

# THE BAROSSA COUNCIL

## REQUEST FOR SERVICE PROCESS



### 1. Overview

- 1.1. The Barossa Council ("Council") acknowledges the diversity of its community and understands that everyone has individual rights and needs. Council strives to deliver a quality customer service. It also monitors requests to identify ways in which it can proactively improve its services.
- 1.2. In accordance with Section 270 of the Local Government Act 1999 this Process, along with the *Customer Service Policy* ensures Requests for Service are managed in a fair, efficient and transparent manner.

### 2. Scope

- 2.1. The Process commences at the point that a Request for Service is received by Council.
  - 2.1.1. **Council Workers** take delivery of Requests for Service from community members via Council's website, email, post, telephone, fax, social media, petitions and in-person.
  - 2.1.2. **Elected Members** take delivery of verbal and written requests from community members in the course of their duties. Elected Members are required to forward all written Requests for Service to the Executive Support Officer, Officer of the Mayor and CEO for registration within the Electronic Document Records Management System (EDRMS), and assigned as a request for service to the Actioning Officer via workflow in the Customer Request Management System (CRMS).
    - Verbal requests received by Elected Members should be discussed with the Chief Executive Officer for further action.
    - Requests in the form of a petition will be managed in accordance with the *Local Government Act 1999*, the *Local Government (Procedures at Meetings) Regulations 2013* and Council's *Privacy Policy*.
- 2.2. This Process does not apply to Services that fall outside of the Council geographic area, or that Council is not responsible for. For these types of Services, the customer will be referred to the external supplier or relevant organisation, authority or third party as appropriate. This Process also does not apply to Services where there is a legislative or other mechanism for requesting a Service – in such cases, Workers and Elected Members will follow the requirements of the legislative or other mechanism for requesting that Service where applicable.
- 2.3. Workers and Elected Members will act reasonably and transparently in, providing quality Customer Service. To ensure the delivery of an outcome for Request for Services in line with Council's Customer Service Policy and Customer Service Charter.
- 2.4. Where the Request for Service is a Public Interest Disclosure, the Request will be managed in accordance with Council's **Public Interest Disclosure Policy**, and this Process does not apply. Disclosures should be referred to Council's Responsible Officers in accordance with the **Public Interest Disclosure Policy** and **Process**.

### 3. Core Components

- 3.1. In order to effectively manage a Request for Service, Workers responsible for the following actions must:

Approval date: 17/08/2021	Review date: 31/08/2025	Approved by: Council Council Minute Book Ref: 2018-22/537	Ref: 19/45655*	Page 1 of 6
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- **Acknowledge** the Request within 5 business days
- **Assess** the Request – distinguish between Requests, Complaints and Feedback to Council. The Worker should decide how to respond to the Request – does it fall within established service standards or work programs? If not, it may have to be escalated to a Senior Employee for a decision.
- **Respond** to the customer with a clear decision.
- **Follow up** any customer service concerns.
- **Record** Requests, in the CRMS or systems appropriate to the work area.
- **Review** similar Requests to consider whether there are systemic issues which need attention and which can inform service improvements.

<b>4.</b>	<b>Process</b>
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#### 4.1. **Assisting with the lodgement of a Request for Service.**

No-one should be excluded from lodging a Request for Service because of any difficulties they have representing themselves. All Workers are expected to offer assistance, where appropriate, in documenting the Request in writing when circumstances warrant.

#### 4.2. **Request for Service**

Council receives Requests for Service from Customers in the following ways:

- Council's website [www.barossa.sa.gov.au](http://www.barossa.sa.gov.au)
- Telephone
- Fax
- Email
- Letter
- Via Council's Social Media page – where it is clear that the customer is making a Request for Service.
- Visit to Council Principal Office or Libraries
- Petition
- My Aged Care

#### 4.3. **Registering a Request via the Customer Request Management System**

4.3.1. When a Worker receives a Request for Service, the Request must be;

- Captured within Council's CRMS (or other appropriate system such as the EDRMS depending on the nature of the request),
- Allocated to the appropriate Request type in the CRMS, which will then automatically:
  - Allocate the Request to the appropriate Worker; and
  - Prioritise the Request appropriately

4.3.2. Where a Worker identifies a need for a Service or a Council response, a Request for Service must be registered in accordance with this clause 4.3. These may include, but are not limited to:

- Council building and facility repairs
- Furniture/Fittings request
- Cleaning of Council buildings
- Removing pests/vermin/insects from Council facilities

4.3.3. When registering a Request in the CRMS, the following must be included:

- Date and time of actual contact
- The name of the Worker who registers the Request in CRMS (automatically assigned)
- Customer's name

