

Customer Service Charter





Our Vision

Through community engagement, a vision was developed to encapsulate the Essence of Esperance and what we, as individuals, believe make us a community.

Esperance is spectacular

We have a vibrant, welcoming community that encourages new people to our region and gives a sense of belonging to those who live here.

We value our natural resources and accept the responsibility to manage them for future generations to enjoy.

We aim to strengthen and diversify the region's economic base in a way that complements our social and environmental values.

We are strategically located as a diverse and dynamic region that is committed to a sustainable change and growth.

Above all, we are a community that makes it happen.



Our Values

As the representatives of the Esperance community, the Council and Shire staff are guided by the values of *PRIDE*:

Professionalism - In the standards and ethics of our actions

Respect - Through courtesy and honesty in our dealings with all people

Integrity - that builds community trust

Dedication - of a committed team that works together to provide leadership for the community

Excellence - in the service that we provide for the community



Our actions will:

- Be fair and impartial
- Open and accountable
- Completed within an identified timeframe

Our staff will:

- Be respectful, friendly & courteous
- Provide professional, efficient customer service
- Strive to provide accurate, consistent information
- Always introduce themselves
- Be easily identified by their name badge

Our information will be:

- Communicated with honesty and integrity
- Practical and easily accessible
- Clear and transparent



You can assist us by:

- Treating our staff with courtesy and respect
- Respecting the rights of other customers
- Providing us with accurate information
- Providing your current contact details and advising us when they change
- Working with us to solve issues
- Providing feedback regarding our service or information provided

Feedback:

We are open to suggestions and feedback to help us develop and improve our service. We can only do this if you provide your opinions, views, comments, praise or criticism to us.

All customer requests will be responded to in a timely manner.



How to contact us

Online:

www.esperance.wa.gov.au

Telephone:

08 9071 0666

8.30am to 4.45pm Monday, Tuesday, Thursday and Friday

9.30am to 4:45pm Wednesday
(Public Holidays Excluded)

In person:

Shire of Esperance Administration Building
77 Windich Street, Esperance

8.30am to 4.45pm Monday, Tuesday, Thursday and Friday

9.30am to 4:45pm Wednesday
(Public Holidays Excluded)

In writing:

Shire of Esperance
PO Box 507
Esperance WA 6450
Australia

Fax: 08 9071 0600