

Service Range Policy

Strategic Reference	Provide leadership for the community and ensuring efficient and effective management of the community's resources.
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Responsibility	Community & Corporate
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Applicable Legislation	Development Act 1993 Dog and Cat Management Act 1995 Fire and Emergency Services Act 2005 Local Government Act 1999 Public Health Act 2011 Road Traffic Act 1961
Related Policies	Community Engagement Policy
Related Documents	Waste Collection Service Level Policy

1. Purpose

Coorong District Council exists primarily to provide services to its local communities. Council is committed to regular review of the manner in which it delivers services and to ensuring that taxpayer and ratepayer funds are used effectively and efficiently.

Council must also ensure that its decisions maintain its financial sustainability. This includes ensuring that the services it provides are delivered at levels which will not create unacceptable burdens for future generations.

2. Legislative Framework

Section 7 of the Local Government Act (the Act) states, in part, that:

“The functions of a council include—

(b) to provide services and facilities that benefit its area, its ratepayers and residents, and visitors to its area (including general public services or facilities (including electricity, gas and water services, and waste collection, control or disposal services or facilities), health, welfare or community services or facilities, and cultural or recreational services or facilities);

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(c) to provide for the welfare, well-being and interests of individuals and groups within its community;

(d) to take measures to protect its area from natural and other hazards and to mitigate the effects of such hazards;

(e) to manage, develop, protect, restore, enhance and conserve the environment in an ecologically sustainable manner, and to improve amenity;

(f) to provide infrastructure for its community and for development within its area (including infrastructure that helps to protect any part of the local or broader community from any hazard or other event, or that assists in the management of any area);

(g) to promote its area and to provide an attractive climate and locations for the development of business, commerce, industry and tourism;

Section 8 of the Act set out the principles which Council must uphold, including:

(g) manage its operations and affairs in a manner that emphasises the importance of service to the community;

(h) seek to ensure that council resources are used fairly, effectively and efficiently;

(i) seek to provide services, facilities and programs that are adequate and appropriate and seek to ensure equitable access to its services, facilities and programs;

(j) achieve and maintain standards of good public administration;

(k) ensure the sustainability of the council's long-term financial performance and position.

3. Policy Statement

In determining what services it provides to its community, Council has taken account of:

- legislative requirements that necessitate the Council providing certain services;
- Council's 2016-2020 Strategic Management Plan
- the need for long-term financial sustainability; and
- the resourcing and income that may be associated with desired services

The following table lists the services that Coorong District Council delivers at levels which are affordable having regard to Council's financial sustainability targets. Each service is designated as being:

- a statutory requirement
- a core service, not obliged by legislation but considered a primary function of the Council
- an optional, or discretionary, service which Council currently considers desirable

Animal Services

Dog and cat management	statutory
Control of pest animals and plants	statutory
Livestock	core

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Arts and cultural services

Arts and cultural centres (Coorong gallery)	optional
Arts festivals or arts events	optional
Heritage advice	optional
Heritage museums (Tailem Bend Railway Museum)	optional

Built environment management

Land use policy and planning	statutory
Development assessment and control	statutory
Building assessment and inspection	statutory

Community Amenities

Public toilets	core
Bus shelters	optional
Cemeteries	core

Community Services

Commonwealth Home Support Program	optional
Community event support	optional
Community grants	optional
Community transport	optional
Aged care	optional
Community centres	optional
Disability access	statutory
Community development	core
Youth activities	optional
Community Health Awareness Programs	optional
Volunteer management	core

Community Wastewater Management

Treatment and disposal	core
Collection	statutory
Reuse	optional

Customer services

Principal office facilities	statutory
Customer service centres	optional
Responses to public enquiry	core
Provision of information	core

Economic Development

Employment /Training Programs	optional
Caravan Park (Coonalpyn)	optional
Business support & attraction	optional
Tourism facilities, information and support	optional

