

Service Standards

As at 1 July 2016

Service	Service description	Service Standard	Customer Contributions	Responsibility
Abandoned trolleys	Removal of trolleys from public areas	Inspect and contact owners (if identified) to collect within 24 hours. Impound trolley, if not collected.	Collection of trolley. Payment of impounding fees (where required)	Service Delivery
Abandoned vehicles	Removal of abandoned vehicles	Inspect and contact owners (if identified) to collect trolley within 24 hours. Impound if not collected.	Collection of vehicle. Payment of impounding fees (where required)	Environmental Services
Animal control	Dangerous dogs – inspections of premises	Inspection on completion of enclosure	Lodgement of DA or CDC to build enclosure could be required for dangerous dogs. DA or CDC form to be lodged & payment of fees	Environmental Services
Animal control	Dog Attacks – investigation	Same day response upon receipt of report of dog attack	Report dog attack to Council	Environmental Services
Animal control	Registration of animals – via Companion Animal website	Information entered onto Companion Animal database within 1 week from receipt.	Contact Council's Customer Service Centre	Customer Services
Animal control	Stray animals	Rangers respond within 24 hours of receipt of complaint or request	Report to Council	Environmental Services
Banner bookings	Request to display banner on Council banner poles or at other locations under Council control	Initial response within 2 working days from receipt of request	Application form to be completed.	Communications
Boarding house - registration	Registrations of general boarding houses	Within 10 working days of receipt of registration	Application form to register new boarding houses to be completed. Inspection fees to be paid.	Environmental Services
Boarding house - inspections	Inspection of boarding houses.	Inspect all boarding houses annually to ensure compliance with legislation.	Comply with relevant boarding house regulations. Inspection fees to be paid.	Environmental Services

Service	Service description	Service Standard	Customer Contributions	Responsibility
Boarding house - complaints	Investigate complaints and compliance in regards to boarding houses	Inspect requests within 2 working days and initiate investigation of complaint.	Report to Council	Environmental Services
Building inspections	Undertake new application and compulsory structural building inspections	Within 2 working days of a request.	Provide access to the property	Planning and Development
Building works – illegal	Inspect reports of illegal works	Attend to complaints within 2 working days of receipt. Provide feedback to the complainant throughout the investigation process and take appropriate action	Provide access to the property	Environmental Services
Building works – monitoring	Monitor impacts from authorised building works on surrounding neighbourhood	Minimum 1 visit per site. Large site minimum 1 visit per month. Number of visits determined by potential impact/construction process		Environmental Services
Carpark maintenance – Parks	Maintenance of public carpark located with parks (eg Airey Park, Mason Park, Dean Reserve etc)	Removal of rubbish every working day.		Service Delivery
Carpark maintenance – Town Centres	Maintenance of public carpark (Strathfield Town Centre, Homebush, Homebush West & Strathfield South)	Removal of rubbish every working day.		Service Delivery
Children's playgrounds	Inspection of Council children's playgrounds	Weekly visual monitoring Monthly physical monitoring Quarterly full safety audit		Service Delivery

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Complying Development Certificates (CDC)	Complying Development Certificate – issue of certificate	Certificate issued within 20 working days from date of receipt.	Application form to be completed and other documentation/plans may be required. Correct fees to be paid.	Planning and Development
Construction Certificate (CC)	Construction Certificate – issue of certificate	Certificate issued within 14 working days from date of receipt.	Application form to be completed and other documentation/plans. Correct fees to be paid.	Planning and Development
Council and committee meeting minutes	Council and committee meeting minutes – published on website	Published within 5 working days of meeting		Corporate Services
Council business paper	Current copy of Council business paper	Copies available on Council's website, Customer Service and at Council meetings (with exception of closed session papers)		Corporate Services
Council business papers	Council agendas and reports for Ordinary Council and Committee Meetings	Published at least 3 calendar days prior to each meeting on Council website, Customer Service Centre and Council Libraries		Corporate Services
Customer inquiries – call centre	Customer Call Centre – telephone service	Council will aim to answer 80% of incoming calls within 20 seconds. Calls directed to appropriate staff member.		Customer Service
Customer inquiries – counter service	Customer Service Counter – counter service	Council will aim to ensure a maximum waiting time of 3 minutes before being attended to by a Customer Service Officer.		Customer Service

