

## Our Core Values

*EMPOWER – we enable each other to be the best we can be*

*EXPLORE – we challenge, learn and adapt to excel*

*COLLABORATE – we work with and support others because together we achieve more*

*OWN – we are individually accountable and collectively responsible*

*TRUST – we act with integrity and do what is right*

## Housing Authority Offices

### Head Office

99 Plain Street  
East Perth 6004  
Tel: (08) 9222 4666  
Toll free: 1800 093 325

### METROPOLITAN OFFICES

#### Armadale

Shop 2A, Armadale Shopping Centre  
Cnr Commerce Ave & Third Road  
Armadale 6112  
Tel: (08) 9391 1600

#### Bentley

Please see Victoria Park

#### Cannington

17 Manning Road  
Cannington 6107  
Tel: (08) 9350 3244

#### City Office

605 Wellington Street  
Perth 6000  
Tel: (08) 9476 2444

#### Fremantle

42 Queen Street  
Fremantle 6160  
Tel: (08) 9432 5300

#### Joondalup

Unit 4, 7 Wise Street  
Joondalup 6027  
Tel: (08) 9404 3300

#### Kwinana

2 Stidworthy Way  
Kwinana 6167  
Tel: (08) 9411 9500

#### Mandurah

1/17 Sholl Street  
Mandurah 6210  
Tel: (08) 9583 6100

#### Midland

21 Old Great Northern Highway  
Midland 6056  
Tel: (08) 9250 9191

#### Mirrabooka

8 Sudbury Road  
Mirrabooka 6061  
Tel: (08) 9345 9655

### Victoria Park

269 Albany Highway  
Victoria Park 6100  
Tel: (08) 9350 3700

### GREAT SOUTHERN

#### Albany

131 Aberdeen Street  
Albany 6330  
Tel: (08) 9845 7144

#### Katanning

6 Daping Street  
Katanning 6317  
Tel: (08) 9891 1800

### SOUTH WEST

#### Bunbury

22 Forrest Avenue  
Bunbury 6230  
Tel: (08) 9792 2111

#### Busselton

Suite 1A, 9 Harris Road  
Busselton 6280  
Tel: (08) 9781 1300

#### Manjimup

Unit 10,  
30-32 Rose Street  
Manjimup 6258  
Tel: (08) 9771 7800

### GOLDFIELDS

#### Esperance

92 Dempster Street  
Esperance 6450  
Tel: (08) 9072 3000

#### Kalgoorlie

Unit 1-2,  
84-96 Brookman Street  
Kalgoorlie 6430  
Tel: (08) 9093 5200

### MID WEST

#### Carnarvon

30 Robinson Street  
Carnarvon 6701  
Tel: (08) 9941 6500

#### Geraldton

201 Marine Terrace  
Geraldton 6530  
Tel: (08) 9923 4444

### Meekatharra

14 Main Street  
Meekatharra 6642  
Tel: (08) 9956 5000

### PILBARA

#### Karratha

The Quarter HQ  
Level 2, 20 Sharpe Ave  
Karratha 6714  
Tel: (08) 9159 1700

#### South Hedland

Cnr Brand & Tonkin Sts  
South Hedland 6722  
Tel: (08) 9160 2800

### WEST KIMBERLEY

#### Broome

Corner of Frederick  
and Weld Streets  
Broome 6725  
Tel: (08) 9158 3600

#### Derby

West Kimberley House  
Lot 265 Loch Street  
Derby 6728  
Tel: (08) 9158 4000

### EAST KIMBERLEY

#### Halls Creek

Lots 72 & 73  
Great Northern Hwy  
Halls Creek 6770  
Tel: (08) 9168 9300

#### Kununurra

16 Coolibah Drive  
Kununurra 6743  
Tel: (08) 9166 5100

### WHEATBELT

#### Merredin

27 Mitchell Street  
Merredin 6415  
Tel: (08) 9081 3800

#### Narrogin

Government Building  
11-13 Park Street  
Narrogin 6312  
Tel: (08) 9881 9400

#### Northam

5 Elizabeth Place  
Northam 6401  
Tel: (08) 9690 1900

# How can we improve our service?



Compliments, complaints or suggestions, we'd like to hear it.

Help us to provide you with a better service.

*Why we want your feedback:*

The Housing Authority is committed to delivering a high quality of customer care through friendly, courteous, fair and efficient service and by providing consistent and accurate information. To do this properly we need your help.

## Your Details

**Please note:** You may choose to submit complaints without providing your name and/or contact information, however if you do not provide either of these, the Housing Authority may not be able to continue with the complaint.

Title: .....

First Name: .....

Last Name: .....

Email: .....

Phone: .....

Mobile: .....

Address: .....

.....Postcode: .....

(Please tick )

Do you require a response?  Yes  No

Do you consent to receive information via email/sms?

Yes  No

Do you identify as one or more of these groups?

Aboriginal or Torres Strait Islander

Seniors

Singles

Family

Disability

Other

Are you prepared to be identified to individuals involved?

Yes  No

(Please tick )

Are you making a

Complaint

Suggestion

Compliment

Please detail the issue: .....

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Which one of our branches did you visit?

.....

What date was the visit?

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Type of service provided?

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