



Date.

Record No.

(08) 9651 0000
 PO Box 211, Moora 6510 WA
 34 Padbury Street, Moora 6510 WA
 shire@moora.wa.gov.au

SHIRE OF MOORA – CUSTOMER ACTION REQUEST FORM (CAR)

CUSTOMER'S DETAILS			
Action Request By:	<input style="width: 95%;" type="text"/>		
Address:	<input style="width: 95%;" type="text"/>		
Mobile:	<input style="width: 40%;" type="text"/>	Email:	<input style="width: 50%;" type="text"/>
RECEIVING OFFICER TO COMPLETE			
Date Received:	<input style="width: 40%;" type="text"/>	Receiving Officer:	<input style="width: 50%;" type="text"/>
Actioning Officer: (Refer to CEO if unknown)	<input style="width: 40%;" type="text"/>	Received By:	<input type="checkbox"/> Telephone <input type="checkbox"/> Letter <input type="checkbox"/> Email <input type="checkbox"/> Personal

CUSTOMER TO COMPLETE					
Nature and Details of Request: (Please provide as much detail as possible)					
Would you like to be informed when the request is complete:	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Customer's Signature:	<input style="width: 40%;" type="text"/>	Date:	<input style="width: 40%;" type="text"/>		
RESPONDING OFFICER TO COMPLETE					
Action taken / to be taken:					
Date Complete:	<input style="width: 40%;" type="text"/>	Completed By:	<input style="width: 50%;" type="text"/>		
Actioning Officer Signature:	<input style="width: 95%;" type="text"/>				
COMPLETION DETAILS:					
Customer Informed By:	<input type="checkbox"/> Letter	<input type="checkbox"/> Telephone	<input type="checkbox"/> Personal	<input type="checkbox"/> Email	<input type="checkbox"/> Not Required
Date resident informed of action take/to be taken:	<input style="width: 40%;" type="text"/>	Informed By:	<input style="width: 95%;" type="text"/>		

Customer Action Request (CAR) Form – Information

Customer Action Request Forms are Available From

- The Shire Office, 34 Padbury Street Moora WA 6510
- Any Councillor of the Shire of Moora

Download from the Shires website: www.moora.wa.gov.au

Lodgement of Customer Action Request Forms

Forms can be lodged:

- In person at the Shire Office, 34 Padbury Street Moora
- By post to Shire of Moora, PO Box 211 Moora WA 6510
- By telephone – phone (08) 96510000 and provide details over the phone to a Council officer
- By facsimile – fax completed CAR form to the Shire on (08) 96511722

By email to: shire@moora.wa.gov.au

Explanation of the CAR Form

Customer's Details

Details of the customer requesting action – can be completed by the customer or the receiving officer. Necessary for follow up, clarification and to advise of action taken

Receiving Officer to Complete

This section needs to be completed by the officer receiving the request. This is important to record details of when the request was initially made and who will be responsible for following up and dealing with the request. If the receiving officer is not sure of who is the appropriate officer to deal with the request, then the CEO should be consulted.

Actioning Officer to Complete

This section needs to be completed by the officer responsible for the respective area of the Shire's operations. The actioning officer is to record what is or has been done to complete the request so the customer can be informed. If action is not proposed or not necessary, a reason should be recorded.

Completion Details

If the customer has requested to be informed of the action taken, then ideally the actioning officer should advise the customer by the customer's preferred method of contact. Otherwise the actioning officer should make arrangements with another staff member to do this. Whoever contacts the customer should complete this section.

Once the request has been completed and the customer informed, the form is to be presented to the CEO to sign. This provides the CEO with the opportunity to gain an understanding of the frequency and nature of requests and how promptly the Shire is dealing with the request.

----- Office Use Only-----

Flow-Chart

- Customer initiates request – provides customer's details and nature/details of request
- Receiving Officer ensures all details in sections headed "Customer's Details", "Receiving Officer to Complete" and "Customer to Complete" are completed and filled in correctly;
- CAR form passed on to Records Officer. A copy of the CAR form is placed on file in a separate file in the Records system established for CAR Forms;
- The Records Officer then forwards the CAR Form to the Actioning Officer for actioning;
- Once the request is dealt with the Actioning Officer is to inform the Customer (if required) of the action taken and complete the section headed "Completion Details";
- The actioning Officer then forwards the completed CAR Form to the CEO for signing off.

Once signed off by the CEO the CAR Form will be returned to the Records Officer for filing.

Reports

- At the end of each quarter, the Records Officer will compile a report on the CAR's for inclusion in the Information Bulletin.
- This report is to include statistical information such as number of CAR's received during the quarter and for the year to date as well as how many CAR's remain outstanding at the end of the reporting period;
- This report is to be at summary level (ie no detail or customer names) with requests grouped in to like categories.