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Customer inquiries – language interpretation service	Interpreting service provided to council customers at counter and phone	Use of external source – translating and interpreting service (via phone) for community languages.		Customer Service
Dead animals removal	Request to remove dead animals from a public area eg road or footpath	Same day or following day.	Request can be made by phone, online request or in writing.	Service Delivery
Development Application (DA) Notification	Development Applications - Public notification of proposed development applications	Advertise on website, newspaper notification, letterbox as per standards in the Development Control Plan (DCP)		Planning and Development
Development Application (DA) processing	Assessment and determination of applications according to documented procedures and determine application as per <i>Environmental Planning and Assessment Act 1979</i> .	Initial letter to be sent within 3 weeks outlining the application process. Undertake assessment according to documented procedures for all applications and certificates. Council aims to determine all applications and issue all consents certificates within 65 days.	Application form to be completed with relevant documentation attached. Correct fees to be paid.	Planning and Development
Development Services – assistance with lodgement	Assistance for lodging development applications and lodgement related enquiries	Council planning staff are available from 9am to 12pm Mondays to Fridays to provide general advice.		Planning and Development
Events Calendar	Request for event to be listed on council website	Process within 10 working days from date of receipt	Request via website or correspondence	Communications
Filming	Filming request – determine applications	Process within 1 week of receipt of request.	Application lodged	Communications

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Finance	Outstanding rates notice (603 Certificate)	Issue certificates within 1 week of payment.	Application form to be completed and in some other instances other documentation may be required	Finance
Finance	Payment of creditors as per invoice or contract.	Within 30 days from the end of the month in which the invoice is issued	Invoice approved for payment by appropriately delegated officer	Finance
Fire Safety Statements	Register Annual Fire Safety Statement (new and renewals)	Notification/Reminder letter to be sent to applicant 30 day prior to due date of Annual Fire Safety Statement (AFSS). AFSS to be registered and register updated within 7 days of inspection	Owner to engage fire consultant to provide AFSS Completed form lodged	Planning and Development
Food Business – inspection	Inspect all food businesses as per risk category and issue inspection forms	Inspect and issue inspection forms to conduct necessary work, if any required, in accordance with legislation. 1 annual inspection for low risk and 2 annual inspections for high risk food businesses	Maintain premises in accordance with food hygiene and standard practices	Environmental Services
Food Business – registration	Register all new food businesses	Provide forms and information to register business with Council.	Application form to be completed and returned to Council.	Environmental Services
Food safety complaints	Investigate and resolve complaints regarding food safety	Acknowledge all requests within 2 working days and initiate investigation of complaint. Ensure business maintained and operated in accordance with legislation	Provide access and information to enable Council to carry out investigation Provide council with relevant	Environmental Services

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		Respond to complainant upon completion of investigation Provide feedback to the complainant at the completion of the investigation process and take appropriate action	information required for investigation	
Footpaths	Footpaths trips/hazards – evaluate and make safe	Inspect within 24 hours of receiving request and action	Subject to weather	Service Delivery
Footpaths	Intensive cleaning of footpaths in town centres	Six monthly cycles.	Customer advised by letter.	Service Delivery
Graffiti Removal	Request to removal graffiti from council property	Offensive graffiti removed within 24 hours of notification. Other graffiti removed within 2 working days of notification.	Subject to weather, access to sites and receipt of notification.	Service Delivery
Hiring of facilities	Hire of meeting rooms and halls (casual)	Response within 10 working days	Application submitted	Infrastructure Planning
Hiring of facilities	Hire of meeting rooms and halls (regular)	Response within 10 working days of receipt of application	Application submitted	Infrastructure Planning
Hiring of facilities	Strathfield Square (community/not for profit/ commercial)	Response within 10 working days of receipt of application	Application submitted	Infrastructure Planning
Hiring of facilities	Hire of sportsgrounds (seasonal) - availability advertised for winter and summer seasons	Response within 21 working days after application period closes	Application submitted	Infrastructure Planning
Hiring of facilities	Hire of sportsgrounds (casual)	Response within 10 working days of receipt of application	Application submitted	Infrastructure Planning

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Hiring of facilities	Hire of Courts or Cricket Wickets	Response within 10 working days of receipt of application	Application submitted	Infrastructure Planning
Hoarding Application	Erection of hoarding in a public area	Response within 7 working days of receipt of application	Application submitted	Service Delivery
Information access – current development applications	Access to current development applications eg those on public exhibition (access to older records please refer to “Information Requests”).	Generally available within 24 hours of request. (Note many development application documents are published on website).	Request can be made in person, by phone or written request. No form required	Planning and Development
Information requests	Respond to electronic, phone or written correspondence from residents or customers	Acknowledge or response within 10 working days (non-complex requests). Response to requests in accordance with relevant service standards	Request can be made in person, by phone or written request. No form required	All staff
Information requests (social media)	Respond to requests or comments made via social media	Acknowledge comment via social media within 24 hours. Response to specific requests is in accordance with the relevant service standards and verification of identity.		All staff
Information requests – ‘open access’ documents	Access to public documents listed as ‘open access’ in GIPA Act and Regulation via hard copy or electronic copy (where available).	Publish on website or make available for inspection. A copy will be provided upon request. Copying charges may apply. (Note most publications are published on Council website).	Request can be made in person, by phone or written request. No form required	Corporate Strategy

