



SHIRE OF DUMBLEYUNG

COMMUNICATIONS MANUAL

Communications Plan Version Control	
Date	Changes
Oct 2018	Communications Manual Introduced

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Part A – Mass and Group Communications

Benefits of Engagement

There are numerous benefits to the shire consistently engaging with the community. Some of the key benefits that are expected are:

- It demonstrates Council's commitment to transparency, honesty and accountability;
- It improves Council and the shires decision making by aligning decisions with community expectations;
- It gives the community members greater ownership over decisions that are made, even if they disagree with the decisions, and promotes continued involvement;
- Helps to develop a high level of trust and confidence with the community which creates better long term relationships;
- It gives more perspectives for an issue and gives a greater voice to the majority of opinions. This assists decision making by increasing the amount of information available on which to make a decision;
- It helps to debunk myths that may be in the community and helps to determine what the real issues are.



Principles of Engagement

Commitment

Leadership and a strong commitment to information, consultation and active participation in an open and honest manner.

Inclusiveness

Consultation will be planned and undertaken with the aim of reaching all people affected by the activity.

Clarity

Objectives for and limits to information, consultation and active participation should be well defined from the outset. The respective roles and responsibilities of each stakeholder must be clear to all.

Time

Adequate time must be available for engagement and consultation to be effective. A minimum of two weeks is required, with the preference being for one month.

Timing

Where possible, community engagement is not to be undertaken from mid-October to end of January and from end of April to mid-June.

Transparency

The stakeholders must be clear about why the consultation is being undertaken and how much influence the consultation can have in any decision making process. Accurate, adequate and unbiased information is to be provided to the public to enable them to give informed opinions on the matter in hand.

Resources

Adequate human, financial and technical resources are to be allocated if effective community engagement is to take place.

Accountability

Council and the shire has an obligation to account for the use they make of community and stakeholder inputs they receive through feedback, public consultation and active participation. Analysis of the feedback from a consultation process is to be published on the Shire's website.

Aims of Engagement

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place the final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Leadership and Action



<p>Organisation Leads / Organisation Acts</p>	<p>Organisations lead engagement and seek input to shape the policies, projects and services for which they are responsible. This is a familiar and traditional approach to policy development, project management and service delivery.</p> <p>Engagement is used to both inform the community about the proposed policy, project or propositions and to provide some input to the shape or execution of the policy, project or proposition.</p> <p>Final decision making sits with the organisation and its governors and the organisation is responsible for its action.</p>
<p>Organisation Leads / Community Acts</p>	<p>Organisation can lead the conversation with communities and individuals take responsibility for action.</p>
<p>Community Leads / Organisation Acts</p>	<p>A community leads in this profile to identify, highlight and propose the action required to solve a problem or take an opportunity. To achieve the desired action requires the response of a focal organisation. The community alone cannot achieve the desired result and therefore advocates to motivate the organisation to act.</p>
<p>Community Leads / Community Acts</p>	<p>Communities can lead the conversation and have responsibility for the action.</p> <p>Communities in a range of areas, from sport and recreation to community well-being, environmental action and education, are able to support, design, resource and deliver their own programs services and activities. Community organisations and NGO's need to engage with community members to gather support, build understanding and commitment and to deliver the session.</p>
<p>Shared Leadership and Action</p>	<p>Leadership and actions can be shared, where communities and organisations participate and contribute to the decisions, and also lead and take responsibility for action towards the outcomes.</p> <p>This collaborative arrangement shared decision making, management and responsibility for delivery required to meet shared outcomes.</p>

Do You Need To Engage?

Determining whether there is a need to consult, involve or collaborate with the community is essential to avoid wasting Council resources and disappointing the community by proposing an engagement process that will not influence an outcome or decision.

- Is there a high level of **impact**?
- Is it a complex project?
- Is there a statutory **requirement**?
- Can the community **influence** the decision?
- Is there a high level of difficulty in addressing the problem?
- Can the community help improve the situation or outcome?
- Is it **contentious**?
- Is there a high level of community interest?
- Is there a history of difficult engagement on this topic?

