



How can City Rangers assist you?

City Rangers are able to assist with the following local matters:

- Abandoned vehicles
- Animal control and enquiries
- Anti-social behaviour
- Damage and vandalism to public property
- Fire safety
- Graffiti to public property
- Litter and dumping
- Maintenance to public property
- Maintenance reports to external agencies
- Noise complaints
- Parking issues
- Sign control
- Streetlight faults
- Suspicious activity
- Verge treatments.

Whilst City Rangers are available to respond to and investigate many local matters, they are unable to attend the following situations:

- Gunshots
- Domestic violence
- Assaults
- Life threatening or serious acts of crime.

For incidents of this nature please contact the Police on **131 444**, or for emergencies call **000**.



 **cityrangers**
1300 655 860
7 DAYS PER WEEK



T: 08 9400 4000
F: 08 9300 1383
Boas Avenue Joondalup WA 6027
PO Box 21 Joondalup WA 6919
joondalup.wa.gov.au



This document is available in alternate formats upon request.



 **cityrangers**





Why are City Rangers required?

City Rangers perform a number of services to assist and benefit the local City of Joondalup community including:

- Providing a physical, approachable and highly-visible presence in the community;
- Authorised officers who take a proactive approach to amenity, parking and litter issues;
- Working with local Police and other relevant authorities for further action when required;
- Vehicles patrolling the City of Joondalup 7 days per week;
- A focus on graffiti and maintenance reporting to enhance the visual amenity of the City; and
- Conducting patrols to assess reports of noisy parties and referral to Police if necessary.

To find out more about City Rangers services please visit joondalup.wa.gov.au or call **1300 655 860**.



Frequently Asked Questions

How are calls for assistance prioritised?

Calls for assistance are prioritised based on the level of urgency and level of risk to public safety. Incidents currently in progress are given top priority.

Can City Rangers issue infringements?

City Rangers focus on educating the community about local laws and safety matters, and may issue infringements where necessary.

What can you do to assist City Rangers?

To enable City Rangers to respond quickly to your request, please provide as much information as possible, including:

- Location of the incident;
- Nearest cross street;
- Number and description of persons involved;
- Vehicle registration details and description;
- Details of the incident; and
- Date/time incident first noticed.

This information assists City Rangers administration to provide clear directions to officers and provides valuable information on what they are looking for, what to expect and will enable them to initiate any additional assistance if considered necessary.

City Rangers provides a highly visible, proactive and responsive service to residents, businesses and visitors to the City of Joondalup.

City Rangers patrol the City 7 days a week, and can be called out to attend incidents (when appropriate and based on order of priority).