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Information requests – informal access	Informal Access to Information Request (GIPA Act) – provide access to documents	Within 15 working days of receipt of request. Informal access. Copying charges may apply.	Application to be completed (where relevant)	Corporate Services
Information requests – formal access	Formal Access request (GIPA Act) - provide documents for inspection unless disclosure against public interest	Within 20 working days from receipt of request. Where consultation with a third party is required, additional time may be added.	Application form to be completed and in some other instances other documentation may be required	Corporate Strategy
Kerbs and Gutters	Evaluate and make safe kerbs and gutter hazards.	Make safe within 24 hours of inspection.	Subject to weather	Service Delivery
Kerbs and Gutters	Blocked drains – investigate clean and blocked drains	Investigate and clean blocked drains within 2 working days.	Request or complaint made to Council	Service Delivery
Library Services	Application for membership to join Strathfield Library Service	Same day processing on receipt of provision of correct information and proof of residency. Annual membership fee may apply for non-residents.	Application forms completed	Library & Information Services
Library Services	Exam supervision	Response within 3 working days. Fees apply.	Request can be made in person, by phone or email. No form required.	Library & Information Services
Library Services	Reservations of library resources available for loan with reciprocal library agreements (SWIFT)	Reservations will be satisfied within 3 weeks subject to availability of item.	Customer request made	Library & Information Services
Library Services	Interlibrary loan request for books obtained from external library source for loan	Within 3 weeks subject to availability of item and payment of fees.	Customer request made and fees paid.	Library & Information Services
Library Services	Respond to general information requests in person or by phone	Responded to immediately.	Customer request made	Library & Information Services

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Library Services	Respond to general information requests by email	Responded to within 3 working days.	Customer request made	Library & Information Services
Library Services	Transfer of resources between libraries	Transferred within 1-3 working days subject to availability of item.	Customer request made	Library & Information Services
Library Services	Requests in person to access Public Internet	Responded to immediately. Fee may apply to non-members of Library service. .	Customer request	Library & Information Services
Library Services	Home Library Services - delivery of suitable library materials to housebound residents	Delivery of and selection of materials fortnightly / monthly by agreement with housebound resident	Application forms completed	Library & Information Services
Media Requests	Respond to media enquiries and requests	Finalise 80% of media requests within 3 working days of receipt of request	Request made to Council	Communications
Nature strip maintenance	Mowing of grass verges (where agreement exists)	Four week maintenance schedule		Service Delivery
Noxious weed complaints	Investigate complaints and compliance in regards to noxious weeds.	Acknowledge all requests within 10 working days and initiate investigation of complaint.	Request or complaint made to Council	Service Delivery
Parking – illegal - complaints	Investigate complaints and compliance in regards to illegal parking	Complaint investigated immediately.	Request or complaint made to Council	Environmental Services
Parking Patrols	Strathfield Town Centre	Daily		Environmental Services
Parking Patrols	Homebush Town Centre	Daily		Environmental Services
Parking Patrols	Homebush West Town Centre	Daily		Environmental Services
Parking patrols	Patrols of educational areas	Parking patrols of educational areas daily with a rotating schedule of areas located in vicinity of		Environmental Services

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		educational establishments.		
Parks – access	Access to open space areas for maintenance and works	Minimum of 21 days notice and 10 working days to process	Application form completed	Service Delivery
Parks - complaints	Request/complaint about condition of park or sportsground	Investigate within 48 working hours of request/complaint	Request or complaint made to Council	Service Delivery
Parks – litter removal	Park litter removal	Litter removed from all parks on weekly basis and on needs basis		Service Delivery
Parks - maintenance	General maintenance of parks and open spaces	3 weekly cycle (maximum)		Service Delivery
Pesticide notification	Notification of use of pesticides in public areas by Council	Notification processes set out in Council's Pesticide Notification Policy.		Service Delivery
Planning Certificates	Issue of outstanding notice and order certificates.	Within 3 working days	Correct fees to be paid	Customer Service
Planning codes and publications	Council Planning Publications – provide copy either print or electronic	Council will supply the publication upon request and payment of fee (Note most codes and publications are available on the Council website).	Correct fees to be paid	Strategic Planning
Pollution incidents investigations	Investigation of pollution incidents	Initial response initiated within 24 hours		Environmental Services
Pre-DA lodgement advice	Pre DA lodgement advice - meeting with planning staff and written advice	Advice letter posted within 14 days of the meeting.	Application form to be completed and in some other instances other documentation may be required. Correct fees to be paid.	Planning and Development

