



Service Range Policy

Table with 2 columns: Policy Identification: and details. Rows include: Policy type: Council; Summary: Designates those services provided by council that are a statutory requirement, core or optional service and guides council's approach to service levels; Record number: 18.63.1; Date of adoption or approval: 20 March 2015; Last Review: 17 June 2016; Next Review Date: June 2018 every 2 years; Approval: Council; Responsible department: Executive; Responsible officer: Chief Executive Officer; Review officer: Continuous Improvement Officer; Consultation required; Relevant references:: Service Range Framework; Delegations; 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; Related procedures.

1. Purpose

District Council of Loxton Waikerie 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. Strategic reference

Service delivery: strategy 4.5.4; undertake reviews of our activities to ensure an increase in innovation and reduction in costs.

3. 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);

(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.

4. 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 Strategic Management Plan;
- the need for long-term financial sustainability; and
- the resourcing and income that may be associated with desired services

The services that the District Council of Loxton Waikerie provides are 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

Each service is then further broken down into groups of activities.

The following table lists the services the District Council of Loxton Waikerie delivers:

Animal Services

Animal management statutory requirement

Arts and cultural services

Arts festivals or arts events optional

Heritage museums optional

Built environment management – planning and building

Land use policy and planning statutory requirement

Development assessment and control statutory requirement

Building assessment and inspection statutory requirement

Community amenities

Public toilets core service

Cemeteries core service

Community services and welfare

Seniors' Activities optional

Retirement Village core service

Community centres and halls optional

Community development core service

Community grants optional

Youth activities optional

Disability Access statutory requirement

Volunteer management core service

Community Wastewater Management

Collection statutory requirement

Treatment and disposal core service

Reuse optional

Customer services

Principal Office facilities statutory requirement

Other service outlets core service

Responses to public enquiry core service

Provision of information core service

Economic Development

Business support and attraction optional

Caravan Park	optional
Houseboat moorings	optional
Tourism facilities, information and support	core service
Environmental Health	
Activities to preserve, protect or promote public and environmental health	statutory requirement
Immunisation	optional
Environmental (natural) management	
Roadside Vegetation management	core service
Control of declared pest animals and plant on council land	statutory service
Libraries	
Provision of materials	core service
Provision of public internet services and research capacity	core service
Provision of school holiday library programs	optional
Public order and safety	
Bushfire prevention	statutory requirement
Building inspection for fire prevention	statutory requirement
Bylaw management	core service
Street lighting	core service
Dry Zones	optional
Graffiti management	optional
Public safety	core service
Recreation	
Reserves, parks and gardens	core service
Playgrounds	core service
Public swimming pools	core service
Boat launch and retrieval facilities	core service
Skate parks	optional
Sporting events	optional
Services from infrastructure	
Roads	core service
Footpaths	core service
Stormwater management, damage and drainage	core service
Aerodrome	optional
Traffic management	
Control traffic devices	statutory requirement
Road opening and closing	statutory requirement
Parking controls	core service
Abandoned vehicle removals	core service
Waste management	
Waste collection and disposal	statutory requirement
Recycling and green waste collection and disposal	core service
Street cleaning	core service

Waste Transfer Stations	core service
Water resources management	
Water licence management	core service
Internal services	
Asset management	statutory
Work, health and safety	statutory
Risk management	statutory
Grant funding applications for council projects	core service
Procurement	core service
Project management	core service
Technical support	core service
Strategic management	statutory
Financial management and sustainability	statutory
Human resources management	core service
Records management	statutory
Internal audit	optional
Mayoral and Elected Member support	core service
ICT	core service
Governance	statutory
Lease and licence management	core service
Claims management	core service
Community land management	statutory

For each service Council will publish a service level document, 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.

5. Service Levels

For each of the services above, the corresponding service level document 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 documents 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 documents 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 documents.

