Acknowledgement of Country
In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional custodians of the land on which Whitehorse stands. We pay our respects to their Elders past and present.

Contacting Council
Postal Address: Whitehorse City Council
Locked Bag 2
Nunawading Delivery Centre 3131
Telephone: 9262 6333
Fax: 9262 6490
National Relay Service: 133 677
(Service for deaf or hearing impaired people)
TIS: 131 450
(Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)
Email: customer.service@whitehorse.vic.gov.au
Website: www.whitehorse.vic.gov.au

Service Centres:
Whitehorse Civic Centre
379-397 Whitehorse Road
Nunawading 3131
Box Hill Service Centre
Box Hill Town Hall
1022 Whitehorse Road
Box Hill 3128
Forest Hill Service Centre
Shop 275,
Forest Hill Chase Shopping Centre
270 Canterbury Road
Forest Hill 3131

For a large print version of this brochure, please call 9262 6124

Sustainable and Proud of It
This publication is printed on 100% recycled paper
Publication no. 050309028/2014
Council’s Values
We are committed to upholding and expressing the following values in our day-to-day actions and decisions, and in our interactions with others:

- **Community consultation**: ensuring that members of our community are sufficiently informed and able to contribute to Council’s decision-making processes
- **Democracy and leadership**: recognising and valuing community participation in Council’s decision-making as well as Council’s role in providing leadership to the community
- **Equity and social justice**: sharing the benefits and burdens of living in this city, celebrating our cultural diversity and paying attention to the needs of our disadvantaged residents
- **Integrity**: making decisions and acting in ways that reflect our values.
- **Openness and accountability**: being transparent in its decision-making, Council welcomes public scrutiny and community feedback
- **Sustainability**: making decisions about our social, economic, built and natural environments that will benefit both present and future generations
- **Wellbeing**: developing a community that is aware of and seeks to achieve personal and community wellbeing.

Contacting Council
We are committed to:

- Enabling you to contact us in a variety of ways – by telephone, online, in writing (letter, fax or email) or in person
- Enabling customers who speak a language other than English to contact us by using the Australian Government’s Translating and Interpreting Service (TIS). An Auslan sign language interpreter can also be provided with prior notice.

Communicating with Council
We are committed to:

- Responding promptly to your enquiries, including*:
  - Answering 80% of all calls within the first 20 seconds or placing you on hold within 30 seconds when all lines are busy
  - Responding to your phone messages as soon as possible, no longer than 48 hours
  - Acknowledging your presence at our Customer Service Centres within three minutes
  - Answering your query at the first point of contact. If we are unable to do so, we will research your request and respond to you within three working days
  - Acknowledging your correspondence (letter, email, fax or online request) within seven days
  - Providing a resolution to your correspondence within seven to 30 days. If we are unable to provide a resolution to your correspondence within these timeframes, we will communicate this to you

* These standards may be modified based on departmental business and legislative requirements.