

# Service Charter

The Teacher Registration Board of Western Australia (TRBWA) is committed to providing a quality service to its stakeholders. The TRBWA's vision is to be an effective regulator for the teaching profession in Western Australia that reflects the highest standards of expertise and professional conduct.

## Who we are

Established by the *Teacher Registration Act 2012* (Act) the TRBWA has regulatory responsibility for the registration of teachers in Western Australia and registers all teachers, from early childhood to Year 12, who teach in a Western Australian educational venue. The TRBWA operates in a national context and is also responsible for the accreditation of initial teacher education programmes in Western Australia.

The TRBWA must regard the best interests of children as its paramount consideration.

## What we do

The TRBWA's role is determined by the Act. Its primary functions are to:

- register and re-register those persons who meet all legal and professional requirements to be teachers in Western Australia
- administer the disciplinary and impairment review processes
- accredit initial teacher education programmes delivered by Western Australian institutions.

## What we value

- Being **proactive** in promoting improvement through the administration of the Act.
- **Engaging** with teachers and stakeholders.
- Being **honest, open** and **accountable**.

## What you can expect from us

- Staff who are courteous, respectful and responsive.
- Staff who are proactive, motivated and knowledgeable.
- Consistent and equitable application of policy and procedure.
- Staff who aim to resolve matters on the first contact.
- Communication that is clear, relevant and appropriate to the circumstance.
- Privacy to be respected and personal information to be kept confidential in accordance with the TRBWA Privacy Policy.
- Each enquiry is considered important and will be responded to in a timely manner.

## Working together

You can assist us to provide the best possible service by:

- Being prepared when you make an enquiry- this means properly identifying yourself, where relevant, with your registration number, application number, letter reference or full name.
- Visiting the TRBWA website first to find the information you need.
- Keeping your contact details up to date through [Teacher Login](#).
- Treating staff with courtesy and respect.
- Providing us with accurate and complete information within specified timelines.
- Ensuring all aspects of an application are completed before submission including the National Police Checking Service Informed Consent Form.
- Advising whether you have any special or unique circumstances.
- Acting on your obligations as a registered teacher.
- Paying the annual fee by the due date.
- Knowing your registration expiry date and taking appropriate steps to maintain your registration.
- Providing constructive feedback on our service- information on how to do this can be found in the Feedback and Complaints section of the TRBWA website.

## Contact details

Email: [feedback@trb.wa.gov.au](mailto:feedback@trb.wa.gov.au)

Telephone: (08) 9230 0600

Mail: TRBWA  
PO Box 1416  
OSBORNE PARK DC WA 6916

Office address: TRBWA  
Level 9, 20 Walters Drive  
OSBORNE PARK WA 6017

Website: [www.trb.wa.gov.au](http://www.trb.wa.gov.au)