SHIRE OF WAROONA
SEA TO SCARP

CUSTOMER SERVICE CHARTER



Our commitment to providing helpful, respectful and responsive service to our community.

OUR COMMITMENT TO YOU

RESPECTFUL
We will treat you with courtesy, fairness & respect.

HELPFUL
We will listen and help you find the right support.

RESPONSIVE
We will respond promptly and keep you informed.

CLEAR
We will provide information that is clear and accurate.

INCLUSIVE
We will work to ensure our services are accessible to everyone.

OUR SERVICE STANDARDS

IN PERSON
We aim to resolve your enquiry at the front counter. Where specialist advice or further assistance is required, we will refer your enquiry to the appropriate officer.

3 DAYS
If you enquiry cannot be resolved immediately, the appropriate officer will contact you or we will advise when they will be available.

BY TELEPHONE
We will answer calls promptly and aim to resolve your enquiry during the call. Where specialist advice or further assistance is required, we will refer your enquiry to the appropriate service area.

3 DAYS
We aim to return your call within three working days or advise when the appropriate officer will be available.

IN WRITING
We will acknowledge your correspondence as soon as possible and provide a clear response to your enquiry. If additional time is required, we will keep you informed of progress and the expected response timeframe.

10 DAYS
We aim to provide a detailed response by email or post within ten working days. If this is not possible, we will provide a progress update within that timeframe.

ONLINE & SOCIAL MEDIA
We will provide up-to-date information on our website, including forms, information sheets, meeting agendas and minutes. We will respond to direct questions on our social media posts or refer you to the appropriate service area.

3 DAYS
We will respond to direct questions on our social media posts within three working days. Our social media channels are monitored during business hours.

HAVING YOUR SAY

FEEDBACK
We welcome your feedback, including compliments, concerns and suggestions for improvement. You can share your feedback through our website.

COMPLAINTS
If you are dissatisfied with our service, decisions or actions, you can lodge a complaint by email, post or through our website.

RESPECT
Our employees will treat you with courtesy and respect, and we ask that you do the same. If you behave in an abusive, threatening or inappropriate manner, our employees may end the call, meeting or conversation.

ACCESS & INCLUSION

We are committed to making our information, services and facilities accessible to everyone.

If you need information in an alternative format or assistance accessing our services, please contact us.

Our Access and Inclusion Plan is available on the Shire's website.

CONTACT US

52 Hesse Street
Waroona WA 6215

PO Box 20
Waroona WA 6215

(08) 9733 7800

warshire@waroona.wa.gov.au

www.waroona.wa.gov.au

Scan the QR code to visit our website or submit a customer service request.

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FURTHER INFORMATION

APPLICATION & ASSESSMENT TIMEFRAMES

The response times outlined on Page 1 relate to how quickly we will respond to and communicate with you. They do not necessarily represent the time required to assess or determine an application.

Some planning, building and environmental health applications are subject to statutory processes and timeframes. These vary depending on the type of application and the approvals required.

Application	Statutory Timeframe
Development application	60 days, or 90 days where advertising or referral is required
Subdivision referral	Shire responds to WAPC within 42 days.
Certified building permit	10 business days
Uncertified building permit	25 business days

RANGER SERVICES

Shire Ranger Services are available between 7.30am and 5.00pm Monday to Sunday.

For non-urgent matters outside these hours, please leave a message and a Ranger will respond when the service next operates.

For matters outside Ranger Service hours that pose an immediate risk to public safety, please contact WA Police on 000. This may include situations such as livestock on a road creating an immediate traffic hazard.

YOUR INFORMATION

We will respect your privacy and collect, use, disclose, store and otherwise handle your personal information in accordance with the PRIS Act 2024, our Privacy Policy and recordkeeping obligations.

HELP US TO HELP YOU

To help us respond to your enquiry, please provide:

- A clear description of your enquiry or the issue.
- The address or location, if relevant.
- Your contact details and how you would prefer us to contact you.
- Any relevant documents or photographs.
- If you are following up on an existing request, please provide the reference number if its available.

CUSTOMER SERVICE REQUESTS

A customer service request can be submitted to let us know about an issue that requires Shire attention, such as a pothole, verge tree requiring attention or a barking dog.

We aim to assess all customer service requests and provide a response that includes the Shires position within 10 working days.

Customer service requests can be submitted through our website or by contacting the Shire.

FREEDOM OF INFORMATION

The *Freedom of Information Act 1992* gives you the right to apply for access to documents held by the Shire.

Applications must be made in writing using Form 'AMF003 Application for Access to Documents'. An application fee will apply, along with processing charges in some circumstances.

Further information, including the application form, fees and how to apply, is available from the Shire Administration Office or on our website.

TRANSLATION & INTERPRETATION

Please let us know if you require an Auslan interpreter or language translation assistance.

The National Relay Service can be accessed at no charge on 133 677 for TTY users, for speak and listen users 1300 555 727 or visit relayservice.com.au.

USEFUL CONTACTS

SERVICE	PHONE
Shire Administration incl - Licensing Services Planning, Building & Health Ranger Services Works Depot	(08) 9733 7800
Shire Depot - After hours	(08) 9733 7817
Ranger Services - Weekends	(08) 9733 7827
Waroona Recreation & Aquatic Centre	(08) 9733 7819
Waroona Public Library	(08) 9733 7822
Waroona Visitor Centre	(08) 9733 1506
Emergency calls for Police, Fire or Ambulance	000