

Our Vision

Our Vision expresses the intent of the Council and what we are trying to achieve on behalf of the Community.

Collie - A progressive community, rich in opportunities and as diverse as its heritage and landscape.

Our Values

The core values at the heart of the Council's commitment to the community are;

- Integrity
- Transparency
- Accountability
- Collaboration
- Respect

Our Pledge to You

Any person who deals with the Shire of Collie is entitled to:

- Receive friendly, courteous, timely and quality service
- Participate in the community decision making process
- Be treated as individuals by officers who will be open and honest at all times
- Receive accurate and appropriate information in response to requests
- Be informed of all services and amenities provided by the Shire and have ready access to all services and amenities as well as being advised, wherever possible, of any disruption to those services to avoid inconvenience

The Shire of Collie Strategic Community Plan was adopted by Council in December 2022, it outlines our strategic goals and has a strong focus on quality service provision and meeting community expectations.

The Strategic Plan contains our Commitment to Community:

We will lead the delivery of our vision

We will support local business wherever possible

We will consult and engage with our community on issues that affect them

We will encourage, welcome and value feedback

We will encourage, support and advocate for our community

In person by visiting the Shire Administration Centre in Collie, Monday to Friday 8am to 4:30pm

Phone: (08) 9734 9000

Email: colshire@collie.wa.gov.au

Website: www.collie.wa.gov.au

Address: 87 Throssell St, Collie WA 6225

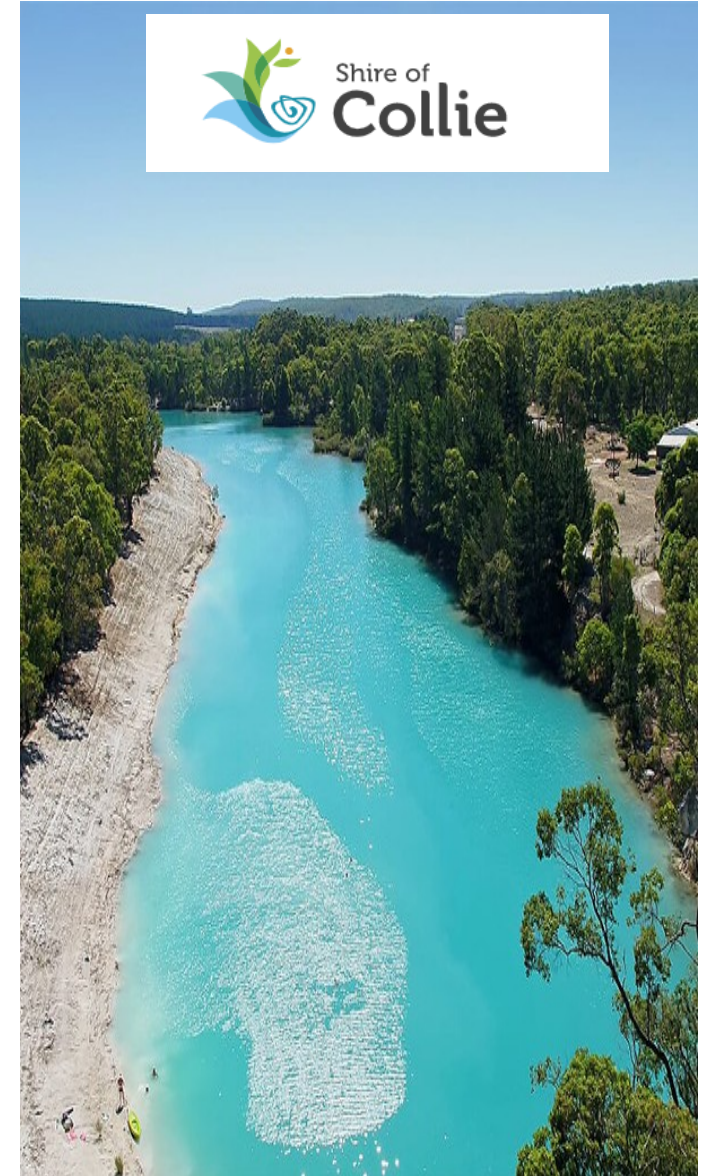
After Hours Shire Contacts

Shire Ranger: 0408 931 274

Parks and Gardens Supervisor: 0417 956 320

Works Supervisor: 08 9734 9051

CUSTOMER SERVICE CHARTER



Introduction

This document outlines the Shire of Collie service delivery commitment to you—our community. It details our focus on delivering user-friendly and timely services with a commitment to monitoring and improving the quality and effectiveness of our services.

This Charter sets the minimum standards which are adhered to by all staff to ensure we provide the best possible service to our community.

We care about our customers and endeavor to meet your needs, wants and expectations through exceptional service delivery.

Our community is diverse and includes; ratepayers, residents, visitors, tourists, people who work in Collie, organisations from the private and public sector, as well as Shire of Collie elected members and employees. We have an obligation to provide quality services and to ensure all sectors of our community are informed and consulted on a wide range of issues.



Our Standards

The Shire of Collie requires all officers to be competent, approachable and courteous at all times and we will do this.

- Treating all people as individuals, endeavoring to identify them by name and being positive, friendly, supportive and helpful
- Always looking for opportunities to provide better service to the community
- Ensuring people who have special needs are able to access our services
- Answering the telephone promptly
- Maintaining up-to-date knowledge of services and amenities relevant to each particular department provided by the Shire
- Developing ways of determining community satisfaction such as surveys, focus groups and community liaison
- Welcoming feedback and suggestions for improvement by email, letter or over the phone

Feedback, Suggestions and Compliments

We welcome your feedback, suggestions and compliments about making improvements to our services.

If you have been pleased with the level of service you have received please let us know as it gives us the opportunity to recognise the good work our staff perform. Compliments can be made in writing via letter or email, over the telephone.

You can assist us by

- Providing accurate and complete details when you contact us with any queries or requests for assistance
- Being clear and concise with your requests and being prepared with relevant information
- Treating Employees with the same courtesy and respect given to you
- Acknowledging that the Shire may not have the authority to deal with your request/complaint and may need to refer it to another agency/organisation
- Treat our staff with courtesy and respect
- Respect the privacy and safety of our staff as well as of other members of the community

Unacceptable Behaviour

- Any act of written or verbal abuse
- Threatening behaviour or intimidation
- Damage to Shire's property

Customer Complaints

An important responsibility of local government is to deal with any customer complaints relating to the Shire, its procedures or policies. Complaints can be made in writing via letter, or email, over the telephone, in person at the Shire Office. Our goal is to investigate and respond to complaints within ten working days.