



**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 five (5) rings
* If your call is not answered within five (5) rings, your call will go to voice mail
* Your call will be returned at the first opportunity (within one (1) business day)
* Your telephone enquiry will be dealt with directly without unnecessary transfers

## EMAIL:

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

* Your email will be acknowledged within one (1) business 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:

<https://www.goomalling.wa.gov.au/contact-us/>

* 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**

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| **SERVICE** | **SERVICE SUPPLIED** | **SERVICE STANDARD** | **CUSTOMER CONTRIBUTIONS** |
| **ACCOUNTS** | | | |
| 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 end of month |
| **ANIMAL CONTROL** | | | |
| Companion Animal Shelter | Care for animals and return to owners or rehome | Advice of impounding processed within seven (7) days | Report by phone, email, in person or in writing |

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| Barking dog complaints | Undertake site visit to investigate complaint | Initial response within F48 hours of 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 48 hours | | Request by phone, email, in person or in writing |
| **BUILDINGS AND PROPERTIES** | | | | |
| Property maintenance | Respond to property maintenance requests for community facilities | | Maintenance requests responded to in ten (10) business days. Urgent requests (threat to public safety) within five (5) business days. | Subject to assessment and funding availability |
| Graffiti Removal | Respond to reports of graffiti on Council property | | Graffiti removed within ten (10) business 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) business days.  Building or facility cleaned within five (5) business days (if required) and response issued within ten (10) business days. | Request by phone, email, in person or in writing |
| **CEMETERIES** | | | | |
| Enquiries for Goomalling Cemetery | Enquiries regarding burials and arrangements | | Initial response within one (1) business day | Enquiries can be made in person, by phone, email or in writing |
| **COMMUNITY EVENTS** | | | | |
| Banner Pole bookings | Request to display banners on Council banner poles | | Initial response within two (2) working days | Enquiries can be made in person, by phone, email or in writing |
| 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 |

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| **SERVICE** | **SERVICE SUPPLIED** | **SERVICE STANDARD** | **CUSTOMER CONTRIBUTIONS** |

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| **CUSTOMER SERVICE FUNCTION** | | | | |
| Customer Enquiries | Respond to telephone enquiries | Incoming calls answered within five (5) rings or diverted to voice mail | | 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 a 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 Community Engagement Policy | | Participants to abide by principles in Policy |
| **DEVELOPMENT SERVICES (PLANNING)** | | | | |
| Property Enquiry | Respond to enquiries | Staff are available for general planning and building enquiries during normal business 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. | |

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| 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 (4.55) | Assessment of 4.55 applications | Determinations will average forty (40) days or less after complete application is lodged |

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| **SERVICE** | **SERVICE SUPPLIED** | **SERVICE STANDARD** | **CUSTOMER CONTRIBUTIONS** |

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| Review of Determination | Assessment of Section 8.3 | Determinations will average forty (40) days or less after complete application is lodged |
| 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 1 week (or 5 business 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 10 business days |
| 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 |
| Outstanding Health and Building Notices (OHBN's) Sec 735A Certificates | Issue of Certificate | Issued within ten (10) working days | Completed application lodged |
| 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 |

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| **DEVELOPMENT SERVICES (BUILDING)** |

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| 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) business 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 business 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. |

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| **SERVICE** | **SERVICE SUPPLIED** | **SERVICE STANDARD** | **CUSTOMER CONTRIBUTIONS** |

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| 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 |
| **ENVIRONMENT AND PUBLIC HEALTH** | | | |
| Environmental Hazards and Illegal dumping | Low risk environmental hazards and illegal dumping | Inspection within five (5) business 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) business 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 |
| **FINANCIAL ASSISTANCE (REQUESTS FOR SPONSORSHIP, GRANTS AND DONTATIONS)** | | | |
| Community sponsorship programs (CSP) | Provide financial assistance to community projects. | Enquiries responded to within five (5) working days. | Comply with CSP criteria and submit application form. |

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| **SERVICE** | **SERVICE SUPPLIED** | **SERVICE STANDARD** | **CUSTOMER CONTRIBUTIONS** |

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| **GOVERNANCE** | | | |
| Council agendas | Ensure that Council agendas are available online. | Three (3) days before an ordinary meeting | Online access made available |
| Unconfirmed minutes of council meetings | Ensure that unconfirmed minutes of Council meetings are available online. | Five (5) working days | Online access made available |
| Confirmed minutes of council meetings | Ensure that confirmed minutes of Council meetings are available online. | Five (5) working days | Online access made available |
| Video recordings of council meetings | Ensure that video recordings of Council meetings are available online. | Forty-eight (48) Hours after meeting | Online access made available |
| **INFORMATION** | | | |
| Formal Information request under the Government Information Public Access (GIPA) Act | Provide access to information held by Council unless exempt under the GIPA Act | Initial response within five working days. Application determined within twenty (20) working days | Application form completed and fee paid (where applicable). Incomplete applications may be returned. |
| Informal Information request under the Government Information Public Access (GIPA) Act | DA search inquiries determined within twenty (20) working days |
| Media requests | Respond to media enquiries and requests | Finalise media enquiries within twenty-four (24) hours | Submitted by email in requested format |
| Council Publications | Provide access to authorised Council publications | Media releases within twenty-four (24) hours. Five (5) working days to post public notices, items on exhibitions, plans, strategies…electronic copies available on website. Four (4) days prior to the Council Meeting, post the business papers. | Fee may be applicable in some circumstances |
| Website Services | Provide access to Council’s website | 98% of customer reports about problems accessing website responded to within one (1) working day | Reports can be made in person, by phone, email or in writing |

