

Policy Section:	6. Finance & Corporate Services
Policy Name:	Service Range
Classification:	Public – Council Policy
Adopted:	26 May 2015
Frequency of Review:	Biennial
Last Review:	August 2017
Next Review Due:	August 2019
Responsible Officer(s):	Manager Finance & Corporate Services
Policy and Code of Practice Manual File Ref:	CC10/2601
Council File Reference:	CR17/29420
Legislation Authority:	N/A
Related Policies and Codes:	Various Service Level Policies
Related Procedures:	N/A

1. INTRODUCTION

- 1.1 An explicit set of policies and procedures is a necessary tool for sound financial management providing the following benefits:
- (a) **Public accountability and transparency** – Policies and procedures publicly document the Council’s position on which it will base its decisions. They demonstrate the Council’s commitment to sound financial management and establish transparency for audit purposes;
 - (b) **Ensuring a considered approach** – The formal adoption of carefully documented policies and procedures helps ensure that the Council’s position on each issue has been properly considered, having regard to alternative approaches and the wider policy and statutory context;
 - (c) **Consistency of decision making** – By adopting clear Council policies and procedures a consistent basis for decision-making over time is established. While the Council can make a decision contrary to its adopted policy, it needs a deliberate decision to do so which helps to ensure that proper consideration has been applied;

SERVICE RANGE POLICY

- (d) **Clear guidance for staff** – Explicit policies and procedures set out the required approach, responsibilities and processes for staff to properly administer the financial business of the Council in accordance with its wishes and consistent with statutory requirements and sound financial management practices. This in turn protects staff from allegations of financial mismanagement as long as the policies and procedures are followed.

2. PURPOSE

- 2.1 In determining what services to provide to its community, the Council takes account of:
 - (a) legislative requirements that require the Council to provide certain services;
 - (b) consultation with the community;
 - (c) the Council's strategic management plan;
 - (d) the need for long-term financial sustainability; and
 - (e) the resourcing and income that may be associated with required services.

- 2.2 These are services that the Council will deliver at levels which are affordable having regard to Council's financial sustainability targets. For each of these:
 - (a) Statutory required services; and
 - (b) Primary discretionary services,

the Council will develop and publish a separate service level policy, describing the level of service that the Council intends to provide.

- 2.3 Consequently, the Policy is not designed to specify the level to which each service will be provided nor the means that will be adopted to deliver the service. It is intended to be a statement of the Council's major priorities in servicing its community.

3. RANGE OF SERVICES PROVIDED BY COUNCIL

- 3.1 Unless required by an emergency (i.e. a person's life or property being endangered), no services are to be cut unless the prior approval of Council is obtained.

SERVICE RANGE POLICY

Category	Service	Description of activities
Legislative	Elected Members	Support the Elected member body of Council
	Financial Services	Financial management of Council's operations
	General Administration	Manage and administer general operations of the Council
	Other Environmental Services	Various environmental initiatives, State Govt NRM Levy collection & payment
	Rates Administration	Administer rating activities and collection of outstanding rates
	Records Management	Manage Council records in accordance with State Records Act

Category	Service	Description of activities
Regulatory	Building Control	Assess and administer compliance with Building Rules
	Dog & Cat Animal Control	Compliance with Dog & Cat Management Act
	Emergency Services -Inflammable Undergrowth	Compliance with Fire & Emergency Services Act
	Other Regulatory Services	Impounding of abandoned vehicles
	Parking Control	Compliance with Expiation of Offences Act
	Preventive Health Services	Compliance with Public & Environmental Health Act and Food Act
	Town Planning	Compliance with Development Act

SERVICE RANGE POLICY

Category	Service	Description of activities
Core	Car Parks	Provision and maintenance of Car Parks
	Communication & Marketing	Proactive dissemination of Council information to the community
	Community Assistance (Volunteer Services)	Support volunteer activities (e.g. Graffiti Removal team, Volunteer Resource Centre, etc)
	Community Centres & Halls	Maintenance of facilities
	Community Support	Support local community events (e.g. Australia Day breakfast & Awards, Gawler Show, Fringe Festival etc.) and provision of various Community Grants
	Customer Service	Provision of high quality customer services
	Depot	Administration of outdoor staff and associated facilities
	Elderly Centre	Maintenance of Elderly Centre
	Engineering Services	Design/deliver capital works programs, Asset Management Plan
	Gawler Aquatic Centre	Maintain swimming pool in accordance with community health standards, provide various Swim related programs and activities
	Heritage	Maintenance of local heritage collection
	Human Resources	Manage and administer Council's Human Resources
	Information Technology	Manage Council's IT software/hardware
	Library	Provision of Library services
	Litter Control	Collection and disposal of waste from litter bins
	Occupancy Council Buildings	Administer and manage Bldg maintenance programs (including investment properties)
	Other Activities Town Maintenance Services (not elsewhere classified)	Weedspraying / mowing of road reserves, removal of dumped rubbish
	Parks & Gardens	Maintenance of facilities in accordance with service standards (including playgrounds)
	Pest Control	Effective pest/vermin control services
	Plant & Machinery	Maintain fleet vehicles and machines in good order
	Public Conveniences	Maintenance of public conveniences
	Roads	Programmed maintenance of Council's road network - including roads, bridges, footpaths, kerb & gutter
	Sports Facilities - Indoor	Gawler Sports & Community Centre
	Sports Facilities - Outdoor	Maintenance of sporting surfaces and facilities
	Stormwater Drainage	Maintenance of stormwater drainage infrastructure
	Street Cleaning	Programmed streetsweeping of urban roads
	Streetlighting	Facilitate community safety through appropriate streetlighting
	Streetscaping	Maintain urban streetscapes
	Traffic Management	Maintain traffic control signs and infrastructure to Australian Standards
	Waste Management	Collection and disposal of kerbside waste

SERVICE RANGE POLICY

Category	Service	Description of activities
Non-Core	Caravan Park	Administer lease of Caravan Park
	Willaston Cemetery	Maintenance of facilities
	Children & Youth Services	Support delivery of youth related activities and events (e.g. Youth Week, Gawler Youth Advisory Committee)
	Crime Prevention	Maintenance of CCTV systems
	Home Assistance Scheme	Support provision of Government-funded program
	Immunisation	Support delivery of immunisation programs
	Investment Properties	Manage Council's property portfolio
	Regional Development	Support regional based programs and initiatives
	Support to Local Businesses	Support the Gawler Business Development Group
	Tourism	Gawler Visitor Information Centre

4. REVIEW AND EVALUATION

The effectiveness of this Policy will be reviewed on a biennial basis.

The Chief Executive Officer will report to Council on the outcome of the evaluation and if relevant make recommendations for amendments, alteration or substitution of a new Policy.

The Policy will not be altered or substituted so as to affect a process already commenced.

5. FURTHER INFORMATION

Further information about this Policy can be obtained by:-

Telephone: 8522 9211
Fax: 8522 9212
Email: council@gawler.sa.gov.au
Appointment: Town of Gawler Administration Centre, 43 High Street, Gawler East.
Letter: PO Box 130, Gawler SA 5118

6. AVAILABILITY OF POLICY

The Policy is available for inspection during ordinary business hours at the Council principal office, Town of Gawler Administration Centre 43 High Street, Gawler East or is available on the Council website at www.gawler.sa.gov.au.

A copy of this Policy will be provided to interested parties upon request, for a fee as contained in the Register of Fees and Charges.