

## Feedback

The Shire strongly believes in accountability for its actions and is keen to receive feedback on how its services can be improved and what is important to you.

We are committed to:

- Treating our customers with courtesy and sensitivity.
- Responding quickly and effectively to feedback.
- Being fair, flexible and responsible when resolving matters.
- Seeking satisfactory outcomes for all.

Feedback can be provided in writing to: Chief Executive Officer, Shire of Lake Grace, PO Box 50, Lake Grace WA 6353 or [shire@lakegrace.wa.gov.au](mailto:shire@lakegrace.wa.gov.au)

## How You Can Help Us

You can help us meet our charter commitments by:

- treating our staff with courtesy and respect.
- being open and honest in your dealings with us.
- letting us know when things change, for example your address or dog registration details.
- providing us with feedback about our operations and services.

## Our Mission

To remain and grow as a sustainable and economically viable community.

We will do this through:

- Being dynamic, effective, credible and visionary leaders
- Providing a driving force through the Council of the Shire of Lake Grace to become a regional "Centre of Excellence"
- Delivering targeted community services through a funding model that maintains a community's identity.



### Shire of Lake Grace

1 Bishop Street, Lake Grace WA 6353

PO Box 50, Lake Grace WA 6353

Ph: (08) 9890 2500

Fax: (08) 9890 2599

Email: [shire@lakegrace.wa.gov.au](mailto:shire@lakegrace.wa.gov.au)

[www.lakegrace.wa.gov.au](http://www.lakegrace.wa.gov.au)



Shire of  
Lake Grace

# CUSTOMER CHARTER



Our  
commitment to  
you

## Customer Charter

The Shire of Lake Grace is committed to providing the community and visitors with quality, responsive and meaningful customer service.

Our Customer Charter states our commitment to you, our customer, of how we will work both for you and with you to meet needs and expectations which you tell us are important.

We are committed to customer service that;

- Is guided by our organisation's values;
- Is considerate of our customer needs and preferences; and
- Is delivered by skilled, motivated and courteous staff.

## Your Views

The Shire of Lake Grace recognises that it is here to serve the short and long term needs of its communities and to uphold the communities vision and values. Accordingly, staff will communicate on a regular basis to both listen to your views and to advise you of any activities and plans.

Staff will make every effort to be open and accountable about Shire decisions and will provide you with clear and relevant information.

Communication channels with you include:

- Providing information on activities through a variety of means, including community newsletter, Shire website, social media accounts, noticeboards and mail-outs.
- One Ordinary Council Meeting per month, open to the public.
- Public meetings on issues of major community concerns.
- An open invitation to send ideas, suggestions or feedback in writing.

## Our Services

We provide an extensive range of services for the Shire of Lake Grace communities. Our services are aimed at meeting the needs of all our customers and are not discriminatory with regard to gender, race, nationality, impairment, age etc.

The key services for which the Shire has responsibility, include;

- Rubbish collection, disposal and waste management.
- Roadways and footpaths.
- Parks, gardens and open spaces.
- Recreational and sporting programs, facilities and activities.
- Public buildings; halls, museums etc.
- Environmental Health services and inspections.
- Ranger Services.
- Bush fire control.
- Planning services.
- Building services.
- Booking of Shire halls and pavilions.
- Transport and licensing.
- Citizenship ceremonies and awards.
- Cemetery arrangements.
- Support for Community Organisations.

In addition to the above direct responsibilities, we will liaise and facilitate with other Government departments and stakeholders as required to further the objectives of the Shire of Lake Grace.

The Shire of Lake Grace Strategic Community Plan, Connecting with Our Future 2023, has identified how we plan to develop and improve our services in line with the needs and expectations identified by the community.

Our Strategic Community Plan is available on our website, [www.lakegrace.wa.gov.au](http://www.lakegrace.wa.gov.au)

## Our Commitment

*(Standards do not apply to unsolicited mail, sales or promotional material)*

The Shire of Lake Grace is committed to providing high quality services that meet the needs of our customers. When working with the community, the Shire is committed to ensuring you experience a positive and fair result.

We will continue to review our service provision to ensure its ongoing effectiveness and efficiency. We are committed to communicating with you in a timely manner and being as responsive as possible to your issues and concerns.

Our service standards are;

- Telephone calls will be answered in a timely manner.
- All telephone messages will receive a returned call within one working day.
- A written response will be made within 10 working days of receipt of any written enquiry. If a full answer cannot be provided within the 10 day limit, you will be contacted advising when we expect to resolve it.
- When responding to an email, initial contact will be made within two working days. If a full answer cannot be provided upon initial contact you will be contacted advising when we expect to resolve it.
- Contact made through the Shire's website and social media accounts will be responded to within two working days. At the Shire's discretion not every individual social media post will be responded to.