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| **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) business days. Immediate response if safety concern  Response within ten (10) business days | | | May be subject to weather conditions |
| Bushland maintenance | | Respond to bushland maintenance and fire break enquiries. | | | Response within fifteen (15) business 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) business days. Immediate response if safety concern | | | Requests can be made in person, phone, email or in writing |
| Illegal activities | | Investigate complaints about motorbikes, theft, or vandalism in a park | | | Inspection within two (2) business 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 one (1) business 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) business days | | | Requests can be made in person, phone, email or in writing |
| Planning and policy park infrastructure | | Enquiries about new park infrastructure, planning and policies. | | | Response within twenty-five 25 business days. | | | Requests can be made in person, phone, email or in writing |
| Trees | | Investigate tree maintenance, issues, or concerns. | | | Inspection within two (2) business days.  Immediate response if safety issue identified. | | | 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) business 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 one (1) business day, Email within ten (10) business 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 one (1) business day, Email within ten (10) business 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 one (1) business day. | | | Payment made in person, post or EFT |
| **SERVICE** | | **SERVICE SUPPLIED** | | | **SERVICE STANDARD** | | | **CUSTOMER CONTRIBUTIONS** |
| 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) business 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 twenty-four (24) hours  Action to address issue within ten (10) business 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 one business day  Action to address issue within ten (10) business 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 twenty-four (24) hours | | | Request made in person, phone, or in writing |
| Kerbs and channels | | Evaluate requests and make kerb and channel hazards safe | | | Initial response within 10 business days | | | Request made in person, phone, or in writing |
| Line marking | | Maintenance and repainting of faded line markings | | | Investigation and response within 60 business days | | | Request made in person, phone, or in writing |
| Potholes | | Repair of potholes | | | Initial response and investigation within 10 business days | | | Request made in person, phone, or in writing |
| Roads Sweeping | | Remove debris or gravel on road that is hazardous | | | Inspection within one (1) business day.  Response within 5 business 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 one (1) business day.  Response time within 10 business days  Immediate response if safety concern | | | Request made in person, phone, or in writing |
| Road verge clearing | | Mowing and clearing of road verges | | | Inspection within one (1) business day.  Response time within ten (10) business days  Immediate response if safety concern | | | Request made in person, phone, or in writing |
| **SERVICE** | | **SERVICE SUPPLIED** | | | **SERVICE STANDARD** | | | **CUSTOMER CONTRIBUTIONS** |
| **SEWERAGE AND SEWER MANAGEMENT FACILITIES** | | | | | | | | |
| Sewerage treatment service (Lithgow) | Monitoring of Treatment Plant and Pump Stations | | | Alarms responded to within one hour (major pump station); four hours (minor). | |
| Sewage Management | Inspection of Sewage Management Facilities | | | Documentation issued within 21 days of inspection | |
| Service interruption | Break in the water mains or a sewer blockage - | | | Response within 2 hours of notification | | Customer needs to notify council. | | |
| Average Response time for Sewerage incidents | Leaks,  breaks and chokes: Response times to incidents affecting the continuity of sewerage services is the time from the initial call from the customer to the time taken to respond to the issue. | | | Average Response Times < 3 hours 90% of incidents | | May be subject to weather conditions  Such as electrical storm activity, high wind or extreme wet weather. | | |
| Total Sewerage main breaks and chokes per 100km sewer mains | Main breaks include any break or leak which may or may not result in raw sewage escaping Council infrastructure. Main chokes include partial or total blockages that may or may not result in raw sewage escaping Council infrastructure. This excludes raw sewage escaping property connections and pipelines carrying treated effluent. | | | Per year < 30 incidents | | Customer needs to notify council. Customers’ also need to check with local plumber that issue is not located within the property. | | |
| Sullage disposal | Removal of effluent from domestic premises | | | Completed on an as needs basis, delivery to Lithgow Sewerage Treatment Plant completed by private companies engaged by the property owners | | Access to be provided to septic system and applicable fees paid | | |
| **TREES AND VEGETATION** | | | | | | | | |
| Tree (damage) | | | Damage caused by trees on Council Property | | Respond to enquiries within 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 10 working days | | | Request made in person, phone, or in writing |
| Road verge cleaning | | | Mowing and cleaning of road verges | | Respond to enquiries within 10 working days | | | Request made in person, phone, or in writing |
| **SERVICE** | | **SERVICE SUPPLIED** | | | **SERVICE STANDARD** | | | **CUSTOMER CONTRIBUTIONS** |
| **WASTE COLLECTION MANAGEMENT** | | | | | | | | |
| 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) | | | 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. | | |
| 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 | | | 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 | |
| Household chemical collection | | Disposal of household chemical waste | | | Annually | | Book with Council | |
| Ancillary collection services | | Disposal of electronic waste (mobile phones, batteries etc) | | | As required | | Book with Council. Also 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 | |
| Removal of dead animals | | Removal of dead animals on roads | | | Initial response within twenty-four hours | | Reports can be made in person, by phone, email or in writing | |
| Street sweeping | | Street sweeping (CBD)  Street sweeping residential | | | Daily on weekdays  Kerbs and gutters  Residential streets minimum four weekly cycle | | Litter placed in bins provided | |
| Storm water management | | Maintain gross pollutant traps | | | GPTs inspected and cleaned post rain events | | Reports of overflows appreciated | |
| Abandoned vehicles | | Investigate reports of derelict vehicles | | | Action initiated within 72 hours | | Reports can be made in person, by phone, email or in writing | |
| **SERVICE** | | **SERVICE SUPPLIED** | | | **SERVICE STANDARD** | | | **CUSTOMER CONTRIBUTIONS** |
| **WATER** | | | | | | | | |
| Water quality | | Provision of safe and clean drinking water | | | Compliance with safe drinking water microbiological standards (Australian Drinking Water Guidelines) > 98% of all samples collected within a 12-month period pass E. coli test Compliance with safe drinking water chemical standards (Australian Drinking Water Guidelines) 100% Water quality complaints < 3 complaints per 1000 properties | | Reports can be made in person, by phone, email or in writing | |
| Water service reliability: | | Provision of reliable water  supply that meets your needs | | | Total number of properties affected by unplanned drinking water interruptions < 100 per 1000 properties Total number of properties affected by unplanned non-drinking water interruptions < 80 per 1000 properties Number of water main breaks < 12 breaks/100km water main | | Reports can be made in person, by phone, email or in writing | |
| Water Pressure | | Provision of water pressure that  meets Goomalling Shire Council minimum standards | | | The minimum drinking water pressure customers can expect to receive at their water meter under normal service conditions 22 metres or 220 kPa. The minimum non-drinking water pressure customers can expect to receive at their water meter 17 metres or 170 kPa | | Reports can be made in person, by phone, email or in writing | |
| Planned water interruption | | Replacements of water main/fittings | | | No more than six (6) planned interruption per year  Interruptions to not last more than six hours | | Letter drop and notice in local paper. Residents to provide feedback if service standards are not being met | |
| Unplanned water interruptions | | Number of unplanned water interruptions | | | An unplanned water supply interruption occurs when properties are without water and no notification was given at least 48 hours prior to the interruption, or where a planned water supply interruption exceeds the notified duration; this does not include situations where the interruption occurs on the customer's side of the meter, or on the connection to the water main if no meter exists. | | Reports can be made in person, by phone, email or in writing | |
| **SERVICE** | | **SERVICE SUPPLIED** | | | **SERVICE STANDARD** | | **CUSTOMER CONTRIBUTIONS** | |
| Response to unplanned water and sewerage interruptions: | | We will respond to unplanned water and  sewerage interruptions as soon as possible | | | Average time per quarter (single or multiple incidents) taken to attend emergency water interruptions < 120 minutes Average time taken to attend sewerage spills and blockages < 120 minutes | | Reports can be made in person, by phone, email or in writing | |
| Restoration of supply after water and sewerage interruptions | | If there is an interruption to your water  supply or sewerage service, we will work to  restore service as soon as we can | | | Average duration per quarter of an unplanned water service interruption < six hours average duration of an unplanned sewerage service interruption < six hours | | Customer to check it is not on their property.  Reports can be made in person, by phone or email, online or in writing | |
| Total Water and Sewerage complaints per year | | Total number of complaints received by the service provider that relate to water or sewerage services, assets or action; Excluding complaints relating to rates• Complaints may relate to water pressure, water quality, bursts, leaks, odour, service interruptions, adequacy of service, and behaviour of staff. | | | Service providers are not required to judge whether the complaint is justified. < 100 complaints per 1000 connections (Water) < 10 complaints per 1000 connections (Sewerage) | | Reports can be made in person, by phone, email or in writing | |

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