

# Customer Service Charter



# How to contact us



**In person:** 3 Peel Street  
Mandurah WA 6210  
Monday to Friday 8.30am – 4.30pm

See our website for other service locations.



**Telephone:** (08) 9550 3777  
Monday to Friday 8.30am – 5.00pm

The City provides an after-hours service ensuring you can reach us 24/7 for any urgent or emergency issues.



**Email:** [council@mandurah.wa.gov.au](mailto:council@mandurah.wa.gov.au)



**Online:** [mandurah.wa.gov.au](http://mandurah.wa.gov.au)  
[facebook.com/CityofMandurah](https://facebook.com/CityofMandurah)



**In writing:** City of Mandurah  
PO Box 210  
MANDURAH WA 6210

## If you are deaf, or have a hearing or speech impairment:

If you need help to speak or listen please contact us through the National Relay Service.

For more information visit [www.relayservice.gov.au](http://www.relayservice.gov.au) or call 1300 555 727.

## Interpreter Service:

If you need an interpreter please contact TSI National on 131 450 and ask to be connected to the City of Mandurah on 08 9550 3777.

## Alternative Formats:

You can request documents in alternative formats including electronically by email, in hard copy – in large, standard print, Easy English, or braille.

Documents are also available in other languages on request.



## The City of Mandurah's commitment to you

Our Customer Service Charter outlines our promise to you, our valued customers, regarding the service you can expect from the City of Mandurah. We strive to be an exceptional service provider. We believe that great service is a blend of the quality of service provided, and the processes and procedures that support it. This charter details the level of service you can expect from us, and what to do if you feel those expectations are not met.

We will review and adapt this charter to meet the evolving needs of our customers.



### **Our customers**

Our Customer Service Charter applies to everyone who interacts with the City of Mandurah, whether you're an individual or an organisation.



# Our community vision

*Woven by waterways; a city that is thriving and connected to its people and nature.*

## Our purpose

The City of Mandurah is proud to consistently serve our community, guided by our purpose and values.

*Shaping a vibrant city, delivering possibility for everyone.*

This purpose statement defines our role in delivering outcomes for the community and ensures staff understand their part in achieving these goals.



# Our values



## CONNECTED

One team.  
One  
community.



## INNOVATIVE

Lead the way.  
Have a can-do  
attitude.



## INTEGRITY

Do it right.  
Do it safe.



## COURAGE

Be brave and  
resilient.  
Embrace  
change.



## EXCELLENCE

Be accountable.  
Deliver  
exceptional  
service.





# The service you can expect from us

## When you visit us, we will:

- ✓ Acknowledge your presence in a timely way;
- ✓ Wear a name badge and maintain a professional appearance;
- ✓ Treat you with respect and courtesy;
- ✓ Be professional, polite and attentive at all times;
- ✓ Listen, seek to understand and fully discuss your requirements;
- ✓ Communicate clearly in plain language that is easy to understand;
- ✓ Do our best to satisfy your request during your visit.

## When you call us, we will:

- ✓ Answer your call promptly;
- ✓ Identify ourselves with our first name and business unit name;
- ✓ Listen carefully and respond helpfully;
- ✓ Try to resolve your enquiry at first point of contact or refer specialist enquiries to the correct officer on the first transfer.



## When responding to your enquiries:

- ✓ We will get back to you quickly, no matter how you choose to contact us;
- ✓ We will aim to resolve your enquiry on the first go;
- ✓ You will know exactly who is handling your enquiry, including their name and department;
- ✓ We will be upfront about what we can do, take responsibility for your enquiry, and keep you updated until it is sorted;
- ✓ If your enquiry is outside our control, we'll point you to the right agency that can help;
- ✓ We will respond within the agreed timeframe;
- ✓ We will always focus on finding solutions;
- ✓ You will receive prompt, reliable, and accurate information from us;
- ✓ Our actions and behaviours will always reflect our values and corporate standards.



# How you can help us meet our commitments to you

- Provide accurate and complete details in any request you make.
- Maintain a respectful and polite attitude with the City's Officers.
- Work with us to reach a resolution.
- Contact the City to make an appointment if you have a complex enquiry or need to speak to a specific officer.
- Be patient; sometimes, complicated requests and enquiries can't be immediately resolved by our officers.
- Respect community property.
- Respect the rights of other customers.
- Advise us if your contact details change.



## Unreasonable customer conduct

The City of Mandurah is committed to engaging respectfully and constructively with all customers.