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

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

6. Availability

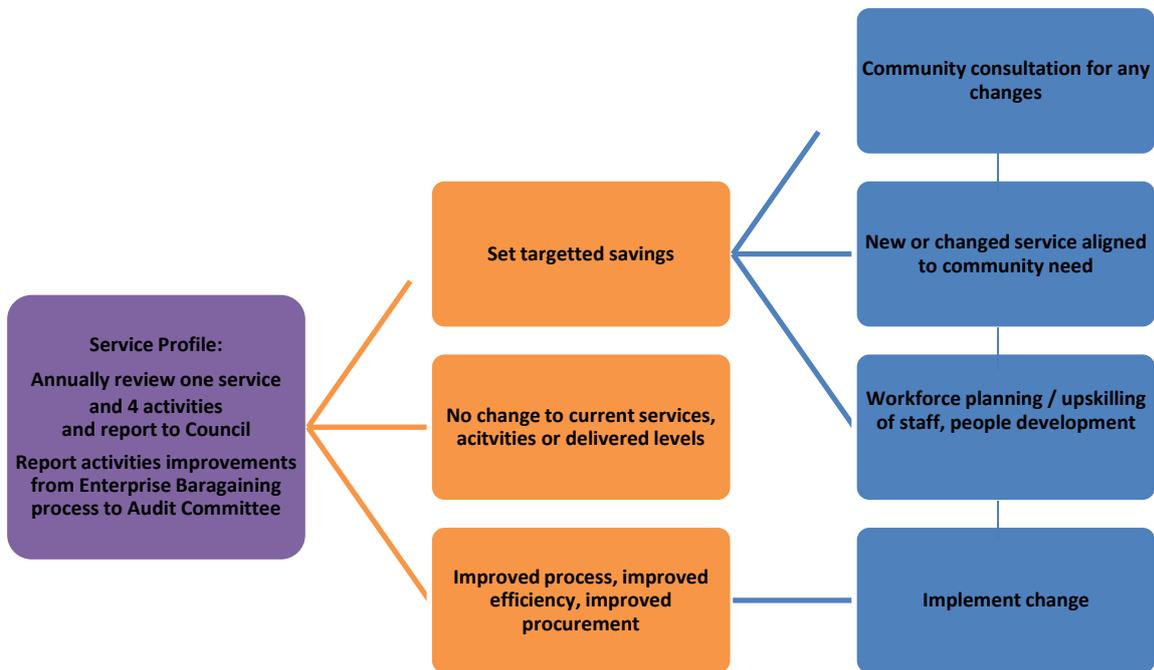
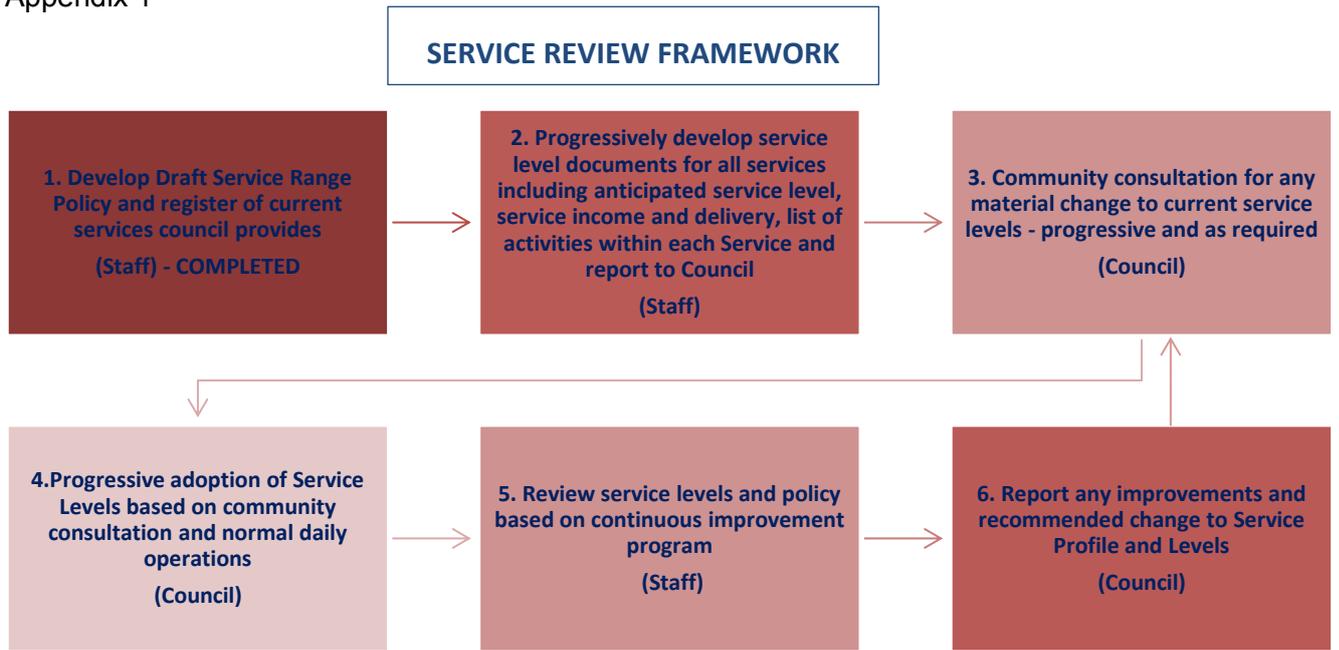
This Policy will be available for inspection at the Council Offices at Loxton or Waikerie during ordinary business hours at no charge.

