



**2016
CUSTOMER SERVICE
CHARTER**

*This Customer Service Charter is to be read in conjunction with the
Bunbury Harvey Regional Councils Code of Conduct 2016*

Version 1

Policy Name	Customer Service Charter
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Contents

Introduction.....	4
Our Customer Service Principles	4
Our Vision	5
Our Mission.....	5
Our Values	5
Feedback.....	6
Freedom of Information	6
Complaints Handling.....	6
Contact Details.....	7
Further Reading	8

Introduction

Bunbury-Harvey Regional Council (BHRC) was established in 1990 as a waste management authority to manage the municipal waste generated from both the City of Bunbury and the Shire of Harvey. BHRC operate on behalf of two councils, the Stanley Road Waste Management Facility which includes a Class II landfill and recycling facilities, and the Banksia Road Organics Processing Facility which was established in 2013. This facility processes organic food and garden waste collected from the councils of the Wellington Regional Group (Harvey, Bunbury, Dardanup, and Capel & Donnybrook-Balingup).

As a prescribed premise, both facilities are required to hold an Environment Protection Licence under Part V of the Environmental Protection Act 1986 and are managed in accordance with the operating licences issued by the DER.

The BHRC provides personnel to manage, supervise, operate and maintain both sites in accordance with the EPL and other relevant regulatory requirements

Our Customer Service Principles

Responsiveness

- We will respond promptly to your enquiries through our phone, email and web service.
- We aim to respond to phone enquiries and emails within three (3) working day - and mail correspondence within 10 working days
- We will provide accurate and up to date information, when you need it.

Quality service

- Our people understand your issues because of their extensive experience within the business.
- We aim to tailor our services to meet your needs.

Confidentiality

- We have systems in place to ensure that we protect your confidential information.
- We will handle all your information in accordance with the Privacy Act 1998.

Transparency

- We are open and transparent about our processes.
- All our information is published on our website.
- We aim to provide consistent and clear information across our communication channels.
- Our staff must disclose conflicts of interest.

Professionalism

- Our business dealings with you will be conducted with integrity and honesty.
- Our people will focus on helping you find solutions to your business needs.
- Every customer is treated equally.
- Our people will be accountable in their dealings with you.
- If you use our web services you can expect:

- To contact us when and where it is convenient for you, with social media and direct *Contact Us* access via the website.
- The website is easy to use with customised content so you can quickly find what you need.
- To access our information on any device at any time that suits you.

Our Vision

To be a leader in the development, implementation, and maintenance of innovative and sustainable waste reduction, recycling and collection services while managing waste facilities with best practice standards within an engaged community.

A key goal of this strategic community plan is to reduce the environmental impact of waste and maximise conservation of natural resources through reduced overall material use and increased materials and energy recovery.

Our Mission

To ensure the delivery of an integrated, cost-effective and environmentally sound waste management system and to promote sustainable community programs and policies.

Intergenerational equity – ensuring that the health, diversity and productivity of the environment is maintained or enhanced for the benefit of future generations.

Our Values

Leadership

With good leadership, employee wellbeing and performance are enhanced and consequently the organisation thrives and prospers. Leadership is a critical determinant of organisational effectiveness empowering people to help create change. This means that the essence of leadership is building and maintaining a team, and guiding that team towards desired results.

Team work

A team based environment demands that you make responsible decisions; It requires you to take charge.

It requires you to develop excellent interpersonal skills because you have to interact at a much different level with your team members.

Integrity

Acting with a level of trust, respect, honesty, hard work, communication and shared responsibility that is exhibited by its people.

Accountability

Ensuring the collection and management of solid waste and recovered materials in an environmentally sound manner, and in accordance with regulatory requirements and the Department of Environment Licence conditions.

Respect

'Respect Yourself'

'Respect Others'

'Respect Our Environment'

Innovation

Embracing new and better ways to achieve improved results through creativity, inventiveness, teamwork, and the adoption of appropriate new processes and technology.

Feedback

Feedback includes compliments, complaints, suggestions or any other information about our program delivery, services or performance.

You can provide feedback in person, via phone, email or by using our online contact form.

If you have a concern, we appreciate you providing us with an opportunity to resolve it.

All concerns raised can expect that the issue will be handled in a fair, confidential and responsive manner free from prejudice.

Freedom of Information

It is the aim of BHRC to make information available promptly and at the least possible cost and whenever possible, documents will be provided outside the FOI process.

If information is not routinely available, the *Freedom of Information Act 1992* provides the right to apply for documents held by BHRC.

(See Freedom of Information Policy Statement)

Complaints Handling

Bunbury Harvey Regional Council (BHRC) is committed to recognising a client's right to make a complaint, comment or suggestion about the standards and quality of the service and programs provided.

By providing an efficient, fair and accessible mechanism for resolving complaints and ensuring that all complaints are heard and resolved as soon as possible, BHRC will promote a positive attitude towards issues and provide clients with the information that is required in a timely manner.

(See Complaints Management Policy)

Contact Details

Chief Executive Officer

Name: Tony Battersby
Address: Old Railway Station Complex
Carmody Place Bunbury WA 6230
Postal: Po Box 21 Bunbury WA 6231
Phone: (08) 9792 7311
Email: tbattersby@bunbury.wa.gov.au

Administration Office:

Address: Old Railway Station Complex
Carmody Place Bunbury WA 6230
Postal: Po Box 21 Bunbury WA 6231
Phone: (08) 9797 7312
Email: mpieterse@bunbury.wa.gov.au

Opening Hours:
Monday to Friday 7:00am to 4:00pm

Stanley Road Waste Management Facility – Site Details

Address: Lot 45 Stanley Road, Australind WA 6233
Postal: Po Box 21 Bunbury WA 6231
Phone: (08) 9797 2404
Email: bhrc.stanleyrd@bunbury.wa.gov.au

Facility Operating Hours:
Monday to Friday 8:00am to 5:00pm
Saturday to Sunday 8:00am to 5:00pm
Public Holidays 8:00am to 5:00pm

Closed – Christmas Day, New Year's Day & Good Friday

Banksia Road Organics Processing Plant – Site Details

Address: Lot 81 Marginata Road, Crooked Brook WA 62
Postal: Po Box 21 Bunbury WA 6231
Phone: Jai Pearce
0400 808 488
Email: mailto:jpearce@bunbury.wa.gov.au

Facility Operating Hours:
Monday to Friday 8:00am to 5:00pm
Saturday to Sunday 8:00am to 5:00pm
Public Holidays 8:00am to 5:00pm

Closed – Christmas Day, New Year's Day & Good Friday

Further Reading

- *Code of Conduct 2016*
- *Freedom of Information Policy Statement*
- *Complaints Management Policy*