

Shire of Wyndham East Kimberley

Customer Service Commitment



The Shire of Wyndham East Kimberley acknowledges the traditional custodians of the East Kimberley, the Doolboong, Gajerrong, Gamberee, Kadjorong, Kija, Kwini, Miwa, Miriwoong, Ngarinyin, Worla, Worora, Wunambul and Yiji people.

We pay our respects to Elders both past and present and their connection to the land, waters and community.



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Contact

Kununurra Office:

20 Coolibah Drive - Kununurra WA 6743

Monday to Friday 8.00am - 4.00pm (except Public Holidays)

Ph (08) 9168 4100

Wyndham Administration Office:

65 Koolama Street - Wyndham WA 6740

Monday to Friday 8.00am - 4.00pm (except Public Holidays)

Ph (08) 9168 4196

Postal Address

Po Box 614, Kununurra WA 6743

Email

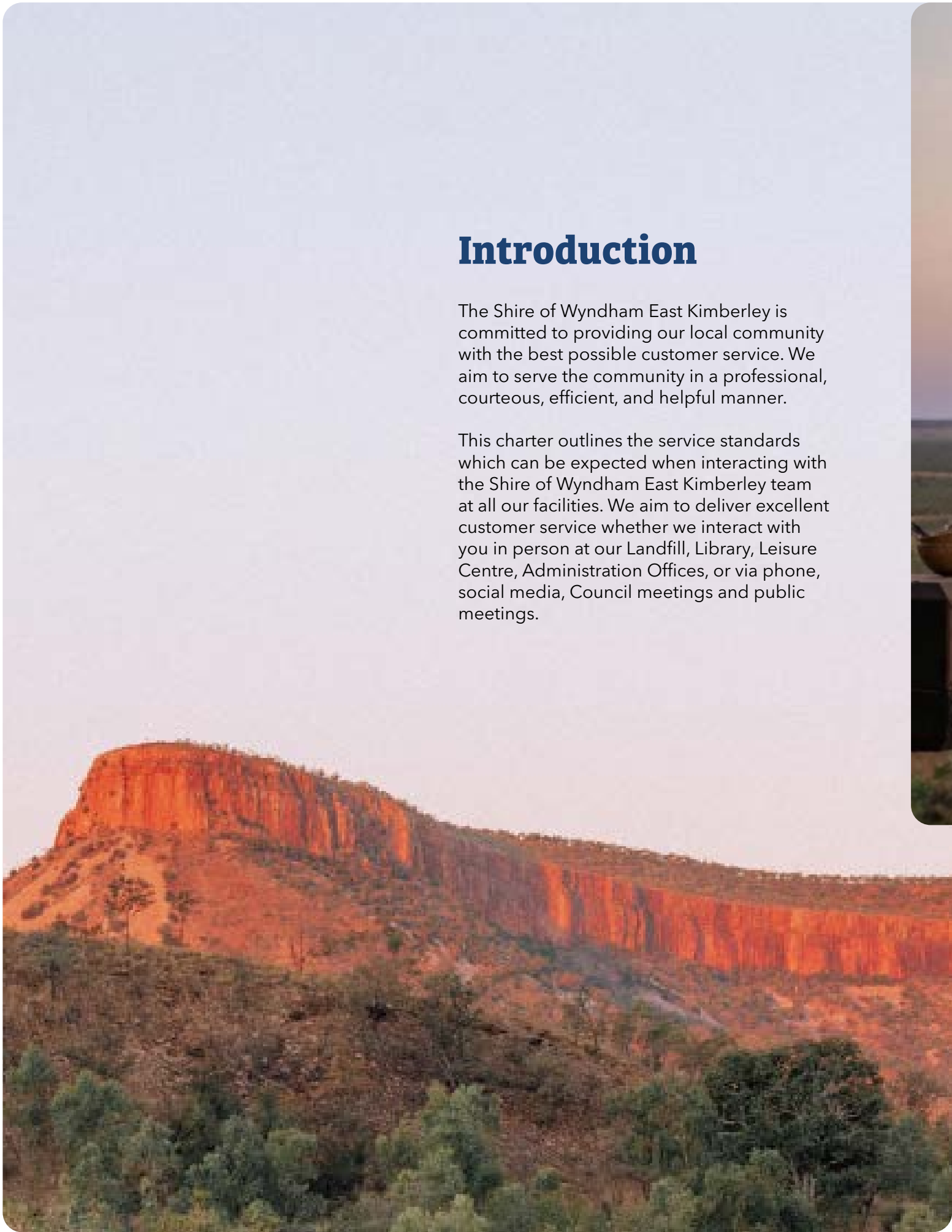
mail@swek.wa.gov.au

Website

www.swek.wa.gov.au

Social Media

Facebook, Instagram & LinkedIn
[@ShireofWyndhamEastKimberley](#)



Introduction

The Shire of Wyndham East Kimberley is committed to providing our local community with the best possible customer service. We aim to serve the community in a professional, courteous, efficient, and helpful manner.

This charter outlines the service standards which can be expected when interacting with the Shire of Wyndham East Kimberley team at all our facilities. We aim to deliver excellent customer service whether we interact with you in person at our Landfill, Library, Leisure Centre, Administration Offices, or via phone, social media, Council meetings and public meetings.



About the Shire.

Spanning more than 121,000 km², the Shire of Wyndham-East Kimberley is a place of remote beauty, strong culture, and unique opportunity. It is one of four local governments in the Kimberley region and includes the towns of Kununurra and Wyndham, along with a number of Aboriginal communities.

The Shire is home to over 7,000 residents and also supports a seasonal workforce and growing visitor population. Key industries

include mining, agriculture, construction, tourism, and services.

