



City of  
**Melville**



# How to contact us

Easy Read brochure





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# How to use this brochure



The City of Melville wrote this brochure. When you see the word 'we', it means The City of Melville.



We wrote this brochure in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

We have written some words in bold.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 18.



You can ask for help to read this brochure.

A friend, family member or support person may be able to help you.

# About us



**We are a local government in Perth.**



**We look after people who live in the City of Melville.**



**We provide over 200 services to the City of Melville.**



**We collect rubbish using the food organics and garden organics (FOGO) 3-bin system.**

**FOGO includes:**



- **fruit**
- **vegetables**
- **eggs**
- **bread**

**It also includes garden waste like:**



- **lawn clippings**
- **weeds**
- **small branches**
- **leaves**



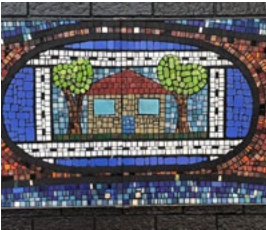
**You can find out more about  
FOGO at our website:**

**[www.melvillecity.com.au/fogo](http://www.melvillecity.com.au/fogo)**

**We manage:**



- **5 libraries**

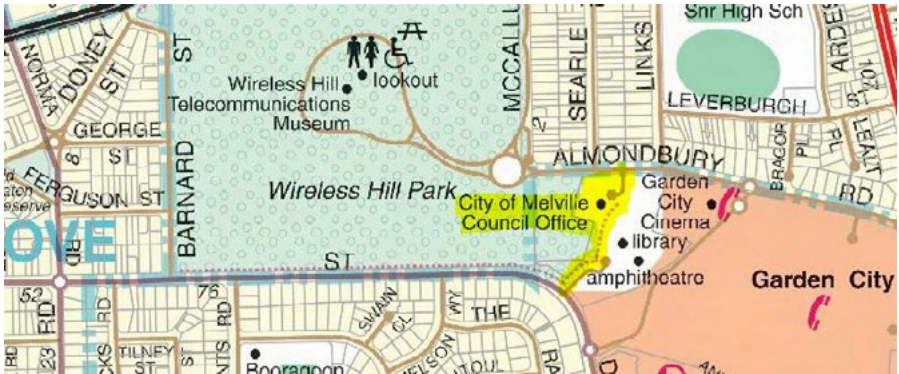


- **4 community centres**



**Our main office is at 10 Almondbury Road in Booragoon.**

**We've marked it on the map below.**



**You can visit our office:**



- **from Monday to Friday**



**8:30am – 5:00pm**

- **between 8.30am and 5.00pm**



# How to contact us

You can call us on:



- 1300 635 845
- or
- 9364 0666



You can send an email to:  
[melinfo@melville.wa.gov.au](mailto:melinfo@melville.wa.gov.au)



You can send a letter to:

Locked Bag 1  
Booragoon  
WA 6954



You can visit our website at:  
[www.melvillecity.com.au](http://www.melvillecity.com.au)



You can use the Chat function on our website.

If you are deaf or have a hearing impairment, you can use the National Relay Service:



- TTY 133677 and ask for 08 9364 0666
- Speak and Listen number –1300 555 727
- SMS relay number – 0423 677 767



If you speak a language other than English, you can call the Translating and Interpreting Service on 131 450.

**C974006**

They will ask for a code.

Please give them this code: C974006

# After hours



If you have an urgent problem, you can contact us outside of our business hours.



You can call Community Safety Services any time on 1300 653 643.



They are available 24 hours a day, 7 days a week.



You can also call the Rangers out of hours on 0418 943 219.

They are available between:



- 6.30am to 8.30am
- and



- 5.00pm to 8.00pm

# How to tell us what you think



**We want to know what you think about our services.**



**You can give us feedback.**



**When you give us feedback, you tell us how things are going.**

**Feedback can be:**



- **good**



- **bad**



**You can also make a complaint.**



**A complaint is when you tell someone about something that:**

- has gone wrong
- doesn't work well



**Complaints are more serious than feedback.**

**You can contact us to:**



- **give us your feedback**



- **make a complaint**

**Our contact details are on page 9.**

# How to make a request or report an issue



**You can contact us if you need us to do something.**



**You might need us to collect some rubbish.**



**You might ask us to cut back the trees on your street.**



**You might want to apply for a building permit.**



**You can also contact us to report a problem in the community.**

**This might be:**



- a dog that barks a lot



- damage to equipment at a park or playground

**Our contact details are on page 9.**



**You can also visit our website at  
[www.melvillecity.com.au/requests](http://www.melvillecity.com.au/requests)**



# How to make a payment

You can make a payment:



- on our website:  
[www.melvillecity.com.au/payments](http://www.melvillecity.com.au/payments)



- at our main office: 10 Almondbury Road Booragoon WA 6154



- over the phone on 1300 880 716

# Word list

This list explains what the bold words in this document mean.

## Complaint



A complaint is when you tell someone about something that:

- has gone wrong
- doesn't work well



## Feedback

Feedback is when:

- you tell someone about a problem
- they fix it quickly





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