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Public Toilets	Toilets in public areas - Toilets opened, closed and cleaned	Major parks opened daily. Minor parks opened as requested. All cleaned daily.		Service Delivery
Road - concrete pavement repairs	Evaluation of cracking and slab subsidence of concrete (not asphalt) road and to make road safe	200 working days from date of notification of request	Request made to Council	Service Delivery
Road - guide signs	Signs effected by loss of reflectivity or accident damage	60 working days from date of notification of request	Request made to Council	Service Delivery
Road - regulatory signs	Signs effected by loss of reflectivity or accident damage	60 working days from date of notification of request	Request made to Council	Service Delivery
Road – temporary closures	Temporary closure of roads	Applications should be lodged at least six weeks prior to proposed closure. Minimum 7 working day processing of application.	Application lodged to Council within timeframe	Infrastructure Planning
Roads – potholes	Potholes - Evaluate and make safe	Make safe within 3 working days of inspection.	Subject to weather	Service Delivery
Section 149 Certificates	Planning certificate (s149) – issue certificate	Planning certificates issued within 4 working days of payment of fee (unless application for urgency is made).	Application form lodged with correct fees paid	Customer Service & Strategic Planning
Skin penetration premises -complaints	Investigate complaints and compliance in regards to skin penetration premises	Acknowledge all requests within 7 days and initiate investigation of complaint. Provide feedback to the complainant at the completion of the investigation process and take appropriate action	Request or complaint made to Council	Environmental Services

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Skin penetration premises inspections	Register new businesses and inspect all skin penetration premises annually	Register new business with Council. Inspect all skin penetration annually to ensure business complies with <i>Public Health Act 2010</i> and <i>Public Health Regulation 2012</i>	Completed application form Customer to provide access and comply with legislation.	Environmental Services
Skip bins	Approval for use of skip bins in public areas	Response within 7 working days from date of receipt. An inspection may be required	Completed application form	Environmental Services
Street sweeping	Street sweeping service	3 weekly cycle	Subject to weather	Service Delivery
Subdivision Certificates	Issue of subdivision certificates	Within 20 working days from date of receipt.	Application lodged with correct fees paid	Planning and Development
Swimming pool – public pool inspections	Register and inspect all public swimming pools annually	Issue application forms for initial registration. Update register for public swimming pools and inspect all public swimming pools annually.	Pool owner to register pool with Council and comply with legislation and standards	Environmental Services
Swimming pool - complaints	Investigate complaints and compliance in regards to swimming pools	Acknowledge all requests within 7 working days of date of receipt and initiate investigation of complaint (exception: pool fencing 48 hours to initiate investigation) to ensure compliance with legislation and standards.	Customer to provide access for inspection on site	Environmental Services
Town Centre maintenance	Cleaning of public areas in town centre eg waste bins	Each working day		Service Delivery
Trees – pruning and removal applications	Assessment of applications for pruning or removal of trees on private property.	Within 10-15 working days from date of receipt	Application lodged to Council with correct fees paid.	Service Delivery

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Trees – street tree pruning	Street tree pruning - Response to request or complaint	Inspection within 10 days of receipt of application. Application advised of outcome 15 working days. Approved works scheduled with team on a priority basis.	Request or complaint made to Council.	Service Delivery
Waste and Recycling – domestic waste	Domestic waste service	Weekly service		Environmental Services
Waste and Recycling – recycling service	Domestic waste and recycling - collection of recycling	Fortnightly service		Environmental Services
Waste and Recycling – garden vegetation	Garden vegetation - collection of garden vegetation	Fortnightly service		Environmental Services
Waste and Recycling – missed on call service	Missed on-call waste collection service due to parked vehicles	Return attempt for collection within 1 working day (Monday to Friday). Reports received after 1pm will be considered as reported on the next business day.	Request made to Council	Environmental Services
Waste and Recycling – on-call service	Household Clean-Up Service - Maximum quantity of material acceptable is no larger than 2m3 (this does not include metal).	3 collections each year	Book online or contact Customer Service. Services are based on availability. Booking at least two weeks in advance is preferred.	Environmental Services
Waste Bins – missed collection	Missed Red Bin garbage bin	Collection within 2 working days (Monday to Friday). Reports received after 1pm will be considered as reported on the next business day.	Request made to Council	Environmental Services

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Waste Bins – missed collection	Missed Yellow or Green Lid Waste bin	Collection within 3 working days (Monday to Friday). Reports received after 1pm will be considered as reported on the next business day.	Request made to Council	Environmental Services
Water Cooling Towers - complaints	Attend to complaints in relation to water cooling towers	Complaints are attended within 10 working days	Report complaint to Council	Environmental Services
Water Cooling Towers - inspections	Inspect water cooling towers annually	Carry out inspection of Water Cooling Towers annually to ensure they are maintained in accordance with legislation.		Environmental Services
Water Cooling Towers - registration	Registration of new cooling towers	Issue application forms for initial registration	Application forms to be completed	Environmental Services