The region’s economy is anchored by the Ord River Irrigation Area—Western Australia’s largest irrigated agricultural precinct – supporting jobs in both agriculture and tourism. More than 30% of the population identify as Aboriginal, giving the region a rich cultural heritage and deep community connections.



Our Vision

Connecting our cultures, striving for prosperity, celebrating the spirit of country and community

The vision for the Shire of Wyndham East Kimberley sets out the Shire’s philosophy, values and priorities, developed in close collaboration with the local community.

Our Purpose

To work with our community to influence and lead change to deliver positive outcomes.

Our purpose statement guides our approach and Shire functions, helping us to set goals and achieve them in the future.

Our Values



Open Communication

We communicate openly with each other and our community.



Prioritising Health, Safety and Wellbeing

We are focused on the health and wellbeing of our colleagues and community.



Teamwork is Key

We work collaboratively to achieve shared goals.



Demonstrating Accountability

We take responsibility for our actions and behaviours.



Respect One Another

We are respectful of people, ideas, culture and environment.



Our Commitment & Service Standards

When you visit us, we will:

Respond to and anticipate and respond to customer needs;

- Treat all customers with respect, courtesy, understanding, and fairness;
- Communicate clearly, consistently, and professionally.
- In case of an emergency, the after-hours Ranger Services can be contacted on (08) 9168 4166
- Act within the time frame as listed below to respond to your requests and keep you informed throughout the progress;
- Encourage, appreciate and consider your feedback to improve our service;
- We will respond to your enquiry in a courteous and professional manner ensuring we identify ourselves by name.
- We will monitor our social media and respond as required. Our website is continuously reviewed to ensure it is easy to use, with clear navigation and