While we welcome feedback and differing views, there are occasions when a customer may persistently disagree with a decision made by a City Officer or Council. In some cases, customer behaviour may become intimidating, aggressive, abusive, or threatening—either toward staff, themselves, or others.

When such behaviour occurs, the City may take appropriate steps to ensure the safety and wellbeing of staff and the community. These actions may include:

- Restricting communication or terminating telephone contact.
- Ceasing to provide any response or engaging in further discussions, appointments, or correspondence related to the same matter.
- Limiting access to City services and facilities.



## **Commitment to child safe - customer service and reporting**

The City of Mandurah has endorsed a Statement of Commitment to Child Safety and Wellbeing. This Statement of Commitment outlines the City's shared commitment and responsibility across the entirety of our organisation to support children and young people to be safe when connecting with the City, or impacted by the City. It is an aspiration of the City that every child in Mandurah will reach their fullest potential.

The City of Mandurah is dedicated to being a child-safe organisation where children and young people are nurtured, protected from harm, and treated with respect. We uphold the rights and best interests of children in our decision-making processes, supporting their safety, participation, wellbeing, and empowerment. We ensure our services are safe, inclusive, and responsive to the needs of children and young people. We aim to involve them in decisions that affect them and make sure our staff have the knowledge and skills to create child-safe environments.

We welcome feedback and encourage children and young people to speak up. Any requests, reports, or complaints from them will be taken seriously and addressed quickly, thoroughly and professionally. We will work with you to ensure information is age-appropriate, accessible, and presented in a child-friendly manner.

The City is committed to continuous improvement, aligning with the ten National Child Safe Principles.

## **Protecting personal information**

The City of Mandurah values and respects your privacy. We're committed to protecting your personal information and complying with the Privacy and Responsible Information Sharing Act 2024 (PRIS) and other privacy laws.

We collect information about our customers and stakeholders to perform our services and functions, as required by law. This information is gathered directly from you when you interact with us over the phone, in person, online, in writing, through surveys or questionnaires, at events or functions, workshops, or when you subscribe to our mailing lists.

We take reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, complete, and up-to-date. We also ensure that your personal information is kept confidential and secure.

We use personal information for various purposes related to our functions and activities. We will not disclose your information without your consent. The information we collect may be used to conduct market research and customer satisfaction surveys, helping us better understand our community's needs and improve our service delivery.



## Freedom of Information

The Freedom of Information (FOI) Coordinator is responsible for handling FOI requests according to the principles outlined in Section 4 of the Freedom of Information Act 1992. This role includes:

- Helping customers access documents.
- Ensuring documents are provided promptly and at the lowest reasonable cost.
- Assisting customers to make sure their personal information in documents is accurate, complete, up-to-date, and not misleading.

The FOI Coordinator will follow best practice standards to ensure FOI requests are addressed in the most timely and cost-effective manner.



# Complaints resolution process

The City of Mandurah is dedicated to handling all complaints professionally and addressing them in a respectful, equitable and objective manner. We aim to offer a fair, consistent, and structured process for anyone unhappy with an action, decision, or service.

The City of Mandurah responds to complaints using the approaches below to ensure every concern is addressed properly:

- 1. Informal complaints:** our staff will receive your complaint and will provide an immediate resolution.
- 2. Formal complaints:** where your complaint cannot be resolved immediately it will be managed by the most appropriate City officer and where possible achieve a resolution.
- 3. Referral:** For more serious complaints, or those needing investigation across multiple areas, the complaint will be escalated to the CEO to determine the most relevant City officer to address.
- 4. Internal Review:** If you're not satisfied with the outcome, the complaint will be escalated to the CEO who will determine the appropriate resolution.
- 5. External Review:** If our internal processes don't resolve the complaint to your satisfaction, you can refer it to an external agency like the State Ombudsman or the Department of Local Government for review.

The City of Mandurah will confirm receipt of your complaint, letting you know the name and department of the staff member addressing it, and provide a timeframe for resolution.

We aim to resolve all complaints within our standard service delivery timeframes. If the nature of the complaint takes a longer period to resolve, the staff member managing it will keep you updated on the progress and anticipated timeframe for a resolution.



If you need help to speak or listen on the phone, you can call the National Relay Service on **1300 555 727**.

**For more information visit:**

[relayservice.gov.au](http://relayservice.gov.au)

This information is available in alternative formats on request.



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