

Comments, Queries or Suggestions?

We welcome feedback on your experience of interacting with the City of Melville - it gives us the opportunity to improve.

Do you have any suggestions on how the City of Melville could improve?

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Did you have enough information and support to allow you to successfully complete your work?

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Please post, email, fax or drop off this form to the City of Melville, to the attention of:
Business Improvement Coordinator.

If you would like a response, or are comfortable with being contacted for more information, please provide your:

Business Name:

Contact Name:

Preferred Contact(s) Details:

**Thank you for
your feedback.**

How to Contact the City of Melville

Civic Centre 10 Almondbury Road,
Booragoon WA 6154
(8.30am to 5.00pm, Monday to Friday)

Post Locked Bag 1, Booragoon
WA 6954

Email melinfo@melville.wa.gov.au

Fax 08 9364 0285

Web www.melvillecity.com.au

City of Melville Phone Numbers

General Enquiries	1300 635 845 8.30am to 5.00pm, Monday to Friday
Community Safety Service (CSS) For patrols and after hours emergency assistance	1300 653 643 24 hours a day, 7 days a week
Risk Services/ OH&S	1300 635 845
Ranger Services (for wandering dogs, abandoned vehicles, littering and parking)	1300 635 845
Graffiti Reporting Hotline	1800 626 119 (message bank)
Accounts Payable	08 9364 0909
National Relay Service (phone line for hearing/ speech impaired)	133 677 (TTY) 1300 555 727 (speech relay)

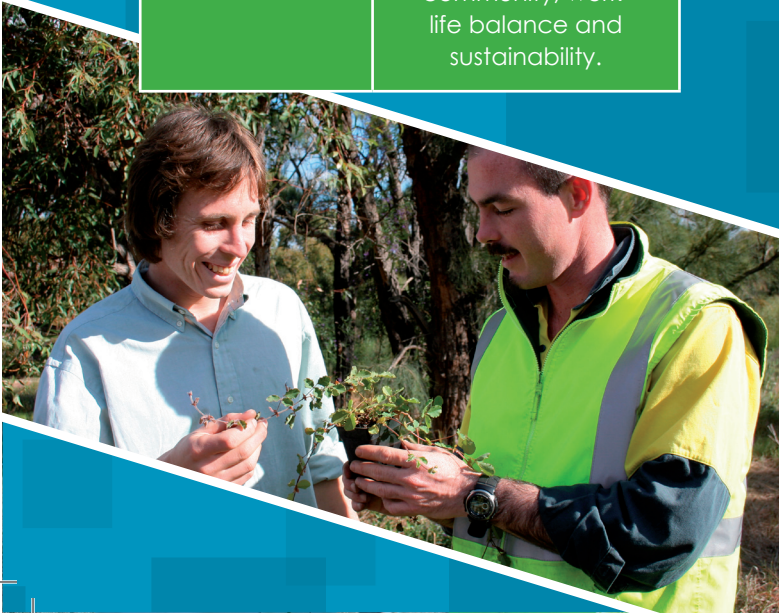
Customer Service Charter for Our Contractors



City of Melville Values

The City of Melville values relationships, excellence, vibrancy and wellbeing. It is expected that City of Melville contractors and staff will be guided by these values.

Relationships	Teamwork, flexibility, empathy, integrity, openness, trust, listening, support and honesty.
Excellence	Achievement, results, governance, innovation, accountability, leadership and customer service.
Vibrancy	Fun, excitement, growth, opportunities, learning and creativity.
Wellbeing	Safe workplace and community, work-life balance and sustainability.



Contractors Customer Service Standards

At the City of Melville, we pride ourselves on our customer service.

Feedback from our customers shows that they perceive contractors to the City of Melville as employees of the City.

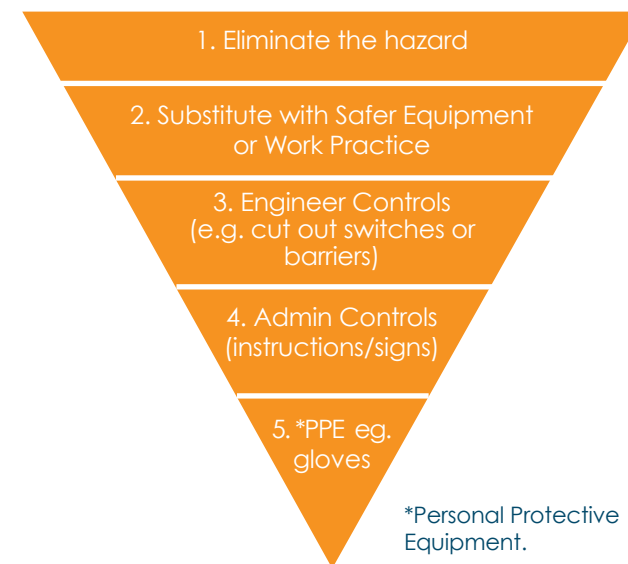
Our contractors and their staff are therefore expected to uphold the following standards:

- Acknowledge customers courteously.
- Complete work in a manner that minimises disruption to the City's residents and visitors.
- Treat customers how you would like to be treated.
- Do not use inappropriate language.
- Politely and courteously refer all customer concerns and enquires to the City of Melville (a card with contact details is issued to you for this purpose).
- Maintain confidentiality when dealing with the City's customers.
- Maintain a safe work environment for customers in the vicinity of your work area by ensuring appropriate barriers and safety signage is displayed.

Public and Worker Safety is Paramount

Whoever Does the Job Owns the Risk

Once you have identified a hazard and assessed the risk, you will need to consider what actions you can take to control the risk. This can be done using this Hierarchy of Control:



As you go down the list of options from 1 to 5, the controls become less reliable and require more work to ensure they are maintained.

Should you require specific assistance in relation to risk management, see your organisation's Safety Manager/ Job Supervisor, or contact the City of Melville's Risk Services Team on **9364 0202**.