

Frequently Asked Questions (FAQs)

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1. What is the Customer Service Portal?

The Customer Service Portal will enable Shire of Coolgardie residents and ratepayers to submit and track service requests online. On the Portal, you can follow the life cycle of your own request or any other requests you are interested in.

2. Why has the Shire of Coolgardie made this change?

The Shire of Coolgardie has a strong customer focus, and we are continually working to improve the services we deliver to our community.

We want to be as responsive, accountable and transparent with our community as we can, and believe the new Customer Service Portal will help us achieve that goal.

3. How do I access the portal?

You will be able to access the Portal via the Shire of Coolgardie website or visit portal.coolgardie.wa.gov.au/s/. You can access the portal via any desktop, tablet, or mobile device with an internet connection.

4. What can I report or request on the Customer Service Portal?

You can report any problem that you have with a Shire service or asset. This includes:

- Maintenance or repairs on damaged footpaths or roads
- Maintenance or repairs in a park or reserve
- Suggest improvements for a park or reserve
- Graffiti or vandalism
- Illegal dumping or waste that needs to be collected
- Report a dog, cat or other animal
- Report a fallen tree or branch
- Report a traffic matter or road safety issue

You can also submit a compliment or complaint to the Shire of Coolgardie via the Customer Service Portal.

5. How do I report an issue?

Visit the Customer Service Portal via the Shire of Coolgardie website or via portal.coolgardie.wa.gov.au/s/. You will be required to log in to submit a request or report an issue. Select a category for your issue - do this by searching or browsing the popular topics. Select a location for your request and provide a brief description. Then submit your request.

6. Can I track my request?

Once your request has been made via the Customer Service Portal, you can opt-in to be automatically notified whenever a staff member updates the request, including when it has been completed. Notifications will be sent to your nominated email address.

You can also track your request by logging into the Customer Service Portal at any time and pasting your Report ID in the 'Track Your Request' search bar on the homepage.

7. Can I follow other submitted requests?

Yes, you can follow other submitted requests. "Pending", "In Progress" and "Completed" requests are shown on the Customer Service Portal homepage. You can view requests for the last 30 days in a map or list format.

8. How am I notified of my request status?

You can opt-in to be automatically notified whenever a staff member updates your request. Notifications will be sent to your nominated email address.

9. When will the Customer Service Portal be available to use?

The Shire of Coolgardie Customer Service Portal will be launched on 1 November 2021.

10. Can I provide feedback on the Shire of Coolgardie's Customer Service Portal?

Yes. You can submit your feedback via the 'Compliments or Complaints' section in the Customer Service Portal. Feedback can also be submitted via phone (08) 9080 2111 and email mail@coolgardie.wa.gov.au