



ELECTED MEMBERS MOTIONS

APPENDICES

Item 13.1

**ORDINARY COUNCIL
MEETING**

To Be Held

Wednesday, 25th February 2026

Commencing at 5.00pm

At

**Shire of Dardanup
ADMINISTRATION CENTRE EATON
1 Council Drive – EATON**

This document is available in alternative formats such as:

- ~ Large Print
- ~ Electronic Format [disk or emailed]
Upon request.

RISK ASSESSMENT TOOL

REPORT TITLE: *Customer Service Charter Review – Elected Member Motion*

RISK THEME PROFILE:

4 - Document Management Processes

RISK ASSESSMENT CONTEXT: Operational

CONSEQUENCE CATEGORY	RISK EVENT	PRIOR TO TREATMENT OR CONTROL			RISK ACTION PLAN (Treatment or controls proposed)	AFTER TREATMENT OR CONTROL		
		CONSEQUENCE	LIKELIHOOD	INHERENT RISK RATING		CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK RATING
HEALTH	No risk event identified for this category.	Not Required - No Risk Identified	N/A	N/A	Not required.	Not required.	Not required.	Not required.
FINANCIAL IMPACT	No risk event identified for this category.	Not Required - No Risk Identified	N/A	N/A	Not required.	Not required.	Not required.	Not required.
SERVICE INTERRUPTION	No risk event identified for this category.	Not Required - No Risk Identified	N/A	N/A	Not required.	Not required.	Not required.	Not required.
LEGAL AND COMPLIANCE	There is no legislation guiding the requirement of a Customer Service Charter	Insignificant (1)	Rare (1)	Low (1 - 4)	Not required.	Insignificant (1)	Rare (1)	Low (1 - 4)
REPUTATIONAL	Ensuring that the Customer Service Charter is current and reviewed is good practice and shows a commitment to community of high standards adopted by the Council.	Minor (2)	Unlikely (2)	Low (1 - 4)	Not required.	Insignificant (1)	Rare (1)	Low (1 - 4)
ENVIRONMENT	(No risk event identified for this category.	Not Required - No Risk Identified	N/A	N/A	Not required.	Not required.	Not required.	Not required.
PROPERTY	No risk event identified for this category.	Not Required - No Risk Identified	N/A	N/A	Not required.	Not required.	Not required.	Not required.