



Service	Service Description	Service Standard	Information/Customer Input
Libraries	Library collections.	To develop the library service as a hub of knowledge, creativity and innovation, bringing together the physical and digital worlds and providing opportunities for learning, leisure and linking people in our community to each other and the world. Engage and train volunteers to support the library service.	Membership of the Libraries SA One card network. Free community service where everyone is welcome. Provision of access to programs, resources and services for information, learning, reading literacy, early literacy, STEM, digital literacy and leisure. Provision of community space for relaxation, research, and programs.
	Library digital literacy.		
	Library early learning programmes.		
	Adult programmes.		
	Community spaces.		
	Event management.		
	Volunteers.		
Governance	Council Meetings and Informal Briefing Sessions.	To ensure that Council is operating within legislative compliance parameters, including the development of policies and procedures and ensuring that Council is effectively and efficiently coordinating its resources.	12 Council Meetings, monthly briefing sessions, special council meetings as required.
	Support for Council Members.		Training sessions as required/ requested, provide information and advice as requested.
	Mayoral Receptions.		As required
	Citizen Ceremonies.		As required
	Policies.		Scheduled review of policies, develop / delete policies as required.
	Strategic and other plans and budgets;		Provide input during public consultation periods.



Clare and Gilbert Valleys Council
Chief Executive Officer

Service	Service Description	Service Standard	Information/Customer Input
Council Events	Australia Day & National Aborigines and Islanders Day Observance Committee (NAIDOC) Events.	Support the events that are the responsibility of Local Government to undertake on behalf of the State & Federal Governments. Support other events as required by the Mayor and Council decisions.	Support Australia Day Awards and event. Together with DEW support NAIDOC event.
	Other Council Managed Events.		Manage or attend events as required.
	Mayoral Receptions.		
Culture	Arts, Culture and Tourism Strategy.	To support initiatives and opportunities that grow participation and appreciation of the arts and culture with a focus on attracting tourists to the district.	Art House is available for exhibitions and art/culture lessons as required. Implement Culture and Tourism Strategy.



Clare Gilbert Valleys Council
Works & Infrastructure

Service	Service Description	Service Standard	Information/Customer Input
Town Maintenance	Open Space. Maintenance.	To maintain and develop the open space consistent with identified community needs and providing public value.	Routine as per staff and contractor arrangement as well as staff, committee and community requests.
	Open Space. Capital Renewal and replacement.		Request made to Council.
	Public Amenities. Maintenance including cleaning , repairs and painting.	To ensure the buildings, land and infrastructure held by Council are safe and fit for purpose.	Routine as per staff and contractor arrangement as well as staff, committee and community requests.
	Public Amenities. Capital Renewal and replacement.		Request made to Council.
	Maintenance of roadside and natural space. Roadside tree and weed management.	To improve the Council's roadside and natural assets so that they are safe, fit for purpose and improve the quality of life and experiences for residents and visitors.	As per Council's Tree Management Policy.
	Maintenance of roadside and natural space. Removal and planting of trees.		As per arborist report and Customer Request System.
	Buildings and Infrastructure. Maintenance including repairs, cleaning, fire safety and security.	To ensure the buildings, land and infrastructure held by Council are safe and fit for purpose.	As per staff and contractor arrangements and staff, committee and community requests.
	Buildings and infrastructure. Capital Renewal and replacement.		As per Council's Asset Management Plan.



