



Request for Service Policy

Policy Classification	Mandatory Council Policy
First Issued:	8 March 2022
Dates of Review:	Within 6 months of next Local Government election
Version Number:	Version 1
Applicable Legislation:	Local Government Act 1999
Related Policies or Documents:	General Complaints Policy Request for Service Procedure Customer Service Charter
Associated Forms:	Request for Service form
Responsible Manager:	Chief Executive Officer
Approved by Council:	8 March 2022
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Requests for Service Policy

1. Preamble

- 1.1. In accordance with the Local Government Act 1999 ("the Act"), part Section 270(a1), a council must develop and maintain policies, practices and procedures for dealing with any reasonable request for the provision of a service by the council or for the improvement of a service provided by the council.
- 1.2. Kangaroo Island Council is committed to the provision of quality service to customers and aims to provide services fairly and efficiently.
- 1.3. Council will monitor requests received to identify ways in which improvement to services may be achieved.

2. Purpose

- 2.1. This Policy aims to provide guidance on what may constitute a reasonable request for a service or an improvement to a service.

3. Scope

- 3.1. This Policy applies to all customers of the Kangaroo Island Council.
- 3.2. This Policy applies to matters within Council's jurisdiction.
- 3.3. This Policy does not apply to matters that do not fall within Council's jurisdiction.

4. Definitions

- 4.1. **CEO** – means the Chief Executive Officer (including their delegate)
- 4.2. **Customer** – means a ratepayer, resident, visitor or business.

5. Policy Statement

- 5.1. Local Government delivers an extensive range of services and infrastructure to communities, and discharges obligations under many pieces of legislation.
- 5.2. 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.
- 5.3. Fundamental to the way Council approaches requests for service are the following five principles:
 - a) **Fairness:** treating customers fairly requires impartiality, confidentiality and transparency at all stages of the process.
 - b) **Accessibility:** to be accessible there must be broad public awareness about Council's policy and procedure and a range of contact options.
 - c) **Responsiveness:** this will be achieved by providing sufficient resources, well trained staff and review and improvement of the systems.

- d) Efficiency: customer requests will be dealt with as quickly as practical while adhering to this policy and procedure.
- e) Integration of different areas of Council where the customer request overlaps functional responsibilities.

5.4. In processing requests for service, emphasis will be placed on:

- a) public safety and emergencies,
- b) fulfilling Council's strategic and business plans,
- c) using Council resources effectively, and
- d) guidelines and conditions of externally funded programs.

5.5. In determining how to respond to a request for service, Council will consider:

- a) statutory responsibilities,
- b) the content of Council's Strategic Management Plans, Annual Business Plans, Annual Budget, Long Term Financial Plan, Infrastructure Asset Management Plans and annual works program,
- c) relevant Council Policies, procedures and Codes,
- d) established service standards and response times for regular council activities, and will perform an assessment of risk.

6. Processing a Request for Service

- 6.1. In Council's experience, most requests fit within well established guidelines which will be explained to an customer at the outset.
- 6.2. Council aims to manage requests efficiently and effectively and staff are provided with a level of authority to advise customers of the likely timeframe to complete the action required.
- 6.3. Where further evaluation is necessary before committing Council to undertake the work, the customer will be informed accordingly.
- 6.4. Customers shall receive an acknowledgement of their request through a reference number allocated by the Customer Service system. This reference number can be used to follow up on the status of the request at any time.
- 6.5. If a request cannot be fulfilled in a reasonable timeframe the customer will be advised, including an explanation of why this decision was taken.
- 6.6. Where the service that has been sought is not provided by Council, Customer Service will aim to direct the customer to the correct service provider.
- 6.7. Where a customer is not satisfied with the Council's decision, it is open to the customer to lodge a complaint against the decision under Council's General Complaints Policy.

7. Timeframes for a response

- 7.1. The circumstances of individual requests for service will vary greatly. In the majority of cases requests will be processed promptly and the customer advised verbally or by return post/email/telephone call.
- 7.2. The assessment of public safety concerns will occur, where practicable, on the same day as the request is received.
- 7.3. Other requests may be best suited to scheduling to coincide with work in a particular area or township, or seasonally scheduled work. Examples of this may include tree pruning on Council streets and attention to minor drainage problems
- 7.4. Request for major works or new services will be considered in line with endorsed Council Strategic Plans and relevant Council Policies or referred to Council during the annual budget considerations process.

8. How to make a Requests for Service

- 8.1. Council welcomes requests for service as a way of improving its services and programs as well as fulfilling the needs of its customers.
- 8.2. Any person who has a request for service may make such a request in the following ways:
 - a) Phone
 - b) Email
 - c) Letter
 - d) In person
 - e) Petition to Council
 - f) Fax
- 8.3. Council does not consider comments or requests made through social media eg Facebook, Instagram etc as an official Request for Service.
- 8.4. All requests will be recorded in Council's electronic records management system in such a way that the information can also be analysed for service improvement opportunities

9. Denied Requests for Service

- 9.1. All denied requests will be recorded and may be reconsidered at a future date, such as in conjunction with the preparation of an Annual Business Plan and associated budget.

10. Availability/Accessibility

This Policy and Council's Fees and Charges Register are available from Council's website: www.kangarooisland.sa.gov.au

SIGNED:



Chief Executive Officer

Date: 8 March 2022

History:		
Date Reviewed:	Version:	Reason for Amendment:
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