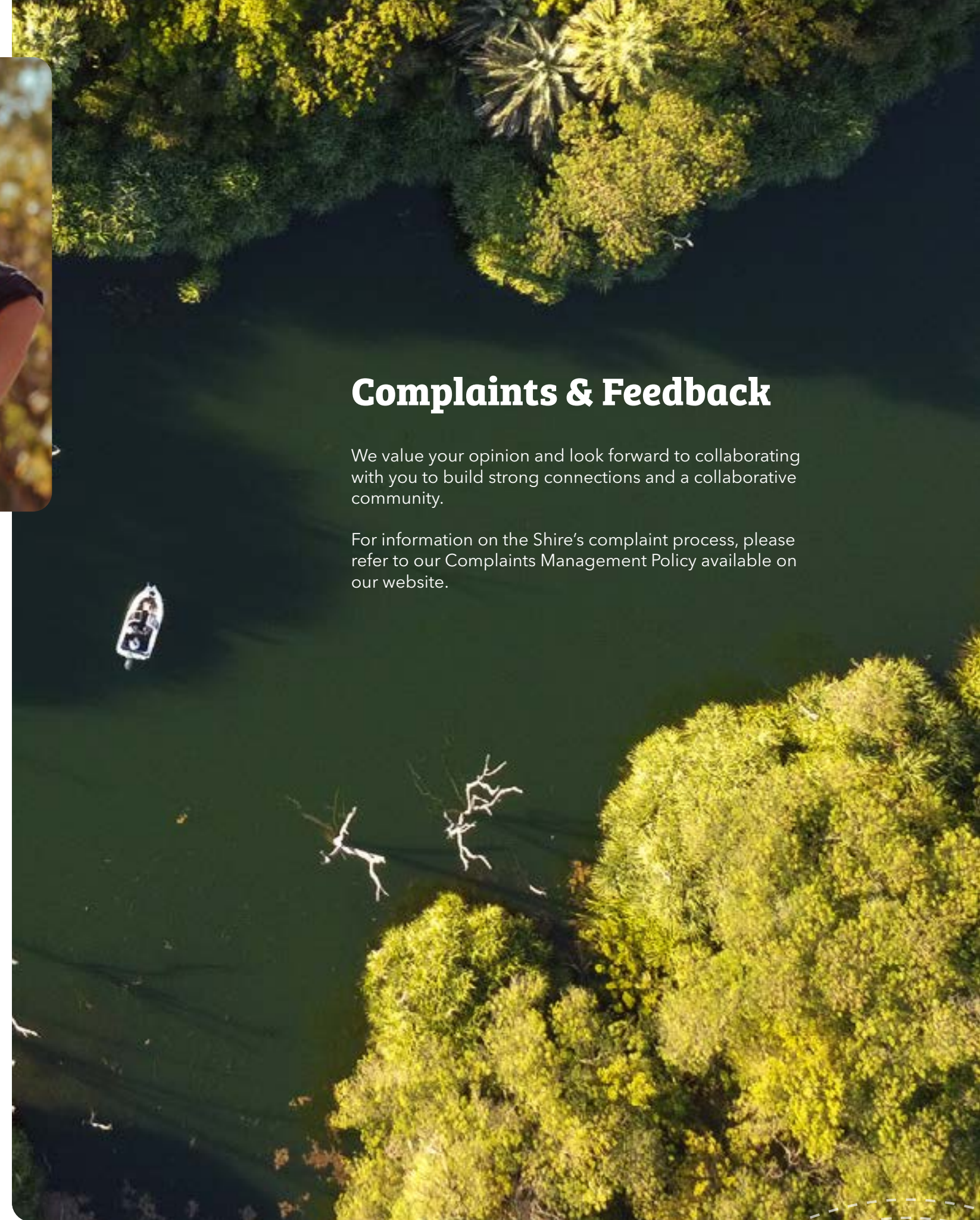
content so that you can quickly find the information you need.

- Where possible, we will manage your enquiry without delay. If your query or request is of a technical or specialised nature, we will connect you with the person who can best assist.
- If there is an unexpected delay in answering your call, we will give you the option of leaving a message or requesting a call back. We aim to avoid delays and to return calls as soon as possible.
- If you request a service, we will advise you of the expected time frame to action your request (these timeframes are listed below. You should be advised of any decisions or outcomes from your enquiry. You should be given a reference number to quote should you need to re-contact us.

Complaints & Feedback

We value your opinion and look forward to collaborating with you to build strong connections and a collaborative community.

For information on the Shire's complaint process, please refer to our Complaints Management Policy available on our website.