Clare Gilbert Valleys Council
Works & Infrastructure

Service	Service Description	Service Standard	Information/Customer Input
Workshop	Plant Management. Maintenance of minor and major plant. Including 4 graders, 8 trucks, 5 loaders and other minor plant.	To ensure the effective and efficient control, utilisation, safeguarding and management of the Council's vehicles plant and equipment to ensure continuing delivery of council services.	As per service schedule.
	Plant Management. Replacement of plant.		As per Council's plant replacement schedule.
Waste Collection and Disposal	Waste management. Transfer Stations.	Effective waste management through prevention, reuse & recycling and appropriate disposal.	Clare acceptance of green waste, E waste, household hard refuse and building waste.
	Waste management. Kerbside Collection.		General and recycling waste collection – Clare, Sevenhill, Mintaro, Watervale, Auburn, Manoora, Marrabel, Rhynie, Riverton, Saddleworth, Tarlee, Stockport and Undalya. Optional rubbish and recycling service rural areas.
Community Waste Water Management Scheme. (CWMS)	CWMS Schemes. Maintenance of Clare, Saddleworth and Riverton schemes.	To deliver a service in the most cost effective manner, meet legislative and licencing conditions of the systems and maintain CWMS infrastructure to support growing communities.	Customer requests and preventative action as per Safety, Reliability, Maintenance & Technical Management Plan.
	CWMS Schemes. Capital renewal of Clare, Saddleworth and Riverton schemes.		As per Council's Asset Management Plan.



Clare Gilbert Valleys Council
Works & Infrastructure

Service	Service Description	Service Standard	Information/Customer Input
Construction and Maintenance	Maintenance of sealed roads, including pothole repairs, shoulder repairs, crack sealing and reinstatements.	Have a road network that is safe, fit for purpose and sustainable such that it provides for safe and efficient movement of people and goods, enhances economic viability and improves the quality of life for the people who travel in the district.	Routine defect maintenance as scheduled and individual customer requests.
	Sealed roads capital renewal and replacement.		As per Council's Asset Management Plan.
	Maintenance of unsealed roads including road surface grading, shoulder repairs.	Have a road network that is fit for purpose and sustainable such that it provides for safe and efficient movement of people and goods, enhances economic viability and improves the quality of life for the people who travel in the district.	Customer Requests. Surface scheduling as per Council's Asset Management Plan. Road envelope as per Council's Asset Management Plan.
	Unsealed roads capital renewal and replacement.		As per Council's Asset Management Plan.
	Maintenance of footpath and kerbing.	Footpaths are safe, fit for purpose and managed in a sustainable way that improves the quality of life and experiences for residents and visitors.	Customer requests & trip incidents
	Maintenance of Stormwater including cleaning of drains, street sweeping and side entry pit cleaning.	Stormwater assets are fit for purpose and managed in a sustainable way that improve the quality of life and experience for residents and visitors	Inspections as per schedule. Street sweeping as per plan and customer requests.
	Stormwater capital renewal and replacement.		As per Council's Asset Management Plan.



Service	Service Description	Service Standard	Information/Customer Input
Development	Septic applications received, assessed and inspected.	Food safety and public health inspections, communicable diseases, assessment of waste control applications, immunisations, unsanitary conditions and squalor issues.	As per septic applications received.
	Health Inspection. Customer services.		Manage daily customer enquiries (phone, email, counter) including meeting with applicants as requested.
	Health Inspection. Site inspections.		As per legislative requirements and septic applications received.
	Health Inspections . Food premises inspections.		As per legislative requirements.
	Development applications received and assessed.	Provide planning, building and compliance related services. This includes the administration of the <i>Planning Development and Infrastructure Act 2016 and Regulations</i> , Building Code and other relevant standards.	As per development applications received.
	Development assessment customer services.		Manage daily customer enquiries (phone, email, counter) including meeting with developers / applicants as requested.
	Development assessment site meetings.		As requested from potential developers and/or applicants.
	Development assessment site inspections.		Undertaken as required under the relevant Acts and Regulations.
Development assessment compliance issues.	Enforcement undertaken where a significant breach of the relevant Act and Regulations has occurred.		



