



Huon Valley Council Customer Service Charter

2020

GOV-CORP 009





The Huon Valley was declared a municipal area in 1993 when the municipalities of Esperance, Huon and Port Cygnet were amalgamated and the Huon Valley Council was formed.

17,561

Estimated Resident Population (ABS 2019)

In 2017 there were:

3,123 under 14 years

3,465 15–34 years

7,114 35–64 years

3,517 65 years and over

12,838

Electors as at 13 September 2018

\$987

Weekly median household income (ABS 2016)

10,832

Rateable Properties

\$1,321

Average rates per property

5,497km²

Total area within Huon Valley municipal area

Main population areas

- Cygnet
- Dover
- Franklin
- Geeveston/Port Huon
- Huonville/Ranelagh

Major industries

- Agriculture
- Aquaculture
- Fishing
- Forestry
- Tourism

Council Facilities

4

Waste Transfer Sites

2

Medical Centres

1

Outside School Hours Care

3

Early Learning and Care Centres

2

Swimming Pools

2

Sports Centres

Huon Valley Council

Customer Service Charter

2020

GOV-CORP 009

Contents

Our vision and values	2
Our customer service commitment	2
Standards of behaviour	3
Talking to us	3
How you can help us	4
Responding to you	5
Complaints and right of appeal	5
Attachment A: Huon Valley Council Service Levels	10
Attachment B: Huon Valley Council Complaints Form	24



This document outlines the Huon Valley Council's commitment to providing excellent levels of customer service. It describes our responsibilities, our vision for the future and our determination to always act in the community's best interests. We explain the different ways you can contact us, and how and when we will respond.

This document will be reviewed and updated at least every four years.

Our vision and values

The Huon Valley Council's responsibility is to provide services and amenities to residents and visitors in our region.

Our Strategic Plan 2015–2025 commits all Council officers and Councillors to deliver excellent services that are responsive, accessible and inclusive.

Our aim is to work in partnership with the community. This is captured in our vision statement:

“Working together for a prosperous, vibrant and caring Huon Valley community”

In line with our roles and responsibilities as a local government authority, we promise to:

- Be open, fair and honest
- Respect our people, land and future
- Embrace diversity and new ideas
- Pursue community cohesion

These commitments apply to Huon Valley Council as a local government authority, to each of our officers, Councillors, and businesses working for and on behalf of Council.

Our customer service commitment

We aim to provide the highest level of service to you, our customers, in everything we do. This means providing an appropriate range of quality services to different sectors of the community in a timely fashion and spending your ratepayer money in an efficient and cost-effective manner.

In every aspect of our organisation and in all our processes, we aim to do our best for the community as a whole.

Whether we are delivering services, maintaining Council assets, or building new ones, we will apply high standards of care. We aim to abide by all relevant standards, work with due diligence, undertake careful quality control, and try to minimise negative impacts on members of the community.

Standards of behaviour

Our officers and Councillors have committed to maintaining high standards of behaviour when talking to or corresponding with our customers. This includes anyone having dealings with Huon Valley Council.

We agree to:

- Remain courteous, respectful and welcoming
- Recