

# Request for Service Procedure

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

## 1. Purpose

This Procedure commences at the point that a request for the provision of a service by the Council or for the improvement of a service provided by the Council is received by the Council and covers the process for:

- receiving, managing and determining such requests;
- using requests to inform service improvements.

The aim of this Procedure is to ensure the Council, in accordance with the Request for Service Policy, handles requests for the provision or improvement of a service fairly, effectively and efficiently.

## 2. References and Supporting Documentation

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

## 3. Application

Council Members	Ensure any requests for service or improvements to service received are referred to an employee to process.
Chief Executive Officer	Refuse any request for service or improvement to a service the CEO deems the request to be unreasonable or an inefficient and ineffective use of Council resources.

## 4. Procedure

### 4.1 Reasonable Requests for Service

4.1.1 Examples of requests may include, but are not limited to:

- Requests to repair damage to infrastructure such as a cracked footpath or pothole in a road
- Requests to improve a service such as the frequency of cleaning public toilets or updating information provided on Council's website
- Request to create or begin a service such as the installation of a new bin at a park

- 4.1.2 In determining a request for service (including existing and new services) Council may consider:
- An assessment of risk
  - Statutory responsibilities
  - The content of Council's Strategic Management Plans, Annual Business Plans, annual works program and Annual Budget
  - Relevant Council policies and codes
  - Externally funded service agreements
  - Fairness and consistency in the level of services provided to the community
  - Established service standards and response times for regular Council activities
- 4.1.3 The Chief Executive Officer (CEO) has the authority to refuse any request for service or improvement to a service if the CEO deems the request to be unreasonable or an inefficient and ineffective use of Council resources.

## 4.2 Making a Request for Service

- 4.2.1 Requests for service or improvement to service can be submitted in the following ways:

By phone: 8256 0333

Email: [Playford@playford.sa.gov.au](mailto:Playford@playford.sa.gov.au)

In writing: 12 Bishopstone Road  
Davoren Park SA 5113

In person: 10 Playford Boulevard  
Elizabeth SA 5112

By visiting online services: [reportandpay.playford.sa.gov.au](http://reportandpay.playford.sa.gov.au)

Through My Playford App: My Playford app can be downloaded through official app stores. Enter "My Playford" into the search bar and look for the City of Playford logo.

- 4.2.2 It is essential that no one is excluded from making a request because of any difficulties they may have doing so. All employees are expected to offer assistance where appropriate and provide it on request, including assistance in documenting the request in writing when circumstances warrant. If necessary, access to interpreters, aids or advocates will be arranged to ensure that everyone is treated equitably.
- 4.2.3 A person who wishes to make a request will generally be required to:
- Identify the service to be provided or improved;
  - Identify themselves by Name, Address, Contact Number(s) and/or Email Address;
  - Be specific and provide as much information as possible relevant to the service to be provided or improved.

- 4.2.4 An employee receiving a verbal request may ask the person making the request to put the request in writing, if the request is complex and will offer assistance to the person to do so.

### 4.3 Receiving a Request

- 4.3.1 All requests for services are to be recorded in the Customer Request System (CRS) as soon as the information is received.
- 4.3.2 All requests received in writing (letters and emails) will be acknowledged within 1 business day of receipt. For requests made in person, by phone or via online services, these will be acknowledged at the time of receipt.
- 4.3.3 A Council Member who receives a request for service or improvement to a service is able to submit a request on behalf of the customer to an employee to process in writing (email or letter), by phone or in person. All communication regarding receipt, updates and actions about a request will be provided to the customer direct by a Council employee.
- 4.3.4 It is not intended that Council Members will be involved in the processing, management, consideration or determination of a request, unless the request is referred to the elected body of the Council by the CEO or a Council Member brings the matter forward at a Council meeting as a motion with or without notice.

## 5. Feedback

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

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### Administration use only

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Policy link	Request for Service Policy
Procedure author	General Manager – Strategy & Corporate
Endorsed by	Council
Resolution no.	4627
Legal requirement	Local Government Act 1999
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
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1	22 March 2016	Ordinary Council Resolution No. 2519	New Procedure
2	25 May 2021	Ordinary Council Resolution No. 4627	Procedure rewritten to be more concise and clear. New ways for customers to make a request included. Reference to complaints removed as these are covered in Complaints Handling Policy and Procedure.

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