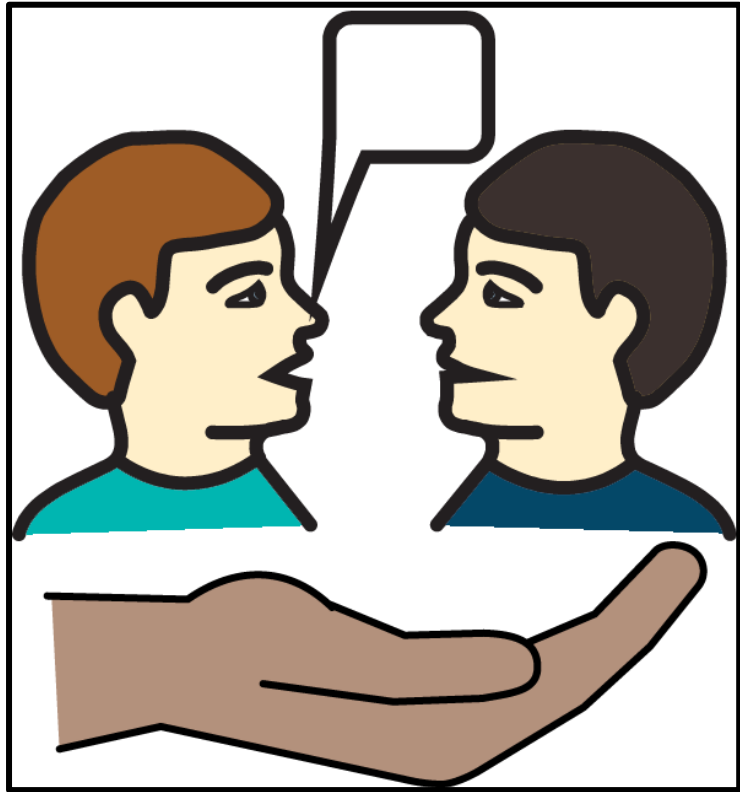




CITY OF VINCENT

Easy English

Customer Service Charter



How we help you

The words **we**, **us** and **our** in this book mean the **City of Vincent**.

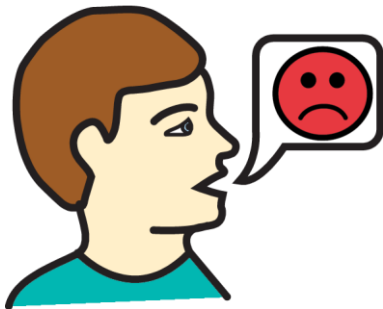
We say the City.



You are a customer

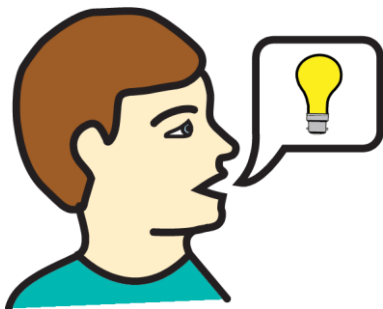
Sometimes you may want to talk to us. Like

- you have a question



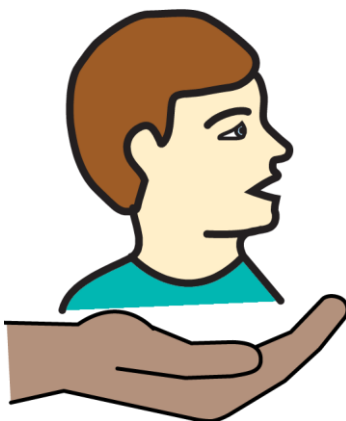
or

- you have a problem



or

- you have an idea to make the City better.



We say you are our **customer**.

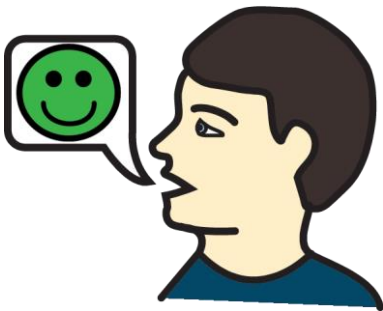
This book is about how we look after
our customers.



We will treat you well

When you talk to us

- we try to answer your question



or

- we try to fix your problem.



When we think you are **not** safe

- we say it is an **emergency**.

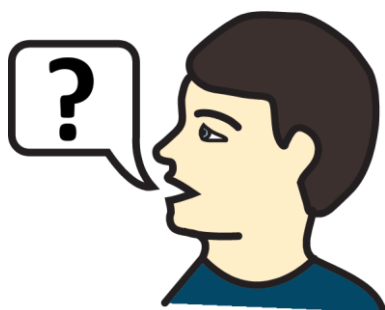


When it is an emergency

- we try to help you as soon as we can.

