

# Waverley Council Customer Service Charter

Waverley Council provides a vast array of services from childcare, planning, roads, infrastructure, libraries, art and theatre spaces, to parks, beaches, and bushland. Our customers include residents, ratepayers, and businesses as well as visitors.

There are many reasons why our customers contact us and many different ways to reach us. We strive to provide a responsive and friendly service every time.

## Our Vision and Values

We keep our community at the centre of everything we do and we strive for excellence.



Care



Respect



Integrity



Innovation



Collaboration

## We will:

- Understand your needs and communicate clearly in return
- Answer enquiries in a timely manner and resolve enquiries as soon as possible
- Give timeframes for requests that need more investigation
- Provide the tools to help you interact with us easily
- Offer innovative and flexible service
- Respect and protect your privacy
- Be friendly, courteous and respectful, always
- Create an inclusive environment and celebrate our diversity

## How to get in touch



Connect on socials



02 9083 8000

8:30am to 5pm Monday to Friday

After Hours service  
outside these hours



[info@waverley.nsw.gov.au](mailto:info@waverley.nsw.gov.au)



Customer Service Centre

55 Spring Street Bondi Junction

Monday to Friday 9am to 5pm

Bondi Pavilion Welcome Centre

7 days 10am to 4pm



Waverley Council

PO Box 9 Bondi Junction NSW 1355



Report an issue using  
Snap Send Solve app

We welcome all feedback and use community satisfaction surveys so that we can continue to improve our services and enhance your experience.