

Request for Service Policy

Policy Author	General Manager – Strategy and Corporate
Date of next review	March 2024

1. Statement of Intent

The Council delivers an extensive range of services, programs and infrastructure to the local community. Requests for work to be undertaken, for an improvement to a service or for a new service to be provided are a daily occurrence.

One of the principal roles of the Council, as prescribed in the *Local Government Act 1999* (the Act), Section 6 (b), is to provide and co-ordinate various public services and facilities and to develop its community and resources in a socially just and ecologically sustainable manner.

The Council is committed to the provision of quality service to customers and welcomes requests for a service or for the improvement of a service provided by the Council, as an important part of being responsive to the needs of the community. The Council is committed to considering and responding to requests fairly, efficiently and effectively.

This Policy is based on four principles, fundamental to the way Council approaches requests for service. They are:

Fairness

- Each request will be dealt with and considered with integrity and in an equitable and unbiased manner.
- Each request will be assessed on its merits.

Accessibility

- The Council will ensure this policy is accessible on Council’s website and a range of contact options are available for people to make a request.

Responsiveness

- The Council will acknowledge receipt of requests promptly and is committed to managing people’s expectations and keeping them informed as to the progress of their request, including when initial timeframes cannot be met.
- The Council will advise people as soon as possible, if the Council is unable to deal with their request and provide advice as to where their complaint may be directed (if known and appropriate).

Efficiency

- The Council will seek to deal with requests promptly and with as little formality as possible.
- Where necessary and appropriate to the efficient and effective consideration of a request, integration of different areas of the Council will occur.

This Policy together with the Request for Service Procedure is intended to:

- provide guidance on what may constitute a reasonable request for a service or an improvement to a service

- enable the Council to consider and respond to requests in a fair, effective and efficient manner
- provide information that the Council can use to inform service improvements.

Employees will act with integrity, impartially, ethically, reasonably, demonstrate good customer service and undertake their responsibilities in an efficient and effective manner, using their judgement where necessary, to ensure an outcome in line with this Policy.

2. Scope

This Policy applies to a request for a service or an improvement to a service provided by the Council and does not apply to matters that do not fall within Council's jurisdiction.

This Policy applies to all employees who may be involved in receiving, processing, managing, considering or determining a request in the course of their official functions and duties as an employee of the Council.

The Policy also applies to Council Members who may receive a request and sets out the process for such requests to be referred for an employee to process, manage, consider and determine the request.

Complaints, staff grievances, code of conduct complaints, requests for an internal review of a Council decision and disclosures of public interest information are dealt with through separate mechanisms.

3. Legislation and References

This Policy is to be read in conjunction with the Request for Service Procedure.

- *Local Government Act 1999* – Section 6(b), 8 and 270
- Complaints Handling Policy
- Complaints Handling Procedure
- City of Playford Global Glossary

This Policy should not be considered as the only document that may relate to requests for service, other tiers of government, agencies or organisations may have legislation or policies that also apply.

4. Application

Council	Adopt a Request for Service Policy.
Council Members	Ensure any requests for service or improvements to service received are referred to an employee to process.
Chief Executive Officer	Ensure the Request for Service Policy is implemented and subject to periodic evaluation and review.

5. Relevance to Risk Appetite Statement

Regulatory Compliance

The COP has **ZERO TOLERANCE** for non-compliance with applicable legislation.

This policy addresses this risk by ensuring compliance with Section 270 of the Act, which requires Council to develop and maintain policies, practices and procedures for dealing with any reasonable request for the provision of a service or for the improvement of a service provided by the Council.

Service Delivery

The City of Playford has a **MODERATE** appetite for supporting and enhancing existing services and programs to improve the social, recreation and health and wellbeing outcomes for residents

This policy addresses this risk by ensuring that Council has processes in place to ensure requests for service are considered and responded to fairly, efficiently and effectively.

Reputation

The City of Playford has a **LOW** appetite for negative perceptions that compromise its credibility and reputation.

This policy addresses the risk to reputation by ensuring appropriate procedures and processes to manage requests for service are documented in policy and provides a structured, transparent and accountable process for the community.

6. Feedback

Your feedback on this policy is invited and can be directed to the Manager Governance via email to governance@playford.sa.gov.au or by calling the Customer Contact Team on 8256 0333.

Administration use only

ECM document set no.	3973783
Version no.	2
Procedure link	Request for Service Procedure
Policy author	General Manager Strategy and Corporate
Endorsed by	Council
Resolution no.	4627
Legal requirement	<i>Local Government Act 1999 – Section 270</i>
Review schedule	3 Years
Date of current version	May 2021
Date of next review	March 2024

Version history

Version no.	Approval date	Approval by	Change
1	24/11/2015	Council	New Policy
2	25/05/2021	Council Resolution No. 4627	Moved into new corporate template. Updated Policy to clarify the intent and outline approach to requests consistent with current practices. Scope updated and expanded.