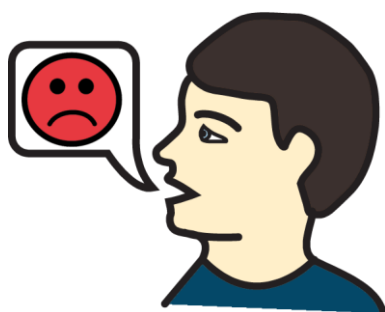


Sometimes we can **not** help you.



Like

- we do **not** know the right answer

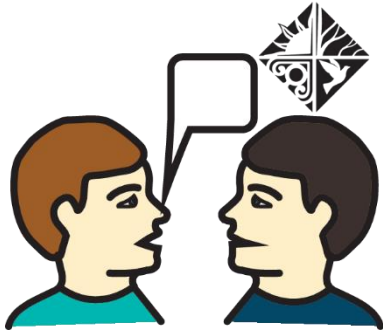


or

- it is hard to fix your problem.



We will try to find the right person to help you.



You can talk to us

You can talk to us in lots of different ways.

You can choose the way that is best for you.



Chat to us online

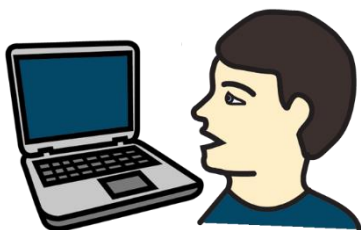
You can start a chat with us on our website.

vincent.wa.gov.au



You can send us a message on Facebook
or Instagram.

[@CityOfVincent](https://www.facebook.com/CityOfVincent)



We will reply to you at work times.



Call us on the phone

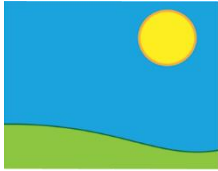
You can phone us at any time.

9273 6000



When it is **not** work time

- we may **not** answer your call right away.



We will call you back on our next work day.



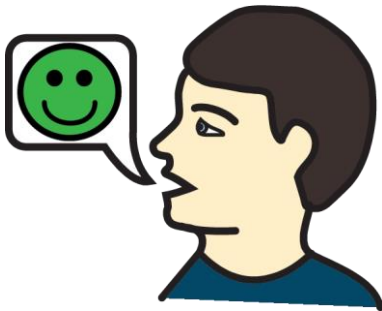
Visit us in person

You can go to our **admin building**.

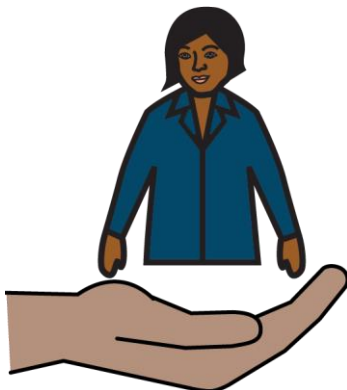
This is our main office.

244 Vincent Street

Leederville WA 6007

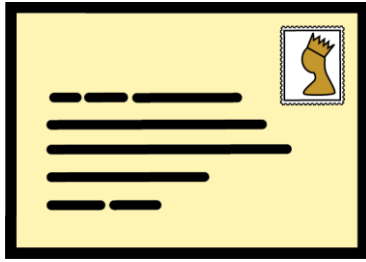


We will try to fix your problem when you visit us
in person.



We will try to find the right person to help you.

We will get them to talk to you.



Write to us

You can post a letter to us.

City of Vincent

PO Box 82

Leederville WA 6902

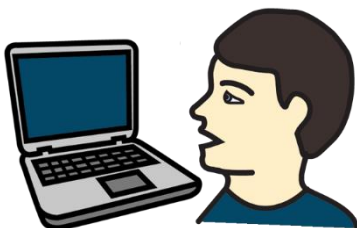


We will write back to you.



You can send us an email.

mail@vincent.wa.gov.au

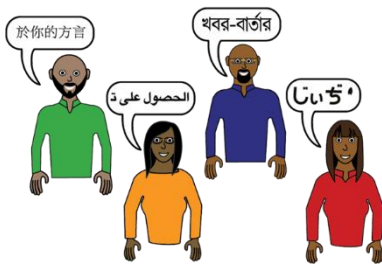


We will reply to you at work times.



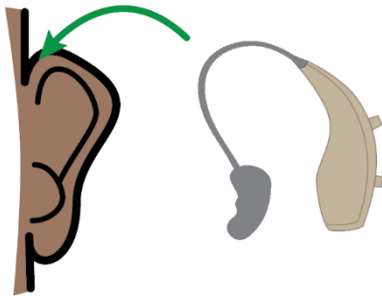
You can get help to talk to us

Sometimes you may need help to talk to us.



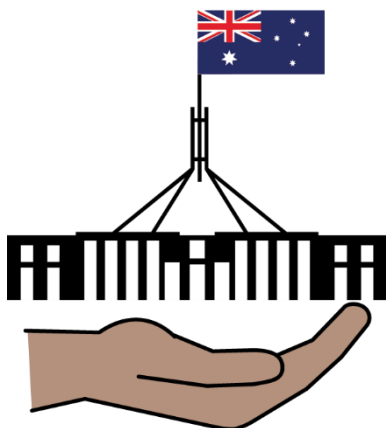
Like

- when English is **not** your first language



or

- when you have a disability.



