



**Name:** Heather Bell  
**Title:** PA to ED Corporate & Commercial Services  
**Phone:** 6820 3073  
**Email:** heather.bell@albany.wa.gov.au



**Name:** Thea Rogister  
**Title:** Operations Administration Coordinator  
**Phone:** 6820 3985  
**Email:** thea.rogister@albany.wa.gov.au



**Name:** Coral Kneebone  
**Title:** Ranger  
**Phone:** 6820 3999  
**Email:** coral.kneebone@albany.wa.gov.au

# Your Grievance Officers

City of Albany Health and Safety Coordinator: (08) 6820 3115  
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In line with the Grievance Handling Policy and Procedure these officers act in an advisory capacity in relation to Equal Employment Opportunity issues, Workplace Health and Safety matters and general grievances. A Grievance Officer may:

- Listen and support as required or requested
- Attempt to resolve an informal grievance
- Assess and advise of informal and formal processes
- Instigate a mediation process, internally or externally after seeking advice
- Undertake an investigation, internally or externally after seeking advice
- Seek advice or escalate to the Manager People and Culture or senior manager

