



Shire of Derby / West Kimberley

Customer Service Charter

Our Customer Service Charter outlines the standard of service you can expect when you contact or visit our Shire. Visit our website or pop into one of our offices for a copy.

Our Vision and Values

Guided by the Shire's Values in how we conduct ourselves, we interact with our customers in a professional, transparent and courteous manner and we listen attentively to your enquiry.

We are **PROUD** of who we are and where we live

We will create a **POSITIVE LEGACY** for our children and children's children.

We value and **RESPECT** what our community has to say and will strive to make things happen.

We will go about our business with **INTEGRITY, TRANSPARENCY** and **AUTHENTICITY**

We value our **RELATIONSHIPS** and will work with others to achieve common goals and gain maximum impact.

We are **PROUD** of and value the **KNOWLEDGE** of our diverse and strong people and cultures.

We are **PROUD** of and **COMMITTED** to the responsible preservation of our unique natural environment and making sure our built environment reflects our current and future needs.

We are open for and encourage business, industry and all aspects of **COMMUNITY DEVELOPMENT**, particularly our thriving arts and cultural scene.

Our Commitment to You

- We provide accurate, consistent and timely information.
- We respect your privacy and keep personal information confidential.
- We actively listen to your feedback to improve our services.
- We are punctual for meetings and appointments.
- We are respectful, courteous, and keep you informed every step of the way.
- We are realistic and transparent about what we can do and when.

How You Can Help Us

- Be courteous, polite and respectful towards our employees.
- Respect the privacy, safety and needs of other community members.
- Providing accurate information.
- Work with us to solve problems.
- Raise any concerns about our service as soon as practical.
- Provide us with honest feedback about our service delivery.



Our Commitment to Service



SOCIAL MEDIA

- We will respond to enquiries on our social media platforms within two business days.
- Where practical we will forward you details to the relevant officer to assist with your enquiry.
- We will update our social media and web platforms regularly to ensure the information we post is both current and relevant.



WRITTEN ENQUIRIES

- We acknowledge all enquiries and respond to simple requests* within two business days and complex enquiries** within ten working days.
- Our communication is clear, professional and friendly.
- Written responses include a contact name and number. If the officer is unavailable, an out-of-office message will list alternative contacts and their return date.



IN PERSON

- We give you our full attention and are friendly and welcoming.
- We maintain a professional appearance and treat all community members with respect.
- If you're not home during a visit, we'll leave a card with our name and contact number.



TELEPHONE ENQUIRIES

- We answer promptly, introduce ourselves and use your name during the call.
- We endeavour to return voicemails within two business days where possible and take ownership of your enquiry.
- We actively listen to your enquiry to ensure we understand the purpose of your call.
- We ask for permission before transferring you or putting your call on hold.
- We keep you updated with progress if your call is 'on hold' for more than two minutes, alternatively, we will ask if you would prefer a call back to avoid delays.

**Simple queries include queries that can be answered by the responsible officer by using readily accessible information.*

***Complex queries include queries that require research or escalation to senior management or a third party before a response can be provided.*

CONTACT US



Shire Offices

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Flynn Drive, Fitzroy Crossing



Phone

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Email

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Mailing Address

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Social Media

@ShireofDerbyWestKimberley



Customer Feedback

www.sdwk.wa.gov.au/forms/have-your-say/2