
- Aim to resolve your request at the first point of contact.
- If your query requires technical advice we will refer you to the appropriate staff member.



Online we will:

- Ensure our website is kept up to date.
- Provide convenient online tools.
- Engage with our community on issues that affect them.
- Provide helpful Frequently Asked Questions and 'how to' guides.



On the phone we will:

- Answer calls promptly, courteously and identifying ourselves by first name.
- Strive to provide first point of contact resolution.
- Transfer calls that require specialist assistance from another service area.
- Reply to phone messages within two working days.
- Provide a direct contact number for future communications when necessary.



Email or write to us and we will:

- Acknowledge all emails within two working days.
- Respond to straight-forward requests for information within 48 hours of receipt where possible.
- Respond to complex enquiries within ten working days.
- Respond to written requests within ten working days.
- Keep you informed.

We value your feedback. It helps us review and improve what we do, in order to better meet community needs.

If we've exceeded your expectations

It is important to know what works well. By telling us when you have received excellent customer service, we can recognise the efforts of our staff and ensure we replicate this level of service across the organisation.

If we don't meet your expectations

If the service you receive does not meet your expectations, please let us know.

Complaints may be submitted in writing via the Shire's website, by email or post, in person, or over the phone.

How to contact us

In person: Shire Administration Centre
Cnr Weld and Haas Street
Broome, Western Australia
Phone: +618 9191 3456
Email: shire@broome.wa.gov.au

Facebook: [BroomeWesternAustralia/](https://www.facebook.com/BroomeWesternAustralia/)
Instagram: [shireofbroome/](https://www.instagram.com/shireofbroome/)
Mail: PO Box 44, Broome
Western Australia 6725
Web: www.broome.wa.gov.au