If you answered yes to one or more of these questions, then you should strongly consider engagement.

If you did not answer yes to any of these questions, then you should consider informing the public.

Levels of Impact

This consultation manual is based on four impact levels, where impact relates to the possible effect on the community of the project, issue, service or action. Below are the four levels.

Level of Impact	Brief Description
Level 1 (High – Shire)	Proposal has a high level of impact and it is likely to affect all or the majority of residents in the Shire of Dumbleyung.
Level 2 (High – Local/Special Interest Group)	Proposal has a high level of impact on a smaller section of the shire or a group of like-minded residents.
Level 3 (Lower – Shire)	Proposal has a lower level of impact and it is likely to affect all or the majority of residents in the Shire of Dumbleyung.
Level 4 (Lower – Local/Special Interest Group)	Proposal has a lower level of impact on a smaller section of the shire or a group of like-minded residents.

The levels are based on the assumption that any project, issue, service or action would have some real or perceived impact on the community.

In order to determine the level of assessment, staff will firstly need to identify the community group/s and stakeholders that are affected by the matter before them. To ensure all relevant groups are provided equal opportunity for input into the consultation process a staff member responsible for the project should initiate cross directorate communication prior to determining the level of assessment.

Levels of Impact Criteria

Staff can use the following criteria to determine the likely impact of the project, issue, service or action:

Level of Impact	Criteria	Examples
Level 1 – High Impact – Shire	<ul style="list-style-type: none"> ▪ High level of real or perceived impact or risk across the Shire ▪ Any significant impact on attributes that are considered to be of high value to the whole of the Shire, such as the natural environment or heritage ▪ Any impact on the health, safety or well being of the entire community ▪ Potential high degree of controversy or conflict. ▪ Likely high level of interest across the Shire 	<ul style="list-style-type: none"> ▪ Changes to the shires integrated strategic plans. ▪ Bain Estate Future Fund ▪ Changes to Waste Sites ▪ Annual Budget ▪ Roads ▪ Decrease in level of shire wide service
Level 2 – High Impact – Local	<ul style="list-style-type: none"> ▪ High level of real or perceived impact or risk on a local area, small community or user group/s of a specific facility or service ▪ The loss of or significant change to any facility or service to a local community ▪ Potential high degree of controversy or conflict at the local level 	<ul style="list-style-type: none"> ▪ Changes to halls, recreation centres and other facilities ▪ Road closures ▪ Change to or loss of a valued service ▪ Townsite tree works
Level 3 – Low Impact – Shire	<ul style="list-style-type: none"> ▪ Lower, although still some real or perceived impact or risk across the entire Shire ▪ Potential for some controversy or conflict 	<ul style="list-style-type: none"> ▪ Improvement of a shire wide service. ▪ Changes to a customer service process eg rates. ▪ Changes to fees and charges (unless contentious) ▪ Provision of community event ▪ Review of community needs
Level 4 – Low Impact – Local	<ul style="list-style-type: none"> ▪ Lower level of real or perceived impact or risk on a local area, small community or user group/s or a specific facility or service ▪ Small change or improvement to a facility or service at the local level ▪ Low or no risk or controversy or conflict at the local level 	<ul style="list-style-type: none"> ▪ Upgrade to local playground ▪ Upgrade to local street or streetscape

Engagement Tool Availability

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
LEVEL 1	Quack Chat Newsletter Social Media Website Bulk SMS PO Box Drop/Mailout	Survey	Survey Community Workshop	Community Workshop	Nil
LEVEL 2	Quack Chat Social Media Website Bulk SMS PO Box Drop/Mailout Email (History, Business & Sporting Groups)	Survey Submission/Comment	Community Workshop External Committee	Council Committee External Committee	Nil
LEVEL 3	Quack Chat Newsletter Social Media	Submission/Comment	Informal Meeting	Nil	Nil
LEVEL 4	Quack Chat Social Media	Submission/Comment	Informal Meeting External Committee	Nil	Nil

Engagement Evaluation Template

Issue	
Aim of Engagement	
Leadership and Action	
Stakeholders	

Was the process implemented as planned? If not, what changed and why?