Protecting Personal Information

The Shire of Wyndham East Kimberley is committed to protecting the personal information you provide. Our approach to records management focuses on the security, protection, and appropriate access to all records. In doing so, the Shire adheres to the Privacy Principles outlined in the Privacy Act 1988 regarding the collection, use, and disclosure of personal and sensitive information.

We respect the confidentiality of all personal information and take every reasonable step to protect it from unauthorised access, loss, or misuse. Your details may be recorded when you make

an enquiry, lodge a customer request, or provide feedback. This information will be used solely for Shire purposes and will not be shared without your consent.

Information may be collected from a range of sources including electoral rolls, rates and pet registration databases, specific user groups, and email correspondence. It may also be used to conduct community surveys or research to better understand local needs and improve the delivery of Shire services. Sharing information with external organisations is not part of the Shire's policy.

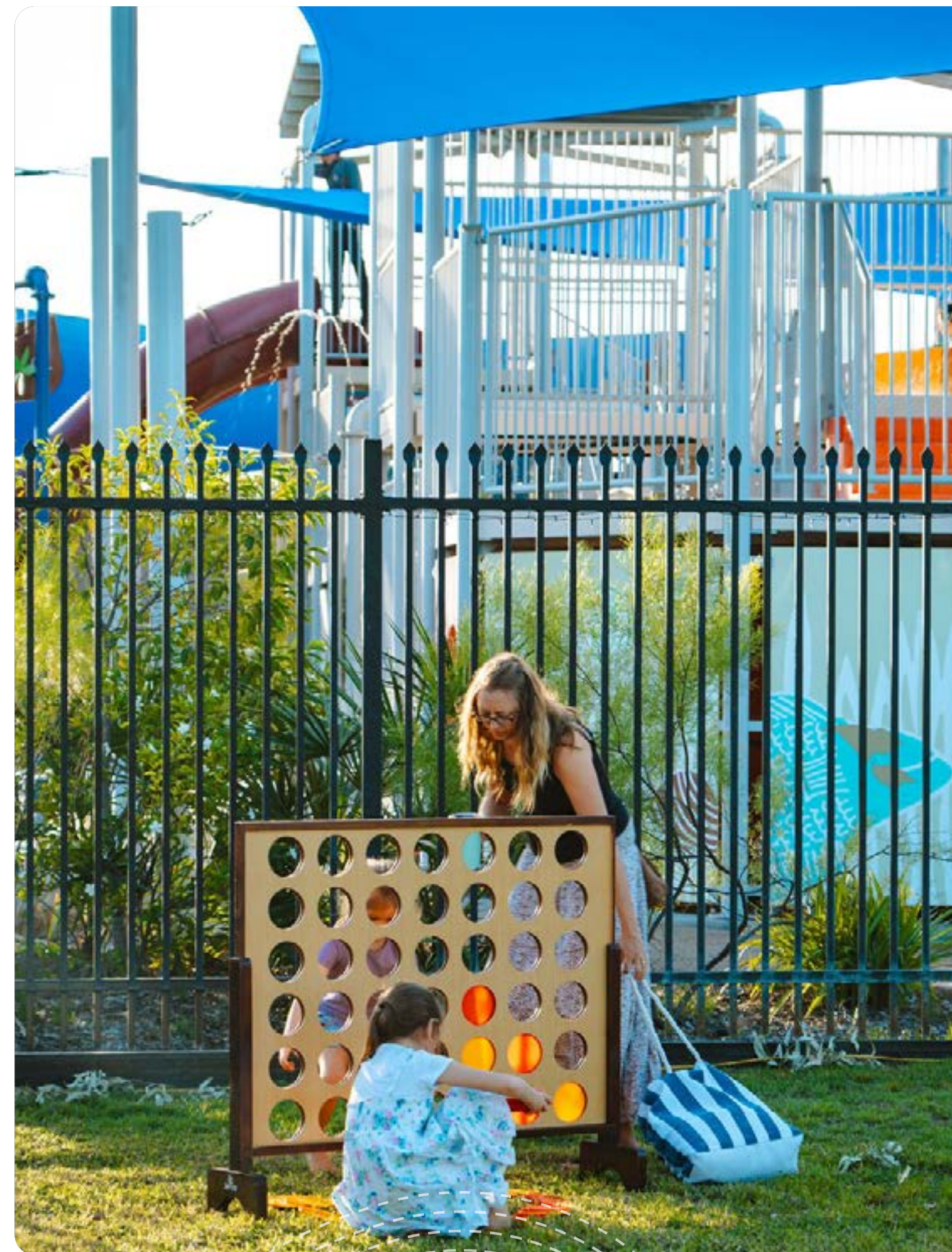
Freedom of Information

The Shire's Freedom of Information (FOI) Coordinator is responsible for managing FOI requests in accordance with the Freedom of Information Act 1992. This ensures that: Customers can obtain access to Shire documents efficiently.

Access to documents is provided promptly and at the lowest reasonable cost. Personal information within documents

is accurate, complete, up-to-date, and not misleading.

The FOI Coordinator follows best practice standards to ensure requests are handled in a timely, cost-effective, and transparent manner.



Help us, help you.

How you can help us meet our commitments to you:

- Provide accurate and complete information when making a request.
- Maintain a respectful and courteous approach when dealing with Shire staff.
- Work with us in a constructive way to reach solutions.
- Contact the Shire to make an appointment if you have a complex enquiry or need to meet with a specific Officer.
- Be patient, as some enquiries or requests may take time to resolve.
- Respect Shire property and facilities.
- Respect the rights and needs of other community members.
- Let us know if your contact details change.

Shire of Wyndham East Kimberley staff at all levels are committed to engaging with you in a professional and respectful manner. Please note that any threatening, abusive, or unreasonable behaviour may result in:

- Communication being stopped;
- Access to Shire services and facilities being restricted or discontinued.



