

Having your say

Customer Service Requests

We will assess and respond to routine service requests, provide a response indicating the Shire's position and any planned works within 10 working days of receipt. Examples of a service request is provided below:

- a pot hole
- verge tree pruning
- a barking dog

Feedback

We value all types of feedback including compliments, concerns and suggestions for improvement. Please provide us with your views by submitting an online customer request via www.waroona.wa.gov.au/shire/new-residents/report-it.aspx

Complaints

A complaint is an expression of dissatisfaction, however made, about the standards or service provided, or an action or inaction by the Shire or its employees, contractors or elected members and non-compliance with a Shire policy or procedure. Complaints can be made in writing via a letter, email or online via www.waroona.wa.gov.au/shire/new-residents/report-it.aspx

Respect

We understand sometimes trying to resolve issues can make us all very frustrated, however, where a customer is abusive or uses bad language the communication may be terminated by the Officer. If an Officer feels threatened by the behaviour of the customer, the police may notified.



Visit us

 52 Hesse Street
Waroona WA 6215

Send mail to us

 PO Box 20
Waroona WA 6215

Contact us

 (08) 9733 7800

 warshire@waroona.wa.gov.au

 www.waroona.wa.gov.au

Connect with us

 www.waroona.wa.gov.au

 facebook.com/Shire-of-Waroona

Useful Contacts

Ranger Services	9531 7709
Shire Depot	9733 7817
Recreation & Aquatic Centre	9733 7819
Waroona Public Library	9733 7822
Waroona Visitor Centre	9733 1506
Police, Fire or Ambulance	000



SHIRE OF
WAROONA
SEA TO SCARP



**CUSTOMER
SERVICE CHARTER**



Our Mission & Vision

The Shire of Waroona will create a sense of place & identity, embracing creativity, our natural environment and a strong diverse economy. We will be an organisation with a can do attitude that strives for service excellence, continued improvement and a commitment to outcomes. Our values are A REALITY:

A - Accountable
R - Respect
E - Excellence
A - Accesible
L - Leadership
I - Innovative
T - Transparent
Y - Yours

Our Contact & Service Standards

In person

When you make an enquiry at the front counter, we aim to resolve it as soon as practicable. If your query requires technical advice or attention, we will refer you to the appropriate staff member. If the staff member is not available, contact will be made with you within three working days.

By telephone

We will answer calls promptly and resolve your enquiry immediately if possible, however if your query requires technical advice or attention we will refer you to the relevant staff member. If no-one is available we will have your call returned within three working days.

Writing to us

If required, your request may be acknowledged as soon as practicable and we will endeavour to provide a detailed response within ten working days.

Contacting us Online

Website

We will provide up to date information including forms, application forms, information sheets and meeting Agendas and Minutes on our website. After hours emergency numbers are available at the base of the home page.

Social Media

We will respond to questions asked on our social media channels within two days during business hours. We will respond to urgent matters where possible after hours.

Access and Inclusion

The Shire is committed to providing equitable access to information, services and facilities for all members of the community. People with specific needs can contact us on (08) 9733 7800 or email warshire@waroona.wa.gov.au.

Translation and interpreting services are also available for a variety of services and activities conducted at the Shire. A copy of our Disability Access and Inclusion Plan can be found at <https://www.waroona.wa.gov.au/documents/1480/disability-access-and-inclusion-plan-2017-2022>

Freedom of Information

The Western Australian Freedom of Information Act 1992 gives you the right to apply for access to documents held by state public sector agencies which includes government departments, local authorities, statutory authorities and Ministers. This is commonly known as an FOI.

FOI forms are available from the Shire Administration Office. It is not mandatory to use the application forms provided, however, an application must be made in writing.