Copies of this Policy will also be available from Council's website www.loxtonwaikerie.sa.gov.au or postal copies may be obtained from the Council Office, free of charge.

7. Document history and version control

Date	Version	Authorisation:- council/ committee/ senior management team	Amendment details
17/06/2016	1.1	Council	Amendment to include the strategic reference, extend the review period and the addition of document history and version control.

Appendix 1



LW SERVICE FRAMEWORK

Project	Description	Expected Outcome	Timeframe
Service Range Policy	<p>Council has resolved to review all services to classify as either required by Legislation, a Core Service or Optional which will ultimately determine which services will be provided and at what level via a Service Range Policy.</p> <p>Consultation on any significant changes will be required</p> <p>80 Services have been identified that Council provides</p>	<p>Greater clarity on the range and level of services provided and therefore which do and don't achieve the directions of Council's Strategic Plan.</p> <p>Will form the basis for number and scale of human and material resources required by council to deliver required services.</p> <p>This will be incorporated in Council's LTFMP and ultimately in individual Staff Performance requirements</p> <p>Will allow for greater level of planning to provide responses within set timeframes and therefore better use of resources and efficiency gains</p> <p>Service Range Policy is a community statement on what Council will provide, at what level and in what timeframe.</p>	<p>Elected Members to set service levels at completion of reviews</p>
Annual Service Review	<p>Review of one significant service determined by Council against agreed parameters per annum</p> <p>Will be undertaken internally and peer reviewed by external consultant</p>	<p>Based on City of Unley experience, expectation of reasonable savings</p> <p>Undertaken internally to grow the capacity of Councils in this area but independent external review for probity and transparency</p>	<p>Annual review and reported in Annual Business Plan</p>
Activity Improvement Process	<p>In excess of 250 activities have been identified that are provided by Council within the 80 Services</p> <p>An Activity Improvement Process to be developed with staff participation to provide efficiency gains within known service levels.</p> <p>An identified number of activities will be reviewed each year overseen and facilitated by Councils Continuous Improvement Officer</p>	<p>Supporting the development of an innovative and proactive culture through structured and measurable improvement of activities undertaken by staff</p> <p>Will provide measurable efficiency gains and savings</p> <p>Promotes a continuous improvement culture</p>	<p>Activities to be identified by SMT and 4 undertaken annually</p>