Accessible & Inclusive Services

The Shire is committed to providing services, facilities and information that are accessible, inclusive and responsive to the needs of people of all abilities. We recognise that people may have varying needs including but not limited to: physical mobility, sensory (vision or hearing), cognitive or learning, communication challenges, and use of assistive technology or support persons.

We will ensure that:

- Information is available in alternative formats on request (such as large print, audio, Braille, or electronically accessible format).
- Interpreters, including AUSLAN and other languages, and support persons are welcome and can be arranged free of charge.
- Customers have the option to use the National Relay Service (TTY, Speak & Listen, SMS Relay) when calling the Shire.
- Our staff are trained to engage respectfully and patiently with people who experience barriers to access or communication.
- We actively consider and make reasonable adjustments in our service delivery to remove barriers and to support effective participation by all community members.
- Feedback mechanisms (compliments, queries, complaints) are accessible and usable by all, and we will monitor whether our services meet different access needs and work to improve where needed.

Service Timeframe

General & Records	
Acknowledging your email or letter	2 business days
Responding to your email or letter	5 business days
Responding to your Customer Request	2 business days
Returning your phone message	2 business days
FOI application	45 calendar days
Finance	
Refund request	15 business days
Crossover subsidy rebate application	10 business days
Operations (Depot)	
General works requests	In line with maintenance program
Graffiti removal (Offensive)	Prioritized over weekly schedule
Graffiti removal (Non-offensive)	Scheduled weekly
Footpath repairs	5 business days (Subject to priority and budget)
Road potholes	10 business days (Subject to available scheduling)
Residential domestic rubbish removal	Weekly collections
Request for new bin	15 business days
Request for replacement bin	15 business days
Burial application	5 business days
Planning & Building	
Planning application	60 to 90 business days
Planning search request	10 business days
Building search request	10 business days
Building application (Certified)	10 business days
Building application (Uncertified)	25 business days
Events & Health	
Health application	10 business days
Event application	20 business days
Rangers	
Abandoned vehicle	24 hours
Illegally dumped rubbish	72 hours
Stock on road	Immediate
Communications	
Social media responses	2 business days



