



Customer Service Charter



Our Commitment to Excellence

At the Shire of Broomehill-Tambellup, we are committed to providing customer service excellence that reflects the needs and values of our community.

Our Shire's values of respect, communication, teamwork, and openness ensure that we strive to create a welcoming and supportive environment for all residents, businesses, and visitors.

This interim Customer Service Charter outlines the standards you can expect when engaging with us and how we aim to foster a positive and collaborative relationship with our community. It will be refined as we develop our comprehensive Customer Experience Strategy.



Our Core Principles



Respect and Inclusion

Treat all individuals with dignity, fairness, and respect.

Ensure services are accessible and inclusive for people of all abilities, backgrounds, and cultures.



Professionalism and Integrity

Act with honesty, transparency, and accountability.

Provide accurate and clear information in all communications.



Collaboration and Engagement

Actively listen to your feedback and involve the community in decision-making.

Work collaboratively to achieve the best shared outcomes.



Responsiveness and Reliability

Aim to address inquiries and concerns promptly and with care.

Provide consistent and reliable service in all interactions.



Continuous Improvement

Regularly evaluate our processes and services to ensure they meet community needs.

Embrace innovation and best practices to enhance our service delivery.



What You Can Expect From Us



Welcoming Environments: Our staff will greet you with courtesy and professionalism, whether you contact us in person, by phone, or online.



Clear Communication: We will use plain language and provide relevant, timely, and accurate information.



Supportive Assistance: We will make every effort to assist with your inquiry or refer you to someone who can help.



Confidentiality: Your personal information will be handled securely and in accordance with privacy legislation.



Proactive Problem-Solving: We will work diligently to address issues raised by the community and provide solutions whenever possible.



Your Role in the Relationship

To help us deliver the best possible service, we ask that you:

- Treat our staff and others with respect and courtesy.
- Provide accurate information to assist us in addressing your needs.
- Engage with us through the appropriate channels to resolve concerns.

We value your feedback as it helps us identify what we are doing well and where we can improve. You can provide feedback in the following ways:

- Contact us via email, phone, or in person at the Shire office.
- Complete our online feedback form on the Shire's website.
- Participate in community consultations or surveys when available.





Thank you for working with us to make Broomehill-Tambellup a vibrant and thriving community.
Together, we can achieve great things.

Contact Us

We are here to assist you. Please contact us through the following channels:

Tambellup Office 46–48 Norrish St, Tambellup 6320

Broomehill Office 30360 Great Southern Hwy, Broomehill 6318

P 9825 3555 **E** mail@shirebt.wa.gov.au **www.shirebt.wa.gov.au**