



Customer Service Charter

What you can expect from the Pilbara Development Commission.

Our vision

The vision for the Pilbara region is vibrant and sustainable communities underpinned by a strong, diverse economy.

“By 2050, the Pilbara will have 200,000 people living in vibrant, modern and inclusive cities and communities which offer quality services, career choice, affordable living and strong local communities. The economy will feature diverse, innovative and resilient local and international firms underpinned by the resources and energy industries.”

(Pilbara Regional Investment Blueprint, 2015)

The Pilbara Development Commission’s vision is to be a progressive agency leading the development of the Pilbara.

Our mission

The Pilbara Development Commission’s mission is to be the catalyst for development and growth in the Pilbara region.

Our values

The Commission is committed to achieving excellence in all it delivers. To achieve this, the Commission upholds four core values that promote a positive working environment and culture.

- Integrity: to act ethically, honestly and with transparency
- Unite: to connect, respect and collaborate
- Care: to be positive and supportive
- Impact: to make a difference

Our commitment

- Customers will be provided with professional service in a friendly, responsive environment.
- Customers will have access to well trained staff skilled in quality service provision.
- Customer feedback is valued as part of the process of improving customer service.
- To provide clear, consistent and relevant information.
- To engage and consult with customers on issues that affect them, and to listen and consider their needs and ideas.

Our performance

The Commission’s performance is regularly assessed against all customer service standards, along with other established performance indicators such as the annual customer feedback survey. This assessment indicates the extent to which the Commission meets the expectations of its customers and whether it delivers services in an efficient and effective manner.



Our standards

The Commission has established the following standards of good service. These standards identify practical ways in which the Commission's staff endeavour to provide quality service to their customers.

Customers will be provided with professional service in a friendly, responsive environment.

Customers can expect:

- Commission staff to adopt a courteous and sensitive approach at all times.
 - Telephones to be answered in a friendly manner.
 - Prompt responses to the enquiries, with correspondence answered within 14 days. Interim replies will be provided if a final response is not available within this timeframe.
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Customers will have access to well trained staff skilled in quality service provision.

Customers can expect:

- Referral to a staff member who will take responsibility for an enquiry.
 - Access to capable staff who are appropriately recruited and trained to address the needs of their customers.
 - Staff readily identify themselves and wear name badges at all times when representing the Commission
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Customer feedback is valued as part of the process of improving customer service.

Customers can expect:

- To be consulted in an open and informative manner on how their needs might best be met.
 - To be given the opportunity to provide feedback to the Commission on its standard of service.
 - That the Commission will react positively if mistakes are made or services do not meet the standard customers expect, and that customers will be advised in writing of the outcome if required.
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Your feedback

The Commission places great value on customer feedback. Customers who have views on how the Commission might improve its services, or who feel dissatisfied with the level of service they have received, are encouraged to come forward with their concerns. The Commission is committed to creating opportunities for feedback to be provided in a constructive and timely manner.

Any views or complaints will be forwarded to the Chief Executive Officer. Any issues received will be raised by the Chief Executive Officer with the relevant staff member or the Board of the Commission, with a positive view to bettering our provision of service.

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