



**Goomalling Shire Council**  
**Service Standards 2025**



## CONTACT COUNCIL

**Mail:** PO Box 118, GOOMALLING WA 6460

**In Person:** 32 Quinlan Street, GOOMALLING WA 6460

**Telephone:** 08 9629 1101

**Email:** [goshire@goomalling.wa.gov.au](mailto:goshire@goomalling.wa.gov.au)

**ABN:** 79 005 196 211

## CUSTOMER SERVICE HOURS

Customer Service Centre  
Administration Building  
Shire of Goomalling  
32 Quinlan Street  
GOOMALLING WA 6460

Open Monday to Friday 8.30 am to 4.00 pm

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## COUNCILS COMMITMENT

Shire of Goomalling is committed to providing our customers with a reliable and responsive service. To improve services, Council has put into place Service Standards to advise customers about the timeframes by which we will endeavour to respond to your request, and the levels of service you should expect from us.

If Council is not meeting these defined service standards, please contact the Shire to request a Customer Feedback Form or log onto our website to access a digital copy.

## CUSTOMER CONTACT STANDARDS

### IN PERSON:

Shire of Goomalling  
32 Quinlan St  
GOOMALLING WA 6460

- You will be greeted when you enter Council's building
- Your query/request will be attended to promptly and efficiently
- Council staff will wear name badges or introduce themselves
- If you do not have a scheduled appointment, you will be seen as soon as practicable. When necessary, you will be provided with information while you wait
- If you have a pre-booked appointment, either at the Administration Building or on site, Council staff will see you punctually at the scheduled time. You will be advised of any delays.

### TELEPHONE:

Ph 08 9629 1101

- Your call will be answered within three (3) rings
- Your telephone enquiry will be dealt with directly without unnecessary transfers
- To aid our customer service staff please ensure you have all relevant information at hand

### EMAIL:

[goshire@goomalling.wa.gov.au](mailto:goshire@goomalling.wa.gov.au)

- Your email will be acknowledged within two (2) working day, and replied to within ten (10) working days
- If a response to your request cannot be provided within ten (10) working days, you will be advised of the expected time required to finalise your request

### WEBSITE:

[Contact Us » Shire of Goomalling](#)

- Council's website provides access to 24 hour, 7day online Council Services and Customer Enquiries.

If Customer Service cannot assist with your enquiry, you will be provided with the name of the relevant Responsible Officer who can and refer your enquiry to that person with a request that they contact you directly. If necessary, you will be referred to a relevant external agency. For complex enquiries, Council will contact you to make an appointment for you to meet with a staff member or arrange to call you when the information is available.

## CUSTOMER SERVICE STANDARDS

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
<b>ACCOUNTS</b>			
Payment of Accounts	Payment of Creditors	Within thirty (30) days from the end of the month in which the invoice is issued	Valid Tax Invoices quoting valid purchase order to be lodged prior to seven (7) days of end of month
<b>ANIMAL CONTROL</b>			
Barking dog complaints	Undertake site visit to investigate complaint	Initial response within hours of 72 hours receipt of complaint	Report by phone, email, in person or in writing
Surrendered dog or cat	Pick up a surrendered dog or cat	Pick up surrendered dog or cat within 72 hours	Request by phone, email, in person or in writing
<b>BUILDINGS AND PROPERTIES</b>			
Property maintenance	Respond to property maintenance requests for community facilities	Maintenance requests responded to in ten (10) working days. Urgent requests (threat to public safety) within five (5) working days.	Subject to assessment
Graffiti Removal	Respond to reports of graffiti on Council property	Graffiti removed within ten (10) working days of notification.	Subject to weather and location
Cleaning public facilities	Respond to and action requests for the cleaning of public facilities	Inspection within two (2) working days. Building or facility cleaned within five (5) working days (if required) and response issued within ten (10) working days.	Request by phone, email, in person or in writing
<b>CEMETERIES</b>			
Enquiries for Goomalling Cemetery	Enquiries regarding burials and arrangements	Initial response within one (1) working day	Enquiries can be made in person, by phone, email or in writing
<b>COMMUNITY EVENTS</b>			
Community Events	Information and consultation on staging of events	Respond to enquiries within ten (10) working days	Request can be made in person, phone, email or in writing
Events Calendar	Request for event to be listed on website	Within ten (10) working days	Request can be made in person, phone, email or in writing