- Customer's address
- Customer's contact details including phone number/s and email address
- Comprehensive information about the nature of the Request
- Whether the Customer wishes to be advised of the outcome of the Request
- Any documents, notes, photographs, correspondence or other information provided by the Customer to support their Request

#### 4.4. **Written Requests**

- 4.4.1. All written Requests received by Knowledge Services, whether by letter, fax or email, are to be registered into the CRMS or EDRMS (depending on the nature of request) by Knowledge Services staff and actioned to the appropriate officer.
- 4.4.2. All written Requests received via Social Media or individual Workers are to be entered into the CRMS by the receiving officer, (if a request type exists), or forwarded to Customer Support, or the relevant department.
- 4.4.3. Written Requests received by or forwarded to Customer Support will be entered into the CRMS.

#### 4.5. **In person Requests**

- 4.5.1. Where a Customer attends at Council's Principal Office or Libraries, it is the responsibility of the Worker who receives the Request to determine whether they can attend to the matter immediately and close out the Request. The matter must be registered in the CRMS.

#### 4.6. **Telephone Requests**

- 4.6.1. Telephone Requests must be recorded in the CRMS. For Workers without access to the CRMS, Requests should be referred to the Customer Support Team or relevant department administration assistant for registering.
- 4.6.2. All documents, notes, telephone calls, photographs, correspondence and any other information relevant to the Request for Service must be retained and paperclipped to the Request.

#### 4.7. **Timeframes for Acknowledgement of Receipt**

- 4.7.1. Where the Request has been made in writing (email, fax or letter), the Actioning Officer will within **5 business days**, acknowledge receipt of the Request, in writing, provide a Reference Number (where possible) and what action will be taken in response to the Request. An acknowledgment, including Reference Number, may be provided in writing by the Receiving Officer, where this is appropriate (for example where the Request has been made via email). If there are extenuating circumstances that prevent the acknowledgment of the receipt within that time, the Actioning Officer will acknowledge receipt as soon as possible and include an explanation of why the acknowledgment was not sent within that time.
- 4.7.2. While Request for Service received in person or via telephone will be verbally acknowledged, the Worker who received the Request should, where possible, at the time of registering the Request into the CRMS, provide the Customer with a Reference Number.

#### 4.8. **Assessing a Request**

- 4.8.1. Each Request must be assessed at the first instance to determine its nature and how it should be dealt with.

Approval date: 17/08/2021	Review date: 31/08/2025	Approved by: Council Council Minute Book Ref: 2018-22/537	Ref: 19/45655*	Page 3 of 6
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4.8.2. **Service Standards/Work Programs** – Requests should be processed in accordance with service standards, intended work programs or guidelines where applicable.

#### 4.9 Complex Requests

4.9.1 Some Requests may require direction from a Manager, Director, the CEO, or occasionally, a decision of Council. These Complex Requests should be promptly forwarded by the Actioning Officer to the relevant manager for determination of how to respond, and recorded in the CRMS (or other appropriate system).

4.9.2 In such cases, where it is appropriate, the Actioning Officer should explain to the customer that the Request has been forwarded and to whom, and the process and timeframes for the next action if this is known.

4.9.3 Considerations for the Manager when determining how to respond to a Request for Service

- The content of Council's Strategic Management Plan, Annual Business Plan, Annual Works Program and Annual Budget: *Does the Request fit within the directions and programs which Council has agreed to and budgeted for?*
- Relevant Council Policies and Processes: *Does the Request fit in with other agreed positions documented by Council?*
- Established service standards and response times from Regular Council services, programs and operations: *Can the Request be accommodated within Council's current operating standards? Are there any practical considerations that need to be taken into account?*
- An assessment of risk: *Does the Request relate to a matter which may impact a strategic or operational risk?*
- Statutory responsibilities: *Is the Request about a matter that Council has a statutory obligation to act upon?*
- Public Safety and Emergencies: *Is there a requirement for immediate action?*
- Using Council resources effectively and efficiently
- Guidelines and conditions which may apply to certain externally funded programs (e.g. Transport and Home Assist)
- Complexity of the response by Council: *Does the Request require an integrated response from more than one department?*
- Decision of the Elected Body: *Does the Request require a decision from the Elected Body?*

4.9.4 **Works / Services** – Where Requests are made for changes to service levels, they will be referred by the relevant Manager, Director for assessment against the Budget and Business Plan Policy for Council consideration by the Elected Body for inclusion in the next Annual Business Plan (if appropriate).

#### 4.10 Service Improvement

4.10.1 Understanding the number and type of Requests initiated by Customers may suggest changes to policies, service levels and systems. To improve service delivery, all Requests for Service, should be recorded in the CRMS by the Worker receiving the Request, and records maintained by the Actioning Officer or Manager (or his/her delegate), in such a way that the information can be analysed for service improvement opportunities.

