My SJ is your online gateway to Shire services, designed to make it easier for residents, businesses, community groups and investors to access the information and support they need.

From lodging requests and submitting applications to tracking progress and accessing important records, My SJ brings a wide range of services together in one secure and convenient platform.

Available 24/7, My SJ gives you greater visibility, faster access to services and the convenience of managing your interactions with the Shire online, whenever and wherever you choose.

Create your My SJ account today and experience a simpler way to connect with the Shire.

www.sjshire.wa.gov.au/mysj

How you can contact us:

We want to make it easy for you to contact us via your preferred channel. To ensure your enquiry is dealt with efficiently we suggest:

Online

Request & Report It » Shire of Serpentine Jarrahdale

If you need to provide us with lots of information and want a written record – or simply can't call the Shire during business hours, please email us or lodge a request through our website.

All written communication or requests will be acknowledged within 3 business days with either a resolution or the details of the person assisting you.

By Phone

(08) 9526 1111 – 24-hour assistance

If you need to speak with the Shire urgently, or are unsure of the correct channels to follow, please call us.

In Person

We value speaking to our community in person. Sometimes this is the best way to discuss complex issues or even to remove barriers. Visit us in person during opening hours but be mindful that not all staff may be available without appointments, please consider this before travelling.

Social Media

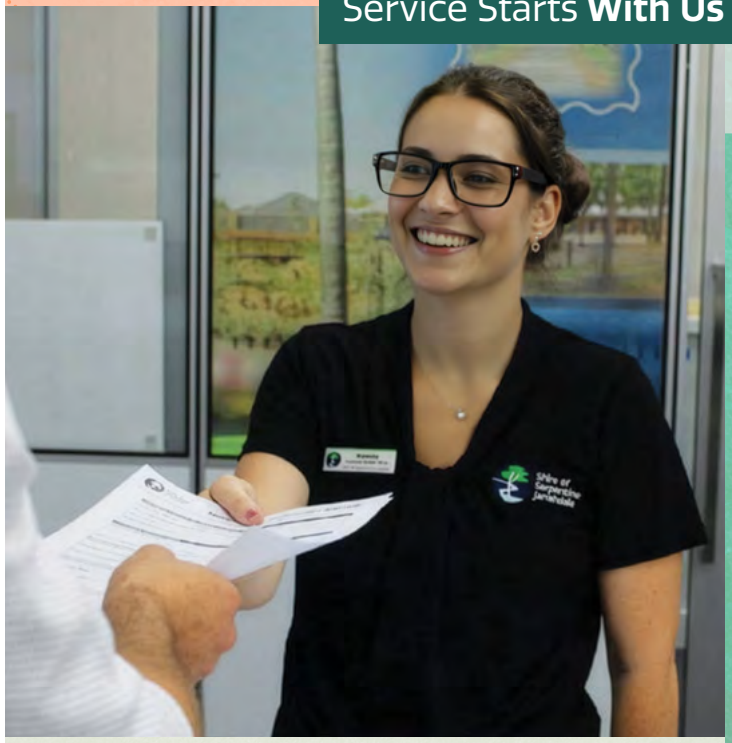
Due to the volume and number of requests we receive, these cannot be answered or resolved via social media. The Shire uses several official social media accounts to communicate and engage with the community, and we encourage you to follow us for news, announcements and information on our latest projects and initiatives.

To ensure that our social media channels promote community discussion that is respectful we have developed terms and conditions for using our channels and reserve the right to remove content that breaches these guidelines. For more information visit: www.sjshire.wa.gov.au/community/community-consultation/social-media-guidelines.aspx/social-media-policy.aspx

Shire of Serpentine Jarrahdale

My SJ

Service Starts **With Us**



Great customer service is more than a transaction. It's how we stay connected with our community, understand changing needs, keep residents informed, and work together to shape a thriving, liveable and connected Shire.

The Shire of Serpentine-Jarrahdale provides service to more than 40,000 residents and 2,500 businesses, through over 33,000 customer interactions each year. This customer service charter reflects the shared commitment our people have for our community.

Our Focus

Through the diverse nature of each customer interaction, we never lose sight of ensuring the Shire of Serpentine-Jarrahdale is:

- **Thriving:** We balance and protect multiple interests along with good decisions to provide value that's expected by the community.
- **Liveable:** By ensuring everyone can use and enjoy safe, well-maintained spaces while being protected from hazards and risks, we're creating a place where people want to live and work.
- **Connected:** By being inclusive and supportive we maintain strong relationships with the community, making it easier for them to belong, learn, and be inspired.

Our Service Principles

We want you to know what you can expect whenever you interact with us. We firmly believe that it's important, so we commit to:

- Acknowledging your enquiry.
- Connecting you with someone who can help.
- Giving you the correct advice or information.
- Providing evidence that supports directions or decisions.
- Helping you navigate processes or services.
- Staying in touch with you.

If we need to reach out to you first, we will:

- Always treat you with respect.
- Consider your situation or circumstance.
- Leave reasonable timeframes and notice before contacting you again.

If things don't go to plan

Great service is unique to every customer's situation. We have systems and processes that help us stay consistent. We need to apply policies equitably but use human judgement, so you feel like a person, not a number. Therefore, we will:

- Let you know if we are taking longer than promised.
- Inform you if something isn't going to plan.
- Offer another solution or options if the plan changes.
- Advise if there are any delays beyond our control.

How you can help us, help you

We believe that the best outcomes are always achieved by working together and we acknowledge that our customers play a big role in helping us achieve this. We therefore ask that you:

- Come directly to us first.
- Have an open mind when you start an enquiry.
- Trust that the appropriate person will be working with you.
- Be aware of your own situation so you allow enough time.
- Be organised with complete and accurate information.
- Avoid creating multiple enquiries for the same issue.
- Provide correct contact details and be available so we can contact you if we need to.
- Read all our correspondence in full.
- Respect Shire staff and property including following all signs and laws.

The Shire is committed to ensuring our staff are safe and respected. We have set boundaries for behaviours that we will and won't accept from our community. We expect that you treat our team with courtesy and respect regardless of the method of contact.

Our People

Our staff are motivated by our values. They are more than just words and are central to how we interact with our customers. We believe that our level of service externally is a strong reflection of how we work internally.

Accountability

- We take responsibility and don't handball.
- We take ownership of the good and bad.
- We do what we say we'll do and follow through.
- We are open to feedback.
- We hold ourselves to a high standard.
- We don't cut corners, even when pressured by time.
- We communicate the solution or closure.

Collaboration

- We work together within and between departments.
- We share ideas and are open to different perspectives.
- We share the load and pitch in when required.
- We are mindful of how other business areas fit in.
- We always look at the big picture.
- We find better solutions when we cooperate.
- We find agreement internally then respond aligned and united.

Trust

- We maintain customer confidentiality.
- We ensure our work is accurate, current, and factual.
- We maintain our skills and knowledge.
- We deliver with assurance and conviction.
- We do the right thing.
- We are honest, direct and timely.
- We are genuine in our interactions.

Our standards

It is important that you let us know if you believe we have fallen short on any service standards, or if you believe we should be complimented. Your feedback helps us understand how and where we can improve.