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
<b>CUSTOMER SERVICE FUNCTION</b>			
Customer Enquiries	Respond to telephone enquiries	Incoming calls answered within three (3) rings	Requests can be made in person, phone, email or in writing Provision of accurate information to Council staff
	Respond to counter enquiries	Counter enquiries - Acknowledged within one (1) minute. Max wait time of five - seven minutes before attended by Customer Service Officer	
	Respond to electronic or written correspondence	Acknowledgement or response within ten (10) working days	
Community Consultation	Provide community with input into decision making	Consultation undertaken in accordance with <a href="#">Strategic Community Plan</a>	Participants to participate in Community Consultation Process
<b>DEVELOPMENT SERVICES (PLANNING)</b>			
Property Enquiry	Respond to enquiries	Staff are available for general planning and building enquiries during normal working hours.	Complex enquiries or applications may require an appointment or incur a fee. Details may be taken for follow up or return call where immediate service cannot be provided.
Planning Application	Processing of applications and fees	Staff will process application promptly and within the time frames stipulated by statutory requirements	Application lodge and paid with concept plans and documents provided
Application Update	Provide confirmation to applicant the lodgement has been finalised and pending assessment	Staff will provide confirmation with five (5) working days	Incomplete applications may be returned or not accepted
Planning Approval	Issue Planning Approval correspondence including conditions	Letter of approval including conditions issued within time frame as stipulated by statutory requirements after complete application and fee payment is made.	
DA Assessment	Assessment of DAs	Determinations will average 40 days or less (60 days or less for Section 4.46 Integrated development) after complete application is lodged (90 days or less for Section 8.3 applications)	Incomplete applications may be returned, rejected or refused if they do not meet requirements
Modification of Development Consent	Assessment of applications	Determinations will average forty (40) days or less after complete application is lodged	

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
<b>DEVELOPMENT SERVICES (BUILDING)</b>			
Application for Building Permit	Process application and fees	Staff will process application promptly and within the time frames stipulated by statutory requirements	Complete application and payment of fees in a timely manner
Archive Search	Conduct search of	Responded to within two (2) weeks/ or ten (10) working days on receipt of completed application and payment of fees	Complete application and remit payment of fees
Building Enquiry	Respond to Enquiries	Staff are available for general planning and building enquiries during normal working hours.	Complex enquiries or applications may require an appointment or incur a fee. Details may be taken for follow up or return call where immediate service cannot be provided.
Application Update	Provide confirmation to applicant the lodgement has been finalised and pending assessment	Staff will provide confirmation with five (5) working days	Incomplete applications may be returned or not accepted
Building Permit Approval	Issue Building Permit	Building Permit issued within time frame as stipulated by statutory requirements after complete application and fee payment is made.	
Construction Certificate	Assessment and Issue of Construction Certificate	Certificate issued twenty-one (21) days after complete application is made	Incomplete applications may be returned or refused if they do not meet requirements Guides and checklists available
Unauthorised development	Inspection of suspected illegal development	Action initiated within one (1) week or five (5) working days	Reports can be made in person, by phone or email, online or in writing
Development compliance	Investigate non-compliance with development consent	Responded to within 2 weeks/ or ten (10) working days	
Complying Development Certificate	Assessment and Issue of Complying Development Certificate	Certificate issued within EP & A Act timeframes of specified development after complete application is made	
Subdivision Certification	Issue of subdivision certificate	Certificate issued ten (10) days after complete request is received	