4.10.2 At intervals determined by the number of Requests for Service received, the data on such Requests, may be reported to the Organisational Development Team (ODT), to ensure that needs of the community are identified and considered.

### 5. Training

5.1 Workers will receive training in the CRMS, EDRMS and record keeping principles in accordance with the *Induction Policy* and *Knowledge Management Policy*. All Workers can access refresher training in the EDRMS as needed from the Records Management Team, and CRMS

training through their line supervisor and ICT.

## 6. Related Documents

Customer Service Policy  
 Customer Service Charter  
 Complaints Handling Process  
 Induction Policy  
 Internal Review of Council Decisions Policy and Process  
 Records Management Policy  
 Pathway Training Module  
 Internal Advice – Request for Asset Maintenance, Furniture Modifications and Delivery Services (18/67100\*)

## 7. Legislation and References

s270, s271 – Local Government Act 1999  
 Local Government (Procedures at Meetings) Regulations 2013

## 8. Review

8.1 This Process will be reviewed by the Document Control Officer in consultation with the relevant stakeholders, within four (4) years or more frequently if legislation or Council's need changes.

## 9. Further Information

- 9.1 This process is available on Council's website at [www.barossa.sa.gov.au](http://www.barossa.sa.gov.au). It can also be viewed electronically at Council's Principal Office at 43-51 Tanunda Road Nuriootpa and all Council Libraries during ordinary business hours. A copy of this Process can be obtained at those venues upon payment of a fixed fee.
- 9.2 Complaints regarding this process or its applications can be made to the Customer Support Team on 8563 8444 or [barossa@barossa.sa.gov.au](mailto:barossa@barossa.sa.gov.au) at first instance, who will refer you to the most appropriate officer according to Council's *Customer Service Policy* and *Complaints Handling Process* (see clause 9.1 above for availability).

## 10. Document Control

<b>Policy Link:</b>	Customer Service Policy				
<b>Document Owner:</b>	Director Community Services		<b>Document Control Officer:</b>	Manager, Customer Experience	
<b>Consultation Rating:</b>	A	<b>Audience:</b>	External	<b>Next Review Date:</b>	31/08/2025
<b>Version history</b>					
<b>Version No.</b>	<b>Date</b>		<b>Description of Change</b>		
2.0	17/08/2021		Process reviewed and updated following adoption of Customer Service Policy		
1.0	18/06/2013		New Process		

## 11. Definitions

Actioning Officer	The officer assigned responsibility within the CRMS or system appropriate to the work area, to process the Request for Service.
Business Day	A day when Council is normally open for business – Monday to Friday, excluding Public Holidays and when Council's Principal Office may be closed (e.g. over the Christmas holiday period).

Approval date: 17/08/2021	Review date: 31/08/2025	Approved by: Council Council Minute Book Ref: 2018-22/537	Ref: 19/45655*	Page 5 of 6
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Complaint	An expression of dissatisfaction with Council's Policies, Processes, Fees and Charges, Workers, Elected Members, quality of service or goods sold or provided which requires a formal response.
Council	The Barossa Council
Customer	A user of products and/or services of the Council.
Customer Request Management System (CRMS)	An automated system used to manage and resolve community Requests for Service and Complaints across Council departments. Council's CRMS is the Pathway Action System.
Electronic Document Records Management System (EDRMS)	An automated system used to manage the creation, use, management, storage and disposal of hardcopy and electronically created Documents and Records for the purposes of supporting the creation, revision and management of digital records improving an organisation's workflow and providing evidence of business activities. [Refer to the <b>Knowledge Management Policy</b> ]
Feedback	Positive or negative information from Customers regarding their experience with Council which is used as a basis for continuous improvement.
Level of Service	A measurable and quantifiable standard to which it has been anticipated or planned that a Service will be provided. The Level of Service is dependent on the resources and priorities determined by the Council and taking into account legal obligations
Request for Service	An application to have Council or its Workers take some form of action to provide or improve a Council Service.
Service	An action received and/or experienced by the Customer from Council
Worker	<p>A person is a Worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as;</p> <ul style="list-style-type: none"> <li>a) An employee; or</li> <li>b) A contractor or sub-contractor; or</li> <li>c) An employee of a contractor or sub-contractor; or</li> <li>d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or</li> <li>e) An outworker; or</li> <li>f) An apprentice or trainee; or</li> <li>g) A student gaining work experience; or</li> <li>h) A volunteer of Council; or</li> <li>i) A person of a prescribed class.</li> </ul> <p>(as defined in the WHS Act 2012 (7)).</p>