

	<h2>Ancillary Services & Activities Policy & Procedure</h2>	Version No:	2.0
		Issued:	20 October 2020
		Last Review:	July 2021
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Applicable Legislation:	Local Government Act 1999 Freedom of Information Act 1991
Related Policies & Procedures:	Code of Conduct for Council Employees Code of Conduct for Elected Members Complaints Policy & Procedure Human Resources Policy Request for Service Policy and Procedure Access to Council and Committee Meetings and Information Code of Practice

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1. PURPOSE

Wudinna District Council deals with requests for services either directly or indirectly. In order to provide a high level of customer service, staff are expected to:

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

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Additionally, Council provides a range of services which may not be captured at policy and procedure level and are covered here, along with day to day office operations.

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

2. PROCEDURES

2.1 Service Requests (SRs)

Service Requests (SR) are notifications or requests for action that may originate from many sources, including customers, visitors, ratepayers, elected members and staff members:

- 2.1.1 All service requests (SRs) will be handled with courtesy and tact;
- 2.1.2 All SRs, regardless of how they are lodged, will be registered with Council's operating system (Magiq) and monitored by administration staff until completed and closed out on the Magiq system;
- 2.1.3 All complainants lodging a complaint will be contacted within ten (10) working days by the relevant Line Manager or nominee;
- 2.1.4 SRs will be referred to the responsible Line Manager as received and logged into the Magiq system;
- 2.1.5 The Line Manager may review the SR, assign a differing priority and allocate it to a particular officer;
- 2.1.6 All SRs will be investigated in accordance with the priority identified on the form;
- 2.1.7 The officer allocated to handle the SR 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;
- 2.1.8 Outstanding SRs will be discussed at weekly administration team and gang toolbox meetings; and
- 2.1.9 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).

2.2 Complaints in Confidence (SRs)

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 1991, any superseding legislation or may be required to be produced should matters proceed to litigation.

2.3 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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2.4 Works Staff Enquiries

If a member of the Works staff other than the Manager Works and Infrastructure Services 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 Manager Works and Infrastructure Services, 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 Manager Works and Infrastructure Services 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 SRs will be lodged with the Administration staff as appropriate.

2.5 Elected Members' 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 Access to Council and Committee Meetings and Information Code of Practice and Code of Conduct for Elected Members.

2.6 Community Information

All general Council 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

Council outsources visitor information provision to the Wudinna & Districts Telecentre although maintains basic information in the Council office. The intention is not to duplicate services being provided by the Telecentre rather add value to visitors who may attend the Council office. Other than simple enquiries from visitors should be directed to the Visitor Information Outlet at the Wudinna and Districts Telecentre

2.7 Incoming Correspondence – Council 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 as Late Correspondence and tabled separately at the Council meeting.

2.8 Gawler Ranges Cultural Centre Hire (Wudinna Memorial Hall) Bookings

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 and Infrastructure Management Policy and the Hire Agreement is available from the Council office or from Council's website www.wudinna.sa.gov.au

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

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2.9 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.

2.10 Raising the Australian Flag at Council

Council will correctly (in terms of Australian Government National Flag protocols) 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. 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.

Flag shall be returned to full mast as follows:

1. the funeral has been held, or;
2. expiry of seven (7) days since the advice of death received by Council, or;
3. at the discretion of the Chief Executive Officer or Manager Works and Infrastructure Services.

All notification of deaths must be confirmed by the Manager Works and Infrastructure Services, 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 or other declared Australian Government protocol.

2.11 Council Audio Visual Trailer

Council has an Audio Visual Trailer which is available for community hire and use. In recognition of the sensitive nature of this equipment, hire will be assessed for approval on a case by case basis in the interest of preservation of the equipment.

The intention is that equipment may be made available to community groups, businesses, or individuals within the Wudinna District Council boundary unless prior approved by Council.

Instruction to hirers/operator by Council staff are to be issued for the appropriate and safe use of the equipment prior to the use of equipment.

A Hire form is to be filled out for each hire of the equipment detailing the terms and conditions and evidencing the authorisation of use for a specific hirer.

Hire fees are set by Council and to be reviewed from time to time in alignment with the general review of Council's fees and charges

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.