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
<b>ENVIRONMENT AND PUBLIC HEALTH</b>			
Swimming pools and spa's	Inspection of swimming pools and spas - WA Swimming Pool Act	Swimming pool compliance certificate issued after satisfactory inspection within ten (10) working days	Inspection time booked and access provided for inspection
Environmental Hazards and Illegal dumping	Low risk environmental hazards and illegal dumping	Inspection within five (5) working days. Response determined on severity of risk.	Reports can be made in person, by phone, email or in writing
Food Complaints	Respond to food complaints	Inspect within two (2) working days. Response determined on severity of risk.	Reports can be made in person, by phone, email or in writing
	Inspect registered food premises (For further information please see the Food Act 2003)	As per risk classification FOOD ACT 2003	
Pollution Incidents	Respond to urgent environmental nuisances and high-risk public health matters (For further information please see the Environmental Management and Pollution Control Act 1994 and the Public Health Act 1997)	Action within twenty-four (24) hours	
Complaints in relation to regulated cooling towers and regulated systems	Council Officers/Consultants inspect registered cooling towers to check cleanliness.	Inspection <=24 hours	Reports can be made in person, by phone, email or in writing
Fuel Rebate	Provide an alternate fuel rebate upon application for the replacement of a coal burning appliance	Issued within 10 working days of receiving rebate	Completed application lodged
Swimming Pools and Spas	Inspection of swimming pools and spas- WA Swimming Pool Act	Swimming pool compliance certificate issued after satisfactory inspection within 10 working days	Inspection time booked and access provided for inspection
Outstanding Health and Building Notices (OHBN's) Sec 735A and 121ZP Certificates	Issue of Certificate	Issue of Certificate within 10 working days	Completed application lodged
Swimming pools and spa's	Inspection of swimming pools and spas - NSW Swimming Pool Act	Swimming pool compliance certificate issued after satisfactory inspection within ten (10) working days	Inspection time booked and access provided for inspection

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
Outstanding Health and Building Notices (OHBN's) Sec 735A Certificates	Issue of Certificate	Issued within ten (10) working days	Completed application lodged

#### FINANCIAL ASSISTANCE REQUESTS

Donations	Provide donations to community projects.	Enquiries responded to within five (5) working days.	Contact Shire Administration
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#### GOVERNANCE

Council agendas	Ensure that Council agendas are available online.	Three (3) working days before an ordinary meeting	Online access made available
Unconfirmed minutes of council meetings	Ensure that unconfirmed minutes of Council meetings are available online.	Ten (10) working days	Online access made available
Confirmed minutes of council meetings	Ensure that confirmed minutes of Council meetings are available online.	Ten (10) working days	Online access made available
Video recordings of council meetings	Ensure that video recordings of Council meetings are available online.	Ten (10) working days after meeting	Online access made available

#### INFORMATION

Formal Information request under Freedom of Information Act	Provide access to information held by Council unless exempt under the Freedom of Information Act	Initial response within five working days. Application determined within criteria as stipulated by Freedom of Information Act	Application form completed and fee paid (where applicable). Incomplete applications may be returned.
Website Services	Provide access to Council's website	98% of customer reports about problems accessing website responded to within two (2) working day	Reports can be made in person, by phone, email or in writing

#### PARKS AND PUBLIC SPACES

Maintenance of gardens on Council's median strips, roadside garden beds, verges, roundabouts, and parks.	Mowing, cleaning, and maintenance of open spaces	Inspection within two (2) working days. Immediate response if safety concern Response within ten (10) working days	May be subject to weather conditions
General maintenance of park facilities and equipment	Examples include lighting, toilets, BBQs and playground equipment.	Inspection within two (2) working days. Immediate response if safety concern	Requests can be made in person, phone, email or in writing

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
Illegal activities	Investigate complaints about motorbikes, theft, or vandalism in a park	Inspection within two (2) working days. Immediate response if safety concern	Requests can be made in person, phone, email or in writing
Incidents / accidents - within parks.	Investigate accident / incident within park	Inspection within two (2) working days. Immediate response if safety concern	Requests can be made in person, phone, email or in writing
Littering	Investigate complaints of litter and waste left in a park or bushland	Response within three (3) working days	Requests can be made in person, phone, email or in writing
Bookings and access - Request for event to be held on Council parks or land	Request for event to be held on Council parkland	Initial response within two (2) working days	Requests can be made in person, phone, email or in writing

#### RATES

Rate Balance enquiries	Enquiry on the status of a rate account	Response to phone calls within two (2) working day, Email within ten (10) working days	Requests can be made in person, phone, email or in writing
Payment arrangements	Negotiated arrangements for payment of outstanding rates	Response to phone calls within two (2) working day, Email within ten (10) working days	Requests can be made in person, phone, email or in writing
Payment of instalments	Council offers ratepayers the option to pay rates by instalments. Instalments R must be paid in full by the stipulated due date to avoid additional interest charges	Response to phone calls within two (2) working day.	Payment made in person, post or EFT
Orders and Requisitions	Ledger and Property Detail Statement issued	Ledger and Property Details Statement issued within ten (10) working days of Landgate Current Valuation Information	Application form via Landgate Electronic Advice Service Additional documents may be required
Request to amend rating records due to change of address	Rating address changed	Change made within ten (10) working days	Customer to notify Council in writing of change of address

