Keywords: Enter any Policy keywords

Strategic Plan:	*2.1 Refine governance frameworks, customer service, records management and decision making processes to improve transparency and accountability* *2.2 Carefully and appropriately manage risk*
Classification:	*Governance*
First Issued/Approved:	*2026*
Review Frequency:	*4 years*
Last Reviewed:	
Next Review Due:	*2030*
Responsible Officer(s):	*General Manager Corporate and Community*
Council File Reference:	*Policies*
Applicable Legislation:	Local Government Act 1999, section 270
Relevant Policies:	Customer Service Charter Review of Council Decision (including Handling Complaints) Policy Records Management Policy Fees and Charges Policy
Related Procedures:	*Request for Service Procedure*
Delegations:	*Chief Executive Officer*

1. Introduction

Local Government delivers an extensive range of services and infrastructure to communities, and discharges obligations under many pieces of legislation. Providing services to the community is a key component of Council's operations and requests for work to be undertaken or a service provided are a daily occurrence.

Council is committed to the provision of quality service to customers and aims to provide services fairly and efficiently. It also monitors requests to identify ways in which it can proactively improve its services.

Section 270 of the *Local Government Act 1999* requires Council to develop and maintain a policy about "any reasonable request for the provision of a service by the Council or for the improvement of a service provided by the Council."

This policy aims to:

- provide guidance on what may constitute a reasonable request for a service or an improvement to a service
- distinguish between requests, complaints and feedback to Council and give direction on management of requests
- establish a standardised process for assessing and processing requests including the collation of information which can be used to directly inform service improvements

2. Purpose

This Policy is based on five principles, which will be fundamental in the way Council approaches requests for service. They are:

- **Fairness**: requests will be dealt with consistently, objectively and without bias having regard to the circumstances of each matter and ensuring transparency at all stages of the process
- **Accessibility**: Council publicises how and where the public can make a request for service and provides assistance where required.
- **Responsiveness**: will be achieved by providing sufficient resources and well trained staff. Requests will be acknowledged, assessed and progressed in accordance with their urgency, risk and complexity and customers will be kept appropriately informed.
- **Efficiency**: customer requests will be dealt with as quickly as practical while adhering to this policy and associated Procedure
- **Integration**: relevant areas of Council will work together where a request overlaps functional responsibilities

In determining how to respond to a reasonable for service, Council will consider the community need in light of the factors listed in section 6.1 of this Policy:

3. Scope

This Policy applies to all Council employees who may be involved in receiving or processing a request for service in the course of their work.

Officers will act reasonably and transparently, demonstrate good customer service, undertake their responsibilities in a proficient manner and use their judgement where necessary to ensure an outcome in line with Councils Request for Service Procedure

4. Definitions

Council	Refers to Berri Barmera Council
Employee	includes a person employed by the Council in a full time, part time or casual capacity (whether that position is permanent or contractual) and persons providing services to, or on behalf of, the Council even though they may be employed by another party

Business Day	means a day when the Council is normally open for business, i.e. Monday to Friday, excluding public holidays

5. What is a Request for Service

A Request for Service is an application to have Council or its representative take some form of action to provide or improve a Council service.

Council also receives complaints and feedback across all areas of its operations and it may be necessary to distinguish between these matters for the purposes of this Policy.

A Complaint is an expression of dissatisfaction with a product or service delivered by the Council or its representatives that has failed to reach the standard stated, implied or expected. This includes complaints about a service that has been, or should have been delivered

Where Council has failed to meet the normal standards for a service that has been, or should have been, delivered, Council's Complaints Policy and the associated Procedure applies.

Where ambiguity exists, Council will deal with a matter as a Request for Service in the first instance.

Feedback may include positive or negative comments regarding Council services and activities and does not necessarily require corrective action, a change to services, or a formal review of a decision. Feedback may, however, be used to inform future service reviews and service improvements.

6. Policy Objectives

Requests for service will be assessed having regard to Council's statutory responsibilities, adopted business plans and budgets, available resources, service standards and other relevant considerations.

6.1 Assessing Reasonable Requests for Service

In determining how to respond to a request for service Council will consider:

- Public safety and emergencies
- The level of risk
- Statutory responsibilities
- Council's Strategic Management Plans, Annual Business Plan and Budget and adopted work programs,
- Relevant legislation, Council policies, procedures and codes
- Established service standards and response timeframes
- The availability and effective use of Council resources
- Funding conditions and eligibility requirements associated with externally funded programs (eg. Home and Community Care)
- Available service delivery options
- The equitable provision of services across the Council area.

6.2 Processing a Request for Service

Council aims to manage Requests for Service efficiently, fairly and consistently. Applicants will be kept informed where further assessment is required or where a request cannot be completed within a reasonable timeframe.

Employees are provided with a level of authority to advise applicants of the likely timeframe to complete the action required. Where further evaluation is necessary before committing Council to undertake the work the applicant will be informed. If a request cannot be fulfilled in a reasonable timeframe the applicant will be advised, including an explanation of why.

Where an applicant is dissatisfied with Council's decision, they may lodge a complaint under Council's Complaints Policy or, or where applicable, seek a review under Council's Internal Review of a Council Decision Policy.

7. Timeline for Response

Council will assess each Request for Service on its individual merits and respond in a timely, fair and consistent manner. Response times may vary depending on the nature, complexity and priority of the request, Council's service standards, available resources and legislative obligations.

Where Council is unable to action a Request for Service within a reasonable timeframe, or where the request is outside Council's responsibility or cannot be delivered, the applicant will be advised of the reasons and where appropriate, the expected timeframe or available options.

Routine requests are often subject to service response standards eg rubbish bin collection. Other requests may be best suited to coincide with already scheduled works programs, seasonal work or service delivery efficiencies such as tree maintenance or minor drainage works.

Requests ~~for~~ involving major works or new services or matters requiring funding may be considered as part of Council's strategic planning, Annual Business Plan and budget process, where appropriate.

8. Recording Requests for Service

All Requests for Service will be recorded and managed in accordance with Council's Request for Services Procedure.

8.1 Rejected Requests

Where a Request for Service cannot be approved, the applicant will be informed of the decision and the reasons for it in accordance with the Request for Services Procedure.

8.2 Social Media Requests

Council's social media platforms are not an approved channel for lodging Requests for Service. Requests received via social media may not be monitored or managed as official Requests for Service. Customers should

use one of Council's approved contact methods to lodge a Request for Service.

8.3 Anonymous requests

Council will generally not investigate or action anonymous Requests for Service, as anonymity may prevent Council from verifying the information provided or obtaining additional information. An exception may be made where there is an immediate risk to public safety, Council assets or the environment.

9. Review and evaluation

Although not mandatory to do so, this Policy will be reviewed within 12 months of a general election. It may also be reviewed more frequently if legislation or Council requires.

10. Further information

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

5 Riverview Drive
BERRI SA 5343

A copy of the Policy may also be purchased from the Council Office at 5 Riverview Drive, Berri upon payment of a prescribed fee in accordance with Council's Schedule of Fees and Charges.

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Date	Version	Council Resolution No	Description of Changes
27/10/2026	1	OMC 271/26	New Policy