Environmental Health

Action to preserve, protect and promote public health	statutory
Ensuring adequate sanitation measures are in place	statutory
Ensuring activities do not adversely affect public health	statutory
Ensure remedial action is taken to reduce or eliminate adverse impacts or risks to public health	statutory
Identifying risks to public health	statutory
Educational information about public health	statutory
Activities to preserve, protect or promote public health	statutory

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Immunisation	statutory
Environmental (natural) management	
Sustainable agriculture programs	optional
Biodiversity enhancement programs	optional
Roadside native vegetation management	core
Rural reserves	core
Internal Services	
Asset management	statutory
Work, health & safety	statutory
Risk management	statutory
Grant funding applications for council projects	core
Procurement	core
Project management	core
Technical support	core
Strategic management	statutory
Financial management & sustainability	statutory
Human resource management	core
Records management	statutory
Mayoral & elected member support	core
Information, communications, technology	core
Governance	statutory
Lease & licence management	core
Claims & insurance management	core
Community land management	statutory
Libraries	
Provision of materials	core
Provision of public internet services and research capacity	core
Provision of school holiday library programs	optional
Public Order & Safety	
Bushfire prevention planning and enforcement	statutory
Building inspection for fire prevention	statutory
Bylaw Management	core
Control of public nuisances	core
Street lighting	core
Regulation of Dry Zones	optional
Crime prevention and graffiti programs	optional
Recreation	
Reserves, parks and gardens	core
Playgrounds	core
Public swimming pool (Coonalpyn)	core
Cycling/walking tracks	optional
Skate/BMX parks	optional
Halls	core
Services from Infrastructure	
Vehicle passage on roads and bridges	core
Roads	core
Pedestrian passage on footpaths	Core
Stormwater drainage	core
Aircraft landing site	core

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Jetties and boat ramps	core
Traffic management	
Install and control traffic devices	statutory
Road opening and closing	statutory
On street parking controls	core
Off street parking controls	optional
Abandoned vehicle removals	core
Waste management	
Rubbish collection	statutory
Recycling	core
Rubbish disposal	core
Street cleaning	core
Green waste	core
Litter control	optional
Water resources management	
Wetlands	core
Local area water catchment plans	core
Water supply (Peake & Wellington East)	core
Water Security Programs	optional

As services are reviewed from time to time Council will adopt and publish a service level policy, describing the level of service that Council provides. Subsequent consideration of material changes to a service level of these services will be subject to a process of consultation with the community.

4 Service Level Policies

Service level policies adopted by Council will clearly express:

- the level of service the community can expect from the service
- Council's role and responsibility in the delivery of the service
- means of delivery of the service; and
- source(s) of revenue required to fund the service

The service levels expressed in each of the service level policies will:

- reflect Council's understanding of the needs of the local community
- recognise the importance of Council's long term financial sustainability
- recognise statutory requirements (if any)
- take into account the limited resources available to Council
- provide direction for other relevant plans developed by Council
- be subject to periodic review

Service level policies will not include the annual cost of providing the service at the nominated level, because these costs will vary over time. However, Council will strive to maintain the designated levels of service in the most cost-effective manner.

In compiling its annual business plan, and determining the resources necessary for each financial year, Council will refer to its service level policies.

The Council will keep under review the cost of providing each service to the levels specified in the service level policies, and will take into account the financial implications for Council's other services, and the impact on Council's operating surplus/deficit.

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Council's performance in meeting the specified levels of service will be included in its Annual Report.

5 Further information

This policy will be available for inspection at the Council offices listed below during ordinary business hours and available to be downloaded, free of charge, from Council's internet site: www.coorong.sa.gov.au

Coorong Civic Centre

95-101 Railway Terrace
Tailem Bend
Phone: 1300785277
Fax: 8572 3822

Meningie Information Hub

49 Princes Highway
Meningie

Tintinara Customer Service Centre

37 Becker Terrace
Tintinara

Copies will be provided to interested parties upon request. Email council@coorong.sa.gov.au

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive Officer of Council.