Have the overall community engagement aims been met?

Did the input from stakeholders contribute to a better overall outcome?

Has Council gained a better understanding of the community's perspective on the issue or project?

If a final decision was made, was it generally accepted by the public?

Did the engagement process include a balanced range of community members and different views?

Did Council clearly communicate any limitations about what the community's input could influence?

Did participants feel that they understood the aims and processes?

Did participants get all the information they needed to provide meaningful input?

Did Council provide feedback to participants at key stages of the project?

Is Council able to show how community input has been taken into consideration in decision making?

Informing Strategy

This strategy is to be applied when “Inform” is the chosen level of engagement

Level 1

The aim for a Level 1 issue is to inform as much of the community as possible. Information will be dispersed through the Newsletter, Quack Chat, Social Media and on the Website. The Bulk SMS and/or PO Box Drop/Mailout will be used depending on the urgency and/or complexity of the information to disperse.

Level 2

The aim for a Level 2 issue is to inform as much of the affected community segment as possible, with some information dispersal to non-affected community members. The Quack Chat and Social Media will be used to inform the wider community. More targeted measures such as Email Lists, segmented Bulk SMS and/or a segmented PO Box Drop/Mailout will be used to try and inform as many affected community members as possible. The method will depend on the urgency and/or complexity of the information.

Level 3

The aim for a Level 3 issue is to inform interested community members, with no objective to reach a large cross-section. Information will be dispersed through the Quack Chat and Newsletter and repeated on Social Media.

Level 4

The aim for a Level 4 issue is to release information into the community, but to try and avoid covering the dispersal of higher level information through providing too much information. Information will be dispersed through the Quack Chat and on Social Media. Information will not be put into the Newsletter to ensure that the Newsletter remains as an effective tool to disperse important information.

Engagement Tools

- Public Noticeboards
- Library Noticeboards
- Quack Chat
- Newsletter (Lakes Express) Email, Hard Copy
- Social Media
 - Facebook
 - Instagram
 - Twitter
- Bulk SMS
- Website
- Website Forms
- Community Survey
- Electors Meeting
- Council Meetings
- Community Workshops
- Annual Reports
- Integrated Plans
- Newspapers
 - The West Australian (Statewide)
 - Narrogin Observer/Great Southern Herald (Local)

Current Special Interest Engagement Tools

- WhatsApp Fire Control Officer Group
- Email Lists
 - History Email List
 - Business Email List
 - Sporting Group Email List
 - Community Group Email
- Surveys (Specific Issue)
- Workshops (Specific Issue)
- Council Committees
 - Kukerin Townscape, Tourist and Tidy Towns Committee
 - Dumbleyung Townscape, Tourist and Tidy Towns Committee
 - Fence Road Drain Committee
 - Local Emergency Management Committee
 - Dumbleyung Hospital Watch Committee
 - Robert & Daphne Award Advisory Committee
 - Historical Committee
 - Bushfire Advisory Committee
- External Committees Attendance
 - Stubbs Park Board
 - Kukerin Agricultural Society
 - Dumbleyung School Bus Committee
 - Kukerin School Bus Committee
 - Dumbleyung Landcare Zone
 - Dumbleyung LCDC
- Tourist Website
- Tourist Brochures

Part B – Individual Communications

General Correspondence

- Correspondence received for information only.
- Enquiries.
- Complaints that do not fall under the scope of the Public Sector Commission or the Corruption and Crime Commission.
- Compliments.

General Correspondence Steps & Standards

Acknowledgement of correspondence is to be made As Soon As Possible.

Requirement for a reply is to be assessed by the officer that is responsible for the section to which the correspondence applies.

Letter – Reply within 10 business days

Email – Reply within 5 business days

Phone Call – Reply within 3 business days

In-Person – At time of customer visit

If a sufficient reply is not able to be given within the timeframe, correspondence acknowledging this must be sent with a timeframe for follow-up with a sufficient reply.

