

**SHIRE OF MOORA
CUSTOMER SERVICE CHARTER**

The Shire of Moora, as a local government and lead community organization recognises and appreciates it exists to serve a diverse range of customers and interests. We aim to meet our customers' needs in a friendly, courteous and professional manner.

OUR CUSTOMERS

**External customers
Customers**

Ratepayers

other

Residents

Business people

Youth

Elderly

Disabled

Tourists & visitors

Community groups

Schools

Local Government Departments

Government Departments

Internal

Other staff – each

Councillors

**SHIRE OF MOORA
COUNCILS VALUES**

Councillors and Staff are committed to the following core values in providing innovative and effective leadership to the community. These values are applied to Councillor and Staff decision making.

- ☞ Provide friendly, helpful and patient service
- ☞ Display competency, enthusiasm and professionalism in the work we do
- ☞ Provided prompt, informative and efficient responses
- ☞ Seek to create and embrace opportunities for change
- ☞ Strive to excel in community communications
- ☞ Engage with customers and attend to issues with empathy, honesty and equity
- ☞ Encourage feedback and praise

Councillors and Staff use the following values and criteria in decision making.....

- ☞ Have we consulted sufficiently?
- ☞ Has equity for all stakeholders in the issues been considered?
- ☞ How is the proposal or issue consistent with Council policies?
- ☞ To what extent are supporters of the proposal demonstrating mutual responsibility?
- ☞ What are the relevant private good versus public good issues?
- ☞ Is the proposal budgeted for?
- ☞ If not is it more worthy than something else that is budgeted for?
- ☞ Can external funding be sourced?

- ⌘ What legal implications are there?
- ⌘ What does market research or benchmarking about this proposal tell us?
- ⌘ What is the expert advice saying?
- ⌘ Is our decision or resolution decisive and helpful?