

# Our Service Commitment



The City of Subiaco is committed to providing our customers with a timely and reliable service. Our charter describes the standards of service to be expected from us and the feedback process to help ensure we uphold our delivery to the community.

## When communicating with the City, these are our standards:



### Acknowledge

- Greet you in a professional and courteous manner.
- Answer your call promptly during City business hours.
- Identify ourselves by first name and department.



### Clarify

- Listen and ask questions to ensure we understand.
- Process your request, advise you of expected timeframes.
- *If you have a complex request, you may be required to make an appointment.*
- We will inform you if complex requests require more time.



### Commit

- Communicate updates throughout the process.
- Handle correspondence related to statutory processes according to the law and required timeframes.
- Continuous improvement.



### Deliver

- Process your request within the advised timeframe.
- Provide up to date information on the City's website.
- Provide a telephone service for after-hours emergency calls.



## You can assist us by:

- Providing accurate and complete information when lodging requests.
- Working with us to reach a solution.
- Understanding that some requests may be beyond the City's responsibilities.
- Treating our employees with courtesy and respect. Their safety is a priority, and they may end conversations if they feel unsafe or encounter abusive language or behaviour.
- Telling us when you are not satisfied with a service so that we may improve.

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## Access and inclusion

The City of Subiaco recognises that people of all abilities have the same rights and responsibilities as other community members.

Customers who require further assistance can contact the City via the National Relay Service:

- TTY/voice calls: 13 36 77
- Speak and Listen: 1300 555 727
- Alternatively, the City can be contacted through the Translating and Interpreting Service (TIS National) by calling 131 450

Information in alternative formats can also be provided upon request.

More information on the City's Disability Access and Inclusion Plan is available on our website at [subiaco.wa.gov.au](http://subiaco.wa.gov.au)

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## Feedback

Customers are encouraged to provide feedback – be it a compliment, comment or complaint. This can be submitted on our website at [subiaco.wa.gov.au](http://subiaco.wa.gov.au)

Please note a complaint is not a 'request for service'. A request for service is where you would like the City of Subiaco to act e.g. graffiti removal, barking dog, or prune a verge tree request. Unless otherwise communicated, complaints will be resolved within five (5) business days of lodgement.

The City follows the guidelines of the Ombudsman Office. If you are not satisfied with the way your complaint was handled or resolved by the City, you may wish to contact the Ombudsman Western Australia located at Level 2, Albert Facey House 469 Wellington Street Perth or phone (08) 9220 7555.



## Contact us

**Phone** (08) 9237 9222 **Email** [city@subiaco.wa.gov.au](mailto:city@subiaco.wa.gov.au)

Council Chambers and Customer Service | Level 2, 388 Hay Street, Subiaco WA 6008  
PO Box 270 Subiaco WA 6904

[subiaco.wa.gov.au](http://subiaco.wa.gov.au)

### Our service hours:

Customer service and office telephones  
9am to 4.30pm, Monday to Friday.

After hours (emergency service) 4.30pm to  
9am, Monday to Friday, and 24 hours on  
Saturdays, Sundays, and public holidays.

### Privacy and security

We take the collection and management of personal and sensitive information very seriously, including its storage, use, retention and disposal.

We only collect information required to ensure optimal service delivery and the data provided is used ethically.