Council are to be informed if the customer advises that they will contact Councillors, corresponds on one issue on more than one occasion or if the customer does not seem accepting of the feedback.

Works Requests

Works requests are received via the works request form, available in hard copy and online, letters, email, telephone and verbally in-person. Works request are defined as communication that is aimed at achieving the shire to take action in response to a problem or situation.

Works requests are to be received through the shire office front counter, not via the Manager of Works, Works Supervisor or other staff members who are not acting in the capacity of front counter staff. Works requests are also not to be expected to be received by any staff member in their personal time.

A copy of the works request form is attached in the appendices. A works request form must be filled out for each works request made. The form may be filled out by the customer making the works request or by the officer receiving the works request.

Works Request Standard

EMAIL 1 - Immediately after request is received *(The purpose on this email is to acknowledge their request and allow us enough time to investigate.)*

Dear ----

Thank you for contacting the Shire of Dumbleyung. This is a courtesy email to let you know we have submitted your request to the appropriate department and we will respond with an update within ten

working days. If you have any further information or questions in the meantime, please reply to this email as it assists us in progressing your request and generating a written transcript for your convenience. (Alternatively, you can contact the shire office by phone on 9863 4012 if you prefer informal communications.)

Just to let you know that in our effort to improve our communication at the Shire of Dumbleyung we have now commenced working through this online system to ensure requests are documented for your records. We hope you find this process a simple and transparent.

Kind Regards

Your Name

EMAIL 2 – Update Email 10 working days after request *(The purpose on this email is to provide an update on what will be done if it has not already been closed out)*

Dear ----

This email is a progress update regarding your recent request submitted to the Shire of Dumbleyung.

“Write update here”

If you have any further information or questions, please reply to this email as it assists us in maintaining a written transcript for your convenience. Alternatively, you can contact the shire office by phone on 9863 4012 if you prefer informal communications.

Kind Regards

Your Name

EMAIL 3 – Closure Email *(IF REQUIRED: The purpose on this email is to closed out the request. If the request was closed in email 2 it will not be required)*

Dear ----

This email is a friendly note to let you know we have now completed the request you submitted to the Shire of Dumbleyung.

“Write update here”

If you have any further information or questions, please reply to this email as it assists us in maintaining a written transcript for your convenience. Alternatively, you can contact the shire office by phone on 9863 4012 if you prefer informal communications.

Kind Regards

Your Name

Tenancy

The shire operates its tenancy service under requirements of the *Residential Tenancies Act 1987*. All correspondence between the shire and tenants of shire properties shall meet the requirements of the *Residential Tenancies Act 1987*.

Councillors

Under Section 2.1(c) of the Local Government Act 1995, a Councillor facilitates communication between the community and the Council.

To be effective, Council members need to understand the views of the people they represent. Communication is a two-way process. Council members provide information to the community about the policies and decisions of council and the community relays its desires, concerns and opinions to the council through the members. To represent both electors and the council effectively, a council member needs to be a good communicator and keep in touch with the local community.

Members can keep in touch with electors in a variety of ways including:

- attending meetings of local organisations;
- being available and responding to residents who wish to raise issues or concerns;
- attending events arranged by the local government;
- participating in functions held in the local area;
- communicating with the community via a newsletter, e-mail or Website; and
- reading the local paper.

When Councillors receive communication that is outside of Council's strategic focus, issues regarding the day-to-day running of the shire, Councillors should refer the customer to the proper procedures as laid out in this communications manual.

Councillors have obligations under the Record Keeping Act 2000. Under these obligations, Councillors should capture and forward the following information to the local government administration:

- Communications from ratepayers such as:
 - Complaints and compliments;
 - Correspondence concerning corporate matters;
 - Submissions, petitions and lobbying;
 - Information for Council's interest relating to local government business activity and functions.
- Telephone, meeting and other verbal conversations between an elected member and another party, regarding local government projects or business activities;
- Work diaries containing information that may be significant to the conduct of the elected member on behalf of the local government;
- Presentations and speeches delivered as part of an elected members official duties.

