



NEWSLETTER

Wongan-Ballidu

THE CUSTOMER SERVICE CENTRALISATION IS COMING....

MONDAY 6TH JANUARY 2025



FAQS

As part of the customer service restructure which will see all Shire and Wongan Hills CRC customer services centralised and provided from "The Station" at the CRC we have put together a "frequently asked questions" document to assist residents and customer in understanding any new processes which will occur as of January 6th, 2025. Please see the list of FAQs on page 5 and 6. These will also be landing in mailboxes in the next couple of weeks as a letter drop to ensure our community is well informed of our changes. Have any other questions? Please reach out to us in person at the Wongan Hills CRC, call us on 9671 2500 or email us at shire@wongan.wa.gov.au



CHRISTMAS CLOSURE

The Shire Administration Office and Wongan Hills CRC will close for the Christmas period on Friday 20th December at 4.30pm.

The Wongan Hills CRC will reopen on Monday 6th January 2025 at 9.00am and will provide both its usual services and all Shire customer services moving forward. This is following the announcement of the centralisation of our customer service functions.

The Shire Administration Office will remain closed to the public and will be open via appointment only with relevant Managers or Technical Officers. Appointments can be made from the 6th of January at the Wongan Hills CRC or by calling/emailing our offices.



RATES DRAW PRIZE WINNERS

The Shire of Wongan-Ballidu has drawn the 2024 rates incentives prizes. Well done to the following winners:

- 1 - AFGRI - John Deere Fire Pit - Dula Farms (Denise Latham)
- 2 - Boekeman Machinery - \$250 Voucher - M & C Mowat
- 3 DSATCO - Mulch - A Bendotti & D Elliott
- 4 TKB Mechanical - Wheel Alignment Voucher - R Avery
- 5 Dunnings - Truck Wash and Hand Cleaner - G & A Lyon
- 6 Wongan Hills Mitre 10 - \$75 Voucher -S Griffiths

Thanks to the local businesses for supporting our draw for another year.





NEWSLETTER

POP UP YOUTH CENTRE

Our new Pop-Up Youth Centre will formally open in the January school holidays for youths' year 7 and up to the age of 18.

The Pop-Up Youth Centre will be open on the following dates in January between 10.30am-3.30pm:

Tuesday 14th January
Thursday 16th January
Tuesday 21st January
Thursday 23rd January
Tuesday 28th January
Thursday 30th January

Access will be available from the main entrance at the Wongan Hills CRC and a sign in register will be required to be signed by all users.



CUSTOMER SATISFACTION SURVEY

The Shire has released a Customer Satisfaction Survey to gain insight into the community's current perception of the Shire's customer services. Responses to this survey will influence improvements to our service delivery and we would appreciate your time to carry out the survey to assist us.

The survey is available online at the below link or by scanning the QR code:

www.surveymonkey.com/r/35LGGQZ

Hard copies are available at the Shire Administration Office and Wongan Hills CRC.



CURRENT ROADWORKS

-  **CONSTRUCTION CREW** - Maintenance Grading Old Ballidu Road and local roads within Wongan Hills Townsite. Traffic Management in place.
-  **MAINTENANCE GRADERS** - Area 1 - Maintenance Grading Wilding Road, Serio Road and Foulkes Road. Area 2 - Maintenance Grading Kalguddering East Road and Old Wongan Koorda Road. Traffic Management in place.
-  **BACKHOE CREW** - Railway Dam Pipeline.
-  **MAINTENANCE CREW** - Pothole Repairs Dowerin Kalannie Road followed by Hospital Road. Traffic Management in place.
-  **TOWN MAINTENANCE** - Street/Footpath Maintenance Various Locations.

UPCOMING MEETINGS & EVENTS

Lynnies Leaving Communi-Tea

Tuesday 17th December - 10.00am - CRC Function Room

Ordinary Council Meeting

Wednesday 18th December - 3pm - Council Chambers

Australia Day Community Fun Day

Sunday 26th January - 12.00-6.00pm - Wongan Hills Memorial Swimming Pool

STAY IN TOUCH

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