Service	Service Description	Service Standard	Information/Customer Input
Dog management	Dog registrations through Dogs and Cats Online (DACO)	To promote responsible dog ownership and to reduce the incidence of dog related injury in the community.	Manage annual renewals required under the legislation and ensure ongoing new registrations and transfers throughout the year.
	Dogs barking complaints / wandering at large and dangerous dogs.		As per customer service requests.
Fire Prevention and Safety	Fire preventions, fire danger season inspections.	To administer the Fire and Emergency Services Act so as to reduce the number and impact of fire incidents and ensure public safety.	Programmed 5 times per fire danger season, this may be more depending on the fire season.
Inspectorial and Compliance	Parking inspections and abandoned cars.	To administer applicable legislation thereby ensuring public safety.	Council wide parking inspections.
	Illegal dumping of rubbish.		As per customer service requests.
Community	Community, peak bodies.	Provides a community development officer to assist community and volunteer organisations to achieve their strategic objectives and deliver beneficial outcomes to our various communities.	Liaise with Peak Bodies to assist in their ongoing functions. Hold annual peak body forum. Provide support funding for their operations.
	Section 41 Committees.		3 Section 41 Committees operating in accordance with legislation
	Community volunteer management.		Hold annual peak body forum. Assist volunteers to meet legislated requirements.
Youth	Youth development services	Work with the Youth Action Committee (YAC) and the broader youth community on activities that benefit young people in our community.	Manage the YAC and deliver youth identified projects and activities.



Service	Service Description	Service Standard	Information/Customer Input
WHS, Insurance & Risk	Work Health & Safety (WHS).	Support all departments in the monitoring and management of safety and risk, ensuring that Council is operating within legislative compliance parameters, including the development of policies and procedures and ensuring that Council is effectively and efficiently coordinating its resources.	Policies, Procedures and Forms updated in line with Self Insured Performance Standards.
	Risk management.		Policies, Procedures and Forms updated in line with legislation.
	Emergency management.		Council adopted Emergency Management Policy.
Human Resources	Work force plan.	Support all departments in the day to day people management of safety and risk, ensuring that Council is operating within legislative compliance parameters, including the development of policies and procedures and ensuring that Council is effectively and efficiently coordinating its resources. Provide strategic advice on the organisations long-term workforce needs and help the organisation to become employer of choice.	Undertaking a Employee Culture Survey which will result in a new Workforce Plan.
	Recruitment.		Recruitment in accordance with legislation and council policies.
	Work experience.		Students in Work Experience Programs.
	Training.		Work related and professional development training sessions provided to Employees.
Recreation	The Valleys lifestyle YMCA Management Agreement for the operation of Valleys Lifestyle Centre and Riverton Pool.	To provide quality facilities, develop health, fitness and recreation for the community and encourage better health and lifestyle outcomes.	Additional 3 Year agreement commenced on 1 July 2020, Council approved for YMCA.



Clare Gilbert Valleys Council
Corporate Services

Service	Service Description	Service Standard	Information/Customer Input
Volunteers	Community transport, client trips.	Volunteer drivers engaged to provide service to clients.	Booking service for clients provided and vehicles readily available.
	Community Passenger Transport, volunteers engaged.		Volunteer drivers engaged to provide service to clients.
Administration	Rates.	To ensure the provision of sound financial management for Council. This includes management, accounting, treasury, purchasing, payroll, accounts payable / receivable, rates collections and policy development.	Rates Declared and issued quarterly in accordance with legislation and Council policy.
	Payroll.		Staff paid fortnightly.
	Accounts Payable.		Invoices paid within terms.
	Accounts Receivable.		Invoices raised per schedule.
Customer Service	Phone calls.	To provide the highest quality of customer service within the scope of the Councils operational capacity.	Incoming calls answered and queries directed to appropriate department.
	Customers.		Attend to customers in a professional manner and assist with various inquiries.
Records Management	Records.	The efficient administration and management of the Council records including the maintenance, retention, and storage of official records based on their legal, administrative, and historical value.	Records processed and kept in accordance with GDS 40.
	File management.		Respond to and record admin emails. Records processed and kept in accordance with GDS 40.



Clare Gilbert Valleys Council
Corporate Services

Service	Service Description	Service Standard	Information/Customer Input
Information Technology	It Systems.	To deliver business services that support and serve other Council departments in the accomplishment of their objectives including planning, design, implementation and operation of cost-effective information technologies and methodologies.	Contractor engaged until 2021 for IT implementation support. IT Managed Services contracted until 2022.

Approved By	Issue Date	Details of Review
Management		

