

Request for Services Procedure

| | |
|--------------------------------|---|
| Strategic Reference | Provide leadership, good governance, and efficient, effective and responsive Council services |
| File Reference / Record No | 18/067/229/3 / NGO191681 |
| Responsibility | Chief Executive Officer |
| Version Number | 2.0 |
| Last Revised Date | February 2024 |
| Minute Book Reference | C24020 |
| Next Review Date | February 2028 |
| Applicable Legislation | Local Government Act 1999 (S270) Public Interest Disclosure Act 2019 Independent Commissioner Against Corruption Act 2012 |
| Related Policies | Request for Services Policy Fraud, Corruption, Misconduct & Maladministration Policy Elected Member Behavioural Management Policy Complaints Policy Internal Review of Council Decisions Policy |
| Related Procedures / Documents | Public Interest Disclosure Procedure Complaints Procedure |

1. Statement

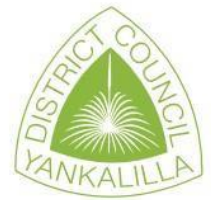
Council is committed to the provision of quality service to customers and aims to provide services fairly and efficiently. It also monitors requests to identify ways in which it can proactively improve its services.

Yankalilla District Council delivers an extensive range of services and infrastructure to communities, and discharges obligations under many pieces of legislation. Providing services to the community is a key component of Council's operations and requests for work to be undertaken or a service provided are a daily occurrence.

Section 270 of the Local Government Act 1999 requires Council to maintain a procedure about "any reasonable request for the provision of a service by the Council or for the improvement of a service provided by the Council."

The aim of this Procedure is to ensure requests for service are addressed in a fair, consistent and structured process which is transparent to all customers.

| | | | | |
|---|---|---------------------|---------------|-------------|
| Request for Services Procedure <i>The electronic version held on ERDMS is the controlled version of this document.</i> | | | | Version 2.0 |
| Effective Date: | October 2019 | Review Date: | February 2024 | |
| Warning: | This document is uncontrolled when printed. | | | |



This Procedure does not apply to matters that do not fall within Council's jurisdiction. These types of issues are addressed by appropriate external processes.

2. Responsibility

This procedure applies to all Council staff who may be involved in receiving or processing a request for service in the course of their work.

Officers will act reasonably and transparently, demonstrate good customer service, undertake their responsibilities in a proficient manner and use their judgement where necessary to ensure an outcome in line with Council's Request for Service Policy.

3. Definitions

For the purposes of this procedure the following definitions apply:

Business Day means a day when the Council is normally open for business, i.e. Monday to Friday, excluding public holidays.

Complaint is an expression of dissatisfaction with the product or service delivered by the council, or its representatives, that has failed to reach the standard stated, implied or documented. This includes complaints about a request for service that has been or should have been delivered

Council refers to District Council of Yankalilla

Employee includes a person employed directly by the Council in a full time, part time or casual capacity (whether that position is permanent or contractual) and persons providing services to, or on behalf of, the Council even though they may be employed by another party.

Feedback take the form of comments, both positive and negative comment about services provided by Council without necessarily requiring a corrective action, change of services or formal review of a decision. Feedback may, however, influence future service reviews and delivery methods

Request for Service is an application to have Council or its representative take some form of action to provide or improve a Council service

4. Procedure

Council welcomes requests for service as a way of improving its services and programs as well as fulfilling the needs of its customers.

Council receives requests for service, complaints and feedback across all areas of operations. Clarification may be necessary to make the distinction for the purposes of this procedure.

Where Council has failed to meet the normal standards for a service which has been, or should have been, delivered the Complaints Policy and associated Procedures apply.

| | | | | |
|---|---|---------------------|---------------|-------------|
| Request for Services Procedure <i>The electronic version held on ERDMS is the controlled version of this document.</i> | | | | Version 2.0 |
| Effective Date: | October 2019 | Review Date: | February 2024 | |
| Warning: | This document is uncontrolled when printed. | | | |



Communication with the customer is an important ongoing process while undertaking the actions necessary to resolve the request. When immediate resolution is not possible, the customer must be regularly kept informed of progress, either by email, letter or personal contact.

4.1. Assisting with the Lodgement of Requests for Service

No one should be excluded from lodging a request for service because of any difficulties they may have representing themselves. All staff are expected to offer assistance where appropriate and provide it on request, including assistance in documenting the request in writing when circumstances warrant.

4.2. Receiving Request for Service

A person can make a request in a number of ways:

- Completion of the appropriate form on Council's website - www.yankalilla.sa.gov.au
- Telephone – (08) 8558 0200
- Fax – (08) 8558 2022
- Email – council@yankalilla.sa.gov.au
- Letter – PO BOX 9, Yankalilla SA 5203
- Petition to Council
- Attend Council's Principal Office at 1 Charles Street, Yankalilla

Any comments or requests made through social media are not considered, nor treated as an official complaint.

4.3. Recording Request for Service

In accordance with Council's Records Management protocols as required by section 125 of the *Local Government Act 1999*, all requests will be recorded in Council's electronic records data management system (ERDMS) including documents, notes, telephone calls, photographs, and correspondence.

