



Service range policy

Classification	Policy
Strategic reference	Goal 4 Organisational : Effective governance and organisational efficiencies
Relevant legislation	Local Government Act 1999
Relevant documents	Customer experience policy, Waste and recycling policy, Open space policy and Roads policy
Responsible officer	Chief Executive Officer
Date adopted	December 2020
Next review date	December 2023

Introduction

In determining what services to provide to its community, the Council takes account of:

- Legislative requirements that require the Council to provide certain services;
- Consultation with the community;
- The Council's strategic management plan;
- The need for long-term financial sustainability; and
- The resourcing and income that may be associated with desired services.

These are services that Southern Mallee District Council will deliver at levels which are affordable having regard to Council's financial sustainability targets.

For each of these Statutory required services and primary discretionary services Council may develop a separate service level policy, describing the level of service that the Council intends to provide.

Council will develop a separate service level policy, describing the level of service that the Council intends to provide for Customer service, Waste and recycling services, Open space services and Roads services.

Statutory required services

Built environment management

- Land use planning
- Development assessment
- Building assessment and inspection

Environmental health

- Monitoring cooling towers for Legionnaire's Disease
- Dog and cat management

Public safety

- Bushfire prevention planning
- Building inspection for fire prevention
- Emergency management

- **Primary discretionary services**

Infrastructure services

- Sealed roads and unsealed roads
- Footpaths in urban areas of Lameroo and Pinnaroo and adjoining the highway in Parilla
- Stormwater drainage to urban areas in Lameroo, Pinnaroo, Parilla and Geranium

Community services

- Immunisation

Community Wastewater Management Scheme

- CWMS services in Lameroo and Pinnaroo

Customer service

- Council offices at Pinnaroo and Lameroo
- Letter, email and phone

Environmental health

- Food safety inspections

Recreation, parks and gardens services

- Maintenance of primary recreations reserves in Lameroo and Pinnaroo
- Maintenance of secondary recreations reserves in Parilla and Geranium
- Maintenance of commercial centre parks and gardens areas in Lameroo and Pinnaroo
- Maintenance of road side areas in Lameroo, Pinnaroo, Parilla and Geranium

Waste management

- Collection of waste and recyclables from Lameroo, Pinnaroo, Parilla, Geranium and Parrakie
- Landfill facility at Lameroo
- Transfer stations at Lameroo, Pinnaroo and Geranium

What will Council provide?

For each of the above services, the corresponding service level policy 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
- How operating revenue will be raised to offset operating expenses associated with service provision.

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

- be based on community consultation
- recognise the importance of Council's long term financial sustainability

- take into account the limited resources available to Council
- provide the direction for other relevant plans developed by Council
- be subject to review as circumstances change.

The respective 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, the 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, the 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 its 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.

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

Secondary discretionary services

These are services that the Council will deliver, at levels which ensure the long term financial sustainability of Council, but without a designated service level policy for the service.

Libraries

- Contributing to library services at Lamerook, Pinnaroo and Geranium

Places of public assembly

- Primary community halls in Lamerook and Pinnaroo
- Local community hall in Parilla

Aerodrome facility

- An aerodrome in Pinnaroo to service Southern Mallee

Community amenities

- Public toilets in Lamerook, Pinnaroo, Parilla and Geranium
- Street cleaning in Lamerook, Pinnaroo, Parilla, Geranium and Parrakie

Cemeteries

- Provision for burial and memorialising cremated remains in public cemeteries at Lamerook, Pinnaroo and Parrakie

Traffic management

- Enforcing parking requirements within the commercial area of Lamerook and Pinnaroo

- Provision of parking in the commercial area of Lameroo and Pinnaroo
- Road closures for events

Public safety

- Monitoring of insanitary conditions
- Control of public nuisances
- Street lighting

Swimming pools facilities

- Providing swimming pools at Lameroo and Pinnaroo

Council is committed to delivering each of these services at levels that are affordable and consistent with the achievement of Council's long-term financial sustainability targets, taking into account both the needs and preferences of its community for the various services and Council's financial constraints.

Policy review

The effectiveness of this policy will be reviewed every three years or as necessary.

Further information

This document is available on Council's website www.southernmallee.sa.gov.au and at the principal office of the Southern Mallee District Council at Day Street, Pinnaroo SA 5304.

A copy of this document may be purchased from Council.