

	<h1>Service Standards Policy</h1>	Version No:	2.0
		Issued:	16 June 2010
		Last Review:	February 2017
		Next Review:	February 2019

Name of Council	Wudinna District Council
File reference	9.63
Responsibility:	Governance
Minutes reference:	10.6.4, 21 February 2017
Next review date:	Council will endeavour to review this policy every 2 years, including within 12 months following Council election
Applicable Legislation:	Nil
Related Policies:	Code of Conduct for Council Employees Code of Conduct for Elected Members Complaints Procedures Policy Grievance Management Policy Human Resources Policy

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1. PURPOSE

Within the Wudinna District Council, all staff serve the customer either directly or indirectly. In order to provide a high level of customer service, staff are expected to:

- Treat customers as we would like to be treated ourselves;
- Make dealing with us a pleasure for the customers and ourselves;
- Always do what we say we will do as quickly as possible;
- Ensure that we understand the customer's real needs by;
 - Listening and hearing what customers say and don't say;
 - Not applying our interpretation of what the customers' needs are;
 - Asking questions to ensure that the customer's real needs are identified and acted upon; and
 - Summarising the agreed issues with the customer.

This policy should be read in conjunction with Council's Code of Conduct for Employees, Code of Conduct for Elected Members, Complaints Procedures Policy, Grievance Management Policy, and all relevant Procedures.

The following actions are undertaken to improve Council's operational efficiency and relationships with its customers.

2. PROCEDURES

Counter Enquiries

As far as reasonably possible, discussions with members of the public that involve more than a simple transaction shall not occur at the reception counter and the enquiry shall be directed to the appropriate Officer's office if it is safe to do so.

In the event that it is inconvenient or not possible to conduct the discussion in an office, or reasonable privacy is required, the Council Chambers may be used if they are available.

In the event of a customer who is acting aggressively or behaving unreasonably, staff should relocate away from the front counter accompanied by another member of staff. All efforts are to be made to safely calm the customer and prevent the escalation of the matter.

Staff are advised to activate the internal "Assistance Required" alarm where a customer's continuing behaviour is such that the staff member feels unsafe or threatened.

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All administration staff are encouraged to wear approved corporate uniform during all normal hours of work. Name tags are available on request and when provided, staff are encouraged to wear them.

Community Information

All general information and pamphlets are located in the foyer area and will be kept in a neat, inviting and accessible manner on display or behind the front counter. The appearance of such information will be regularly reviewed and the display will be updated as appropriate. The customer area of the office shall be maintained to a standard that will ensure the safety and welfare of visitors at all times.

Copies of relevant documents will be displayed on Council's website www.wudinna.sa.gov.au

Complaints in Confidence

As a general policy, the personal details of complainants will not be revealed. However, the complainant must be informed that any records the Council makes in relation to the complaint may be subject to a request pursuant to the Freedom of Information Act.

Councillors' Requests

Every effort will be made to attend to Councillors' requests quickly and efficiently. Complex enquiries by Councillors are to be raised via the Chief Executive Officer, while day to day enquiries may be addressed to the relevant Line Manager or officer.

Requests for other than general information must be made in accordance with Council's Code of Practice for Access to Council Meetings and Information and Code of Conduct for Elected Members.

Customer Action Requests

- All customer action requests (CARs) will be handled with courtesy and tact;
- All CARs, regardless of how they are lodged, will be registered and retained in a folder to be kept in the reception area, until completed then filed in the appropriate file;
- All complainants lodging a complaint will be contacted within ten (10) working days by the relevant Line Manager or nominee;
- CARs will be referred to the responsible Line Manager on a daily basis;
- The Line Manager may review the CAR, assign a differing priority and allocate it to a particular officer;
- All CARs will be investigated in accordance with the priority identified on the form;
- The officer allocated to handle the CAR will be responsible for ensuring it is followed through to a successful conclusion, that the conclusion is recorded and the complainant advised of the outcome;
- Outstanding CARs will be discussed at weekly administration team and gang toolbox meetings; and
- Anonymous complaints will be reviewed by the supervising officer who will determine whether they need to be actioned **unless** the complaint involves a risk to public safety, health or welfare, in which case they will be followed up by the appropriate officer(s).

Day to Day Priorities

Normal duties shall be structured to achieve operational efficiency and quality service to the public. The Office Manager and Works Manager will review the workload of their staff on a weekly basis, via a meeting that establishes what expected workloads staff have on for that week and how these can be shared if need be.

Gawler Ranges Cultural Centre Hire (Wudinna Memorial Hall)

The diary for the hire of the Centre is kept at the Council Office, where bookings and arrangements are made and all monies received.

A Hire Agreement must be completed by the Hirer and accepted by Council staff before access is granted to the Centre. Evidence of a current Public Liability Insurance Policy for the use must be provided at that time.

Further information about the hire of the site is contained in Council's Property Policy and the Hire Agreement is available from the Council office or from Council's website www.wudinna.sa.gov.au

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Applications for alternative fee arrangements must be submitted in writing to Council for consideration.

Incoming Correspondence – Agenda Items After Close of Agenda

Any correspondence that is received after 12 noon on the Wednesday prior to a Council meeting is not to be included in the Agenda for that meeting.

Items received after that time, will be recorded, directed to and accepted at the discretion of the Chief Executive Officer.

Reservation/Booking of Council Chambers

All bookings for the use of the Council Chambers are to be arranged with the Chief Executive Officer who will ensure all bookings are correctly recorded.

Use of Council Flag

Council will correctly fly the Australian Flag every day that the Council office is open for business. Subject to this Policy the flag will be raised to full mast at the commencement of each day and taken down at the completion of the work day.

Upon Council staff being appropriately notified of the death of a local resident, or a past resident who left the district within the last 10 years, the flag will be lowered to half mast and shall return to that level every day until after the funeral.

In circumstances where Council staff becomes aware of the death of a past resident who left the district more than 10 years ago, the flag will be lowered to half mast upon the request of a community member. The flag shall return to half mast each day until after the funeral.

All notification of deaths must be confirmed by the Works Manager, Funeral Director or an immediate family member prior to the flag being lowered to half-mast. A notice will be placed on the flagpole to advise the community of the death and funeral details.

The flag will be lowered to half mast upon notification of a National Day of Mourning.

Works Staff Enquiries

If a member of the Works staff other than the Works Manager is approached by a person wishing to lodge a complaint or obtain services, that employee is required to politely, but firmly direct the complainant to the Works Manager, who will address the issue in accordance with this Policy.

In the first instance the Administration staff will offer to assist the complainant, however, should the complainant wish to speak directly with the Works Manager this will be accommodated if possible. Alternatively, staff will address the issue in accordance with this and the Complaints Policy and Procedure.

Works staff are not required or expected to attempt to resolve the complaint or authorised to undertake any additional work for the public without the consent or prior direction of the relevant Manager.

A record of all CARs will be lodged with the Administration staff as appropriate.

3. AVAILABILITY OF POLICY

This Policy will be available for inspection at Council's principal office during ordinary business hours and on the Council's website www.wudinna.sa.gov.au Copies will also be provided to interested members of the community upon request, and upon payment of a fee in accordance with Council's Schedule of Fees and Charges.