Appendices

Appendix 1 - Statutory Advertising Requirements

STATUTORY REQUIREMENTS – ADVERTISING

LEGEND		
Essential v	Optional o	Not Required x

COMMUNICATION METHOD		LOCAL PUBLIC NOTICE	STATEWIDE PUBLIC NOTICE	GOVT GAZETTE	SEND TO DEPT/ MINISTER OR OTHER	ADMIN OFFICE	LIBRARY	WEBSITE	COUNCIL MEETING /REPORT	SOCIAL MEDIA/ OTHER	COMMENT
ISSUE	STATUTE										
Annual Reports	LGA 55.55	v	x	x	v	v	v	v	v	o	No later than 31 Dec. Published on website within 14 days after the report has been accepted.
Adoption of a Regional Price Preference Policy	F&G Reg 24E & 24F	o	v	x	x	v	v	o	v	o	Minimum 4 weeks
Adoption or modification of Strategic Community Plan	AR Reg 19D	v	x	x	x	v	v	o	v	o	After adoption or modification
Boundary/Ward Review	LGA Sch 2.2(7)	v	x	v	v	v	v	o	v	o	Minimum 6 Weeks
Commercial Enterprises – Major Trading Undertaken	LGA 53.59(4)	v	v	x	x	v	v	o	v	o	Minimum 6 Weeks
Commercial Enterprises – Major Land Transaction	LGA 53.59(4)	v	v	x	x	v	v	o	v	o	Minimum 6 Weeks
Compliance Audit Return	AR Reg 14	x	x	x	v	o	o	o	v	x	Finance & Audit Committee & Council Meeting
Closure of Thoroughfare for period exceeding 4 weeks	LGA 53.50 F&G Reg 4	v	x	x	v	v	v	o	x	v	Allow a reasonable timeframe for submissions to be made and considered
Disposal of Property	LGA 53.58(3)	v	x	x	x	v	v	o	v	o	Minimum 14 Days

COMMUNICATION METHOD		LOCAL PUBLIC NOTICE	STATEWIDE PUBLIC NOTICE	GOVT GAZETTE	SEND TO DEPT/ MINISTER OR OTHER	ADMIN OFFICE	LIBRARY	WEBSITE	COUNCIL MEETING /REPORT	SOCIAL MEDIA/ OTHER	COMMENT
ISSUE	STATUTE										
Elections – Election Notice	LGA 54.64 (1)(2)	o	v	x	v	v	v	o	x	o	No later than 19 th day before Election Day
Elections - Call for Nominations	LGA 54.47	o	v	x	v	v	v	o	x	o	On or after 56 th Day but not later than 45 th Day before Election Day
Elections – Enrolling to Vote	LGA 54.39	o	v	x	v	v	v	o	x	o	On or after the 70 th Day, but no later than 56 th day before Election Day
Elections – candidate nominations	LGA 54.52(1)	x	x	x	x	v	x	x	x	x	On acceptance of nomination
Finance – Fees & Charges and Amendments	LGA 56.19	v	x	x	x	v	v	o	v	x	7 Days Minimum
Finance – Rates Differential or Minimum	LGA 56.36(1)	v	x	x	x	v	v	o	v	o	Within 2 months preceding commencement of financial year
Finance – Reserve Accounts	LGA 56.11(2) Sch 9.3 Cl 30(2)(b)	v	x	x	x	v	v	o	v	o	1 month
Finance – Power to Borrow	LGA 56.20(2)	v	x	x	x	v	v	o	v	o	1 month
Finance – Expenditure of a loan for changed purpose	LGA 56.20(3)	v	x	x	x	v	v	o	v	o	1 month
Finance – Notice of gratuitous payment policy	LGA 55.50(2)	v	x	x	x	v	v	o	v	x	7 Days
Local Laws Proposed – Purpose and Effect	LGA 53.12(3)(a)	v	v	x	v	v	v	o	v	o	Not less than 6 weeks after Statewide Notice