#### ROADS, MAINTENANCE AND WORKS

Stormwater blockages	Evaluate and make safe. drainage / stormwater - Blocked gully pits / stormwater drains preventing water flow into the stormwater drain system	Site inspection within forty-eight (48) hours Action to address issue within ten (10) working days (If feasible) Immediate response if a safety concern	May be subject to weather conditions
Footpath maintenance	Evaluate and make any footpath hazards safe.	Site inspection within two (2) working days Action to address issue within ten (10) working days	Request made in person, phone, or in writing
Roadside protection for vehicles (Guardrails)	Replace or repair damaged or missing guardrails	Evaluate and make safe within forty-eight (48) hours	Request made in person, phone, or in writing

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
Kerbs and channels	Evaluate requests and make kerb and channel hazards safe	Initial response within ten (10) working days	Request made in person, phone, or in writing
Line marking	Maintenance and repainting of faded line markings	Investigation and response within sixty (60) working days	Request made in person, phone, or in writing
Potholes	Repair of potholes	Initial response and investigation within ten (10) working days	Request made in person, phone, or in writing
Roads Sweeping	Remove debris or gravel on road that is hazardous	Inspection within two (2) working day. Response within five (5) working days. Immediate response if safety concern	Request made in person, phone, or in writing
Public road signage	Damaged street, speed, and traffic signs	Inspection within two (2) working days. Response time within ten (10) working days Immediate response if safety concern	Request made in person, phone, or in writing
<b>TREES AND VEGETATION</b>			
Tree (damage)	Damage caused by trees on Council Property	Respond to enquiries within ten (10) working days	Enquiries can be made in person, phone, or in writing
Tree removal/Trimming on Council Property	Assessment of request	Respond to enquiries within ten (10) working days	Request made in person, phone, or in writing
Road verge cleaning	Mowing and cleaning of road verges	Respond to enquiries within ten (10) working days	Request made in person, phone, or in writing
<b>WASTE COLLECTION MANAGEMENT</b>			
Garbage collection (Goomalling Townsite and Wongamine)	Collection of domestic waste	Weekly Service	Bins placed in correct position prior to pick-up within service times
Recyclable collection (Goomalling Townsite)	Collection of recycling	Fortnightly Service	Bins placed in correct position prior to pick-up within service times
Missed Bins	Collection of waste from missed bins (weekly/fortnightly collection)	Twenty-four (24) hours from notification	Request made in person, phone, or in writing
Green waste collection	Provision of Waste Facility for residents of Shire of Goomalling  One (1) Green Waste kerbside service per household per year within town limits	Waste Facility is open three (3) days per week to facilitate acceptance of green waste  Kerbside service collected with seven (7) days of date allocated by Council	Follow the directions of the Shire Attendant Dispose of your waste in appropriate area Pay fees for mixed waste Notify Shire of Goomalling of waste placed on your kerbside.

SERVICE	SERVICE SUPPLIED	SERVICE STANDARD	CUSTOMER CONTRIBUTION
Household (kerbside) collection	One (1) service per household per year within town limits	Kerbside service collected with seven (7) days of date allocated by Council	Notify Shire of Goomalling of waste placed on your kerbside.
Waste Management Facility	Disposal and recycling of waste	Three (3) days per week Refer to Council's website for opening hours and conditions	Service available to Goomalling LGA residents Applicable fees to be paid Recyclables to be sorted
Ancillary collection services	Disposal of electronic waste (mobile phones, batteries etc)	As required	See Council website for drop off points.
Rubbish dumping	Investigate reports of dumped rubbish	Action initiated within seventy-two (72) hours	Reports can be made in person, by phone, email or in writing
Abandoned vehicles	Investigate reports of derelict vehicles	Action initiated within seventy-two 72 hours	Reports can be made in person, by phone, email or in writing

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