









Customer Service Charter 2025

Our Purpose and Values

The Shire of Dowerin's purpose is to care for the sustainable development and service of our community, guided by our values of:



COMMITTED

We work together to achieve common goals for our community, we are hardworking and driven to achieve excellence and positive impact.



TEAMWORK

We work collaboratively, show respect for each other, encourage open communication, and we lead by example.



PROGRESSIVE

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We are open minded, we prepare for and accept change, and we are adaptable.



TRUST

We trust each other to provide a safe and supportive work environment, where everyone is included.

Contact and Service Standards

Face to Face

We invite you to visit our office during the hours of 8:30am - 4:00pm, Monday to Friday at 13 Cottrell Street, Dowerin.

Over the Phone

We welcome your call during our office hours on (08) 9631 1202, or 0429 311 202 for after hours emergencies.

In Writing or Email

All initial emails should be sent to dowshire@dowerin.wa.gov.au, where our officers will ensure it is delivered to the correct department for actioning.

Website or Social Media

We will provide up-to-date information, including meeting agendas and minutes, forms, and documents on our website.

We encourage you to interact with us through our social media channels for announcements and upcoming events on Facebook, Instagram and LinkedIn.

Contacting Councillors

Our Councillors represent the community, provide leadership, set policy, manage finances, and make decisions on Council matters. They welcome your views and can be contacted via email - each Councillor's details are available on our website.



Our Commitment to You

The Shire of Dowerin are committed to communicating with you promptly and being as responsive as possible to your issues, enquiries and concerns.

You will be SUPPORTED



LISTEN

We will actively listen to what you say



CONNECT

We will make the effort to understand your views



VALUE

We will recognise and respect your perspective



ACT

We will get back to you promptly and appropriately



DELIVER

We will follow through on our values and uphold our commitments

Measuring and Improving Quality

We aim to continuously improve and evaluate both our level of customer service, and the provision of Shire services. We appreciate and seek constructive feedback from you at any time. We conduct biannual customer and community feedback surveys which we encourage you to participate in.

Freedom of Information

The Freedom of Information Act 1992 provides you with the right to apply for access to documents held by state public sector agencies, which include government departments, local governments, and statutory authorities, and ministers. The Shire will assist you to:

- 1. Gain access to documents possessed by the Shire.
- 2. Ensure information is accurate and complete.

For further information, please contact the FOI Coordinator by email through dowshire@dowerin.wa.gov.au

Access and Inclusion

The Shire is committed to creating an accessible and inclusive community. If you have any challenges accessing service or services, please contact us through the appropriate channels.

We are here to serve our Community

We are here to serve you. In all our endeavors and dealings with our community, we are governed under the *Local Government Act 1995*, and the *Privacy Act 1988*.

The Shire of Dowerin employees look forward to meeting you, and assisting you with all enquiries. We encourage you to get in touch through whichever means best suit your needs. We welcome all types of contact, including face-to-face, telephone, in writing, email, or through social media.

We have a great team of experienced customer service officers whose primary goal is to ensure that each customer is dealt with professionally, with courtesy, and promptly. While our team will aim to resolve all enquires at the first point of contact, please note that enquiries of a technical nature may require more time to allow the appropriately trained officer to provide a higher level of support and/or assistance.

All responses not able to be dealt with immediately will be provided to the customer, in writing, within ten business days.

Shire of Dowerin employees take ownership of all enquiries from the initial point of contact, through to follow-up and finalisation.

Timeframes for Service Delivery

General Services (including Home Care and CRC)

	Delegation to relevant team within 1 business day.	
Correspondence	Address and/or acknowledge correspondence within 2 business days.	
	Action request with detailed response within 5 business days.	
	Delegation to relevant team within 1 business day.	
Complaints	Address and/or acknowledge correspondence within 2 business days.	
	Action request with detailed response within 10 business days.	
FOI Requests	Within 30 days.	
After Hours Services	24 hours a day, 7 days a week.	

Planning, Environmental Health, and Building Processing Planning 60 days. 90 days if advertisement is required. Applications Within 42 days of receiving a referral Subdivisions from WA Planning Commission. Immediately for high-risk issues, and Food Complaints 24 hours for other complaints Once per year, or more frequently for Inspections high-risk premises. Certified Applications - within 14 business days **Processing Building** Permits Uncertified Applications - within 30 business days

Timeframes for Service Delivery

Finance.	Rates and	d Human	Resources
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Rate Enquiries Within 1 business day.

Payment of Invoices Within 30 days or agreed supplier terms of payment.

Accounts Payable and Receivable Queries

Within 1 business day.

Acknowledgement of Employment

Applications

Within 1 business day of accepting application.

Short Stay Accommodation

Accommodation Queries

Within 1 business day.

Accommodation Complaints

Within 2 business days.

Asset, Works, and Parks and Gardens

Works Requests Within 7 business days.

Works Complaints Within 7 business days.

Community Information

Council Meetings Every 4th Tuesday of the month.

Meeting Agendas

Uploaded to the Website every 2nd
Friday of the month.

Annual Budget Adopted by 31 August annually.

Council Connect Newsletter

Released quarterly.

Escalation Process

If you have not received an acknowledgement of receipt or response to your query/request from us within 2 business days, please contact one of our leadership team members for the relevant matter:

Manager Infrastructure and Projects - Ben Forbes 0477 357 175 or bforbes@dowerin.wa.gov.au

- Roads
- Refuse
- Maintenance
- Gardens and Recreation Grounds

Manager Governance and Community Services - Kahli Rose 0411 430 111 or kahli.rose@dowerin.wa.gov.au

- Food
- Planning
- Building
- Elections
- Governance
- Bushfire and Emergency Services

Manager Corporate Services - Solomon Mwale 0459 114 766 or solomon.mwale@dowerin.wa.gov.au

- Homecare
- Finance
- Rates
- Short Stay and Caravan Park

Community Development Coordinator - Shelley Matthews 0488 996 299 or shelley.matthews@dowerin.wa.gov.au

- Community Resource Centre (CRC)
- Despatch
- Library

If you have followed up on your email to any of our leadership team and still have not heard back within 10 business days, please contact:

Chief Executive Officer - Manisha Barthakur 0499 659 168 or ceo@dowerin.wa.gov.au

Your Feedback is Important

We value your constructive feedback to help improve our service. We aim to resolve complaints in a fair, equitable, transparent, and efficient manner.

You can provide your feedback:

In person: 13 Cottrell Street, Dowerin WA 6461

By mail: PO Box 111, Dowerin WA 6461

Phone: (08) 9631 1202 *After hours:* 0429 311 202

Email: dowshire@dowerin.wa.gov.au

Website: dowerin.wa.gov.au