COMMUNICATION METHOD		LOCAL PUBLIC NOTICE	STATEWIDE PUBLIC NOTICE	GOVT GAZETTE	SEND TO DEPT/ MINISTER OR OTHER	ADMIN OFFICE	LIBRARY	WEBSITE	COUNCIL MEETING /REPORT	SOCIAL MEDIA/ OTHER	COMMENT
ISSUE	STATUTE										
Local Laws – Review	LGA S3.16(2)	v	v	x	v	v	v	o	v	o	Not less than 6 weeks after Statwide Notice
Local Laws –Adoption, Gazettal and after Gazettal	LGA S3.12(6)	v	v	v	v	v	v	o	v	o	7 Days Minimum (Law effective 14 days after Gazettal)
Meetings – Notice of Council and Committee Meetings	LGA S5.25(g) AR Reg 12	v	x	x	x	v	v	o	v	o	At least once annually. Not less than 7 days.
Meetings – Change of Date or Time	Admin Regs 12(2)	v	x	x	x	v	v	o	x	x	7 Days Minimum
Meetings – Electors Meetings	LGA S5.29(1)	v	x	x	x	v	v	o	v	o	14 Days
Tenders - Publicly inviting tenders	F&G Reg 14	o	v	x	x	v	v	o	v	v	Minimum 14 Days
Tenders – limiting who can tender expressions of interest	F&G Reg 21	o	v	x	x	v	v	o	v	v	Minimum 14 Days

Local Government Act 1995

51.7 Local public notice

- (1) Where under this Act local public notice of a matter is required to be give, a notice of the matter is to be –
- (a) published in a newspaper circulating generally throughout the district; and
 - (b) exhibited to the public on a notice board at the local government's offices; and
 - (c) exhibited to the public on a notice board at every local government library in the district.
- (2) Unless expressly stated otherwise it is sufficient if the notice is –
- (a) published under subsection (1)(a) on at least one occasion; and
 - (b) exhibited under subsection (1)(b) and (c) for a reasonable time, being not less than –
 - (i) the time prescribed for the purposes of this paragraph; or
 - (ii) if no time is prescribed, 7 days.

51.8 Statewide public notice

Where under this Act Statewide public notice of a matter is required to be given, section 1.7 applies except that the newspaper referred to in section 1.7(1)(a) is required to circulate generally throughout the State.

COUNCIL POLICY

DATE PROPOSED:	15 December 2016
AUTHOR AND POSITION:	Matthew Gilfellon – Chief Executive Officer

1.7 COMMUNITY ENGAGEMENT POLICY

For the purposes of community engagement in order to prepare and review the Strategic Community Plan the following engagement activities are to be undertaken:

- Every two years a survey is to be undertaken to ascertain what the communities priorities are and how the community views the performance of Council and the shire. The community survey is to be conducted in line with the minor and major reviews of the Strategic Community Plan.
- Every four years community workshop(s) are to be undertaken to inform the community of the progress of the Strategic Community Plan and ascertain what the communities priorities are.

COUNCIL POLICY

DATE PROPOSED:	20 November 2008
AUTHOR AND POSITION:	Ian Craven – Chief Executive Officer

1.6 COMPLAINT HANDLING

POLICY STATEMENT

That the Shire of Dumbleyung will provide a consistently high level of customer service and that a complaints system will be used to monitor that service.

OBJECTIVE

The primary objective of this policy is to turn dissatisfied customers into satisfied customers.

The secondary objectives are:

1. To monitor performance.
2. Identify the need for improvement or new services.
3. To avoid potential litigation.

GUIDELINES

The complaints procedure allows the customers/general public to provide written detail of their complaint.

All complaints received will be forwarded to the Chief Executive Officer.

A monthly report summarising any complaints received will be provided to Council via the Information Bulletin. Complaints relating to staff will be summarised to the Chief Executive Officer. Complaints referring to the Chief Executive Officer will be referred to the Shire President. Complaint letters received anonymously will not be processed.

COMPLAINTS PROCEDURE

Staff Receiving Complaints

1. **Verbal Complaints**

Listen carefully and maintain a positive approach. Repeat your understanding of the problem to the customer to check that you have understood. Write this down to document the issue. If the complaint is unclear, it can be helpful to ask "What is it that you would like to happen?", or "How can we help you with your concern?"

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Decide if there is any action you can take to resolve the complaint. If there is, inform the customer and resolve the issue. If you are unable to resolve this issue, advise the customer that a Council Officer will contact them within 5 working days. The officer will either obtain more information and/or advise when the matter will be resolved.

Ask the complainant if they would prefer to put their complaint in writing. Advise the complaint to the Chief Executive Officer.

2. *Written Complaints*

When letters of complaints are received they will be referred to the Chief Executive Officer. A letter will be sent advising that their complaint has been received and thanking them for providing feedback to Council. It will also advise that a Council officer will contact them within 5 working days. The officer will either obtain more information and/or advise when the matter will be resolved.

Resolving Complaints

3. *Record of Complaint*

- a) The Chief Executive Officer will record the complaint and issue a complaints number and file in a Complaints Register.
- b) The Chief Executive Officer will assign the complaint to the relevant officer for resolution.

4. *Dealing with Complaints*

- a) The officer receiving the complaint will contact the customer and inform them what is happening to their complaint within 5 working days of receiving the complaint.
- b) If the complaint is resolved satisfactorily, record the action taken on the complaint and send it to the Executive Secretary for filing.

5. *Unresolved Complaints*

- a) If the complaint has not been resolved within 10 working days, the relevant officer will advise the Chief Executive Officer.
- b) The Chief Executive Officer will then contact the officer handling the complaint and determine what action can be taken to resolve the complaint.
- c) If the matter cannot be resolved at officer level, the matter will be referred to Council for resolution.
- d) Once Council has made a determination on the issue, the customer will be informed.
- e) A copy of the relevant page from the Minutes will be attached to the complaints notation/letter by the Chief Executive Officer and then processed through the Complaints Register.
- f) If the complaint is still unresolved, the customer should be informed the matter can be referred to an external body such as the Local Government Department or Ombudsman.

6. *Reviewing Complaints*

- a) On a monthly basis, a report of all complaints received and the action taken to resolve the complaints will be forwarded to Council via the Information Bulletin. It will list the nature of the complaint, date received, action taken to resolve the complaint, whether the complaint was verbal or written and the date the complaint was resolved.

Appendix 5 - Works Request Form

SHIRE OF DUMBLEYUNG

ABN 76 703 105 276

Harvey Street, Dumbleyung, WA 6350
P.O. Box 99, Dumbleyung, WA 6350

Telephone: (08) 9863 4012
Facsimile: (08) 9863 4146
Email: ceo@dumbleyung.wa.gov.au
www.dumbleyung.wa.gov.au



Shire of Dumbleyung Works Request

Date: _____ To: **CEO/MOW/OTHER**

Reported By: _____

Action Requested:

Signature: _____

Office Use Only

Issued to: Administration
Works
Health/Building

Action Taken:

No Action taken because of the following reason:

Please return this form to email mows@dumbleyung.wa.gov.au, fax 0898634146, Post to PO Box 99 Dumbleyung WA 6350 or drop at the Shire Office on Harvey Street Dumbleyung.

SHIRE OF DUMBLEYUNG

ABN 76 703 105 276

Harvey Street, Dumbleyung, WA 6350
P.O. Box 99, Dumbleyung, WA 6350

Telephone: (08) 9863 4012
Facsimile: (08) 9863 4146
Email: cas@dumbleyung.wa.gov.au
www.dumbleyung.wa.gov.au



Shire of Dumbleyung Rental Works Request Form

Date:

Reported By*:

Action Requested:

Signature:

***All requests must be made by the tenant of the property.**

Office Use Only

Action Taken:

No Action taken because of the following reason:

Please return this form to email cas@dumbleyung.wa.gov.au, fax 0898634146, Post to PO Box 99 Dumbleyung WA 6350 or drop at the Shire Office on Harvey Street Dumbleyung.