

Approval of Shire of Moora Customer Service Charter

28 November 2008

Economic Regulation Authority



WESTERN AUSTRALIA

DECISION

The Economic Regulation Authority (**Authority**) has approved the Shire of Moora Customer Service Charter (charter) on 28 November 2008.

REASONS

The Authority has reviewed the charter against the requirements of the Shire of Moora's licence and notes the following:

Existence

Clause 7.1 of the Shire of Moora licence states that the licensee must produce a charter that accords with the Authority's Customer Service Charter Guidelines (**review guidelines**).

Schedule 3, clause 2.6 of the licence requires that the Shire of Moora undertake a review of the charter at least once in every three year period. Furthermore, clause 6.1 of the review guidelines requires the licensee to undertake a review process, at regular intervals and within the required timeframe.

The previous charter was approved by the Authority in October 2005.

The Shire of Moora originally submitted its charter to the Authority for approval on 7 November 2008. The Secretariat of the Authority provided feedback to the Shire regarding the charter. The Shire submitted a revised version of its charter on 24 November 2008.

The Authority finds that the Shire of Moora has submitted its new charter for approval within an acceptable timeframe.

Accuracy

Under clause 6.2 of the review guidelines, the charter must comply with all relevant legislative, code or regulatory requirements and be in line with the standard form contract and/or the licence requirements.

The Authority finds that the principles, terms and conditions, as set out in the charter, are generally consistent with relevant legislation and licence requirements.

Consultation

Clause 6.3 of the review guidelines requires that the licensee engage with customers and/or their representatives in the development and/or review process.

The Shire of Moora has advised that it placed advertisements in the local newspaper on 23 and 30 October 2008 inviting public comment on the charter. No public submissions were received in relation to the charter.

The Authority finds that, on the basis of the information provided, the Shire of Moora undertook a reasonable level of public consultation with regard to this review.

Accessibility

Schedule 3, clause 2.2 of the Shire of Moora's licence requires that the charter be developed in 'plain English' and that it should address all of the service issues likely to be of concern to its customers.

'Plain English'

The Authority finds that the accessibility of the charter is generally sound, however, it could be further improved through the simplification of some technical and legalistic language.

Issues likely to be of concern

The Authority finds that the charter is generally consistent with the licence provision in covering all of the service issues likely to be of concern to the Shire of Moora's customers.

LYNDON ROWE
CHAIRMAN

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