Record details of the request in Council's ERDMS, including

- Date and time of call
- Taken by (officer)
- Customers name
- Customers address
- Customers contact phone numbers and email address
- Comprehensive information about the nature of the request
- Who the request is assigned to

| | | | | |
|---|---|---------------------|---------------|-------------|
| Request for Services Procedure | | | | Version 2.0 |
| <i>The electronic version held on ERDMS is the controlled version of this document.</i> | | | | |
| Effective Date: | October 2019 | Review Date: | February 2024 | |
| Warning: | This document is uncontrolled when printed. | | | |



4.4. Deciding how to Respond to Requests for Service

Each request must be assessed to determine its nature, how it should be dealt with, when it should be dealt with, and who should be involved.

Requests can generally be scheduled and actioned promptly. However, some requests will require direction from senior staff or, occasionally, a decision of Council will be required.

Consideration on how to respond to requests for service should include

- the content of Council's Strategic Management Plans, Annual Business Plans, annual works program and Annual Budget. *Does the request fit within the directions and programs Council has agreed to and budgeted for?*
- Relevant Council policies and codes. *Does the request fit within other agreed positions documented by Council?*
- Established service standards and response times for regular Council activities. *Can the request be accommodated within Council's agreed operating standards?*
- An assessment of risk. *Does the request relate to a matter which may impact on a public or Council risk?*
- Statutory responsibilities. *Is the request about a matter which Council has a statutory obligation to act upon?*

When determining a response it is also important to consider:

- Public safety and emergencies (the need and requirement of immediate action)
- Using Council resources efficiently and effectively
- The guidelines and conditions which apply to certain externally funded programs (e.g. Home and Community Care)
- The complexity of the response by Council (does it require an integrated approach from more than one department?)

Where possible, officers should advise customers what action will be taken in response to requests at the time of lodging. For routine requests refer to Council's service standards and intended work programs. Lodge the request in Council's ERDMS and advise the customer of the next steps.

More complex requests should be referred to the relevant Manager or Director for determination of how to respond. Ensure that the referral occurs promptly, and the customer understands the process and timeline for the next action.

Requests for major work or new services will be considered in the preparation of the next Annual Business Plan.

4.5. Denied Requests for Service

Where a request cannot be accommodated it is to be identified and documented in the ERDMS as a denied request.

| | | | | |
|---|---|---------------------|---------------|-------------|
| Request for Services Procedure | | | | Version 2.0 |
| <i>The electronic version held on ERDMS is the controlled version of this document.</i> | | | | |
| Effective Date: | October 2019 | Review Date: | February 2024 | |
| Warning: | This document is uncontrolled when printed. | | | |



4.6. Acknowledging Requests for Service and Progress

Council staff will respond to requests for service as soon as possible.

Where no earlier response is required by Council's specific timeframes, Council staff will respond in writing within [10] business days of receipt of the request, advising of Council's intentions regarding the request.

Where work is delayed customers shall be informed of progress and the reasons for the delays.

If a request is denied Council will explain the decision clearly and offer possible alternative actions available to the customer, including reference to Council's Complaints Policy.

If the customer has asked to be advised when the work is completed, the officer finalising the request will advise accordingly

5. Service Improvement

Learning from requests for provides Council opportunity to improve processes and procedures. Council therefore has systems to:

- record, analyse and report on the types of requests for service it receives
- apply the information to improve customer service.

Understanding the number and type of requests initiated by customers may suggest changes to policies, procedures or systems to improve service delivery. It is important to ensure that lessons learnt are put into practice.

All requests for service, including those which are denied, must be recorded in Council's ERDMS in such a way that the information can be analysed for service improvement opportunities.

At intervals determined by the number of requests received, or a minimum of once per annum, the data on requests for service is reported to Executive Management in order to ensure that systemic issues are identified and addressed.

| | | | | |
|---|---|---------------------|---------------|-------------|
| Request for Services Procedure <i>The electronic version held on ERDMS is the controlled version of this document.</i> | | | | Version 2.0 |
| Effective Date: | October 2019 | Review Date: | February 2024 | |
| Warning: | This document is uncontrolled when printed. | | | |



6. Availability

This policy is available for inspection at the Council office during ordinary business hours and provided to interested parties as per Council's Fees and Charges Register. Copies are available to be downloaded, free of charge, from Council's website: www.yankalilla.sa.gov.au

District Council of Yankalilla
1 Charles Street
Yankalilla 5203

Phone: (08) 8558 0200

Fax: (08) 8558 2022

Email: council@yankalilla.sa.gov.au

Office hours: Monday to Friday, 9.00am to 5.00pm (except public holidays)

7. Review

This Procedure will be reviewed every four (4) years or more frequently if legislation or Council require.

8. Document History

| Date | Version | Council Resolution No. | Description of changes |
|---------------|---------|------------------------|--|
| October 2019 | 1.0 | C19195 | Adoption of Procedure |
| February 2024 | 2.0 | C24020 | Updated with formatting changes, language revisions and explanation regarding reasonable requests for service. |

| | | | | |
|---|---|---------------------|---------------|-------------|
| Request for Services Procedure <i>The electronic version held on ERDMS is the controlled version of this document.</i> | | | | Version 2.0 |
| Effective Date: | October 2019 | Review Date: | February 2024 | |
| Warning: | This document is uncontrolled when printed. | | | |