There are government services that can help you talk to us. Like the

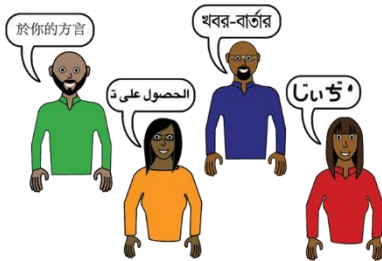
- Translating and Interpreting Service

or

- National Relay Service.

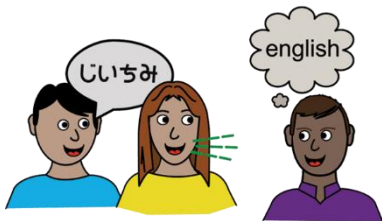


You may call the Translating and Interpreting Service



You may speak a language that is **not** English.

An **interpreter** can help you talk to us.



The interpreter is a person who speaks your language **and** English.



When you want an interpreter over the phone

- you can ask the **Translating and Interpreting Service** or **TIS**.



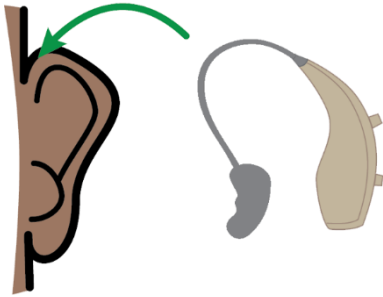
Phone the TIS.

131 450

Ask them to call the City of Vincent.



You may call the National Relay Service



You may be Deaf **or** hard of hearing.



You may have a disability that makes it hard to say what you want out loud.



You may find it easier to

- type what you want to say

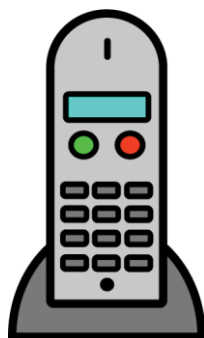
and



- read what we say to you.



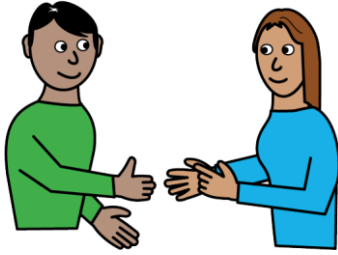
You can ask the **National Relay Service** to type and talk to us for you.



Phone the National Relay Service.

133 677

Ask them to call the City of Vincent.



You may use Auslan

You can get an Auslan interpreter when you want to meet with us.



When you need an Auslan interpreter

- you must tell us early.

We say you must **book** an interpreter.



Go to our website to book an interpreter.

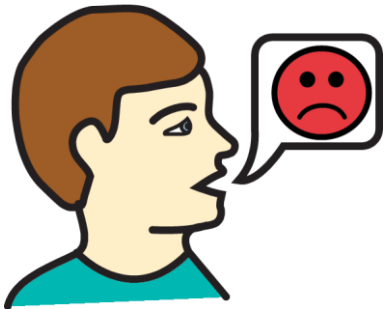
vincent.wa.gov.au/community/community-safety-support/access-inclusion/interpreter-service.aspx



Tell us what you think

You can tell us

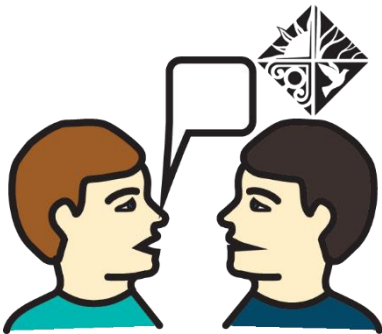
- when you are happy with us



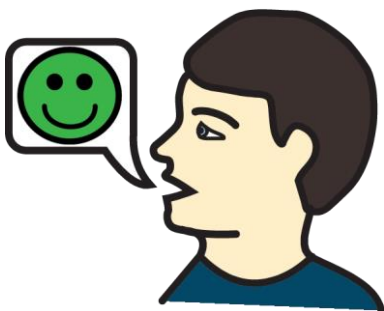
or

- when you are **not** happy with us.

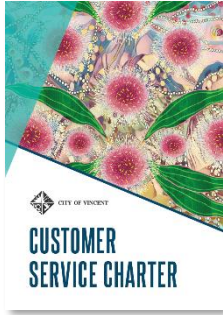
We say you give us **feedback**.



We listen to your feedback.



We use it to help us get better.



About this book

This book helps you understand our Customer Service Charter.

VisAbility

The Accessible Information Service at VisAbility wrote the Easy English.

We use pictures from

- Easy on the i
 - Mulberry Symbols
 - The Noun Project
 - Picto-Selector
 - National Relay Service
 - Translating and Interpreting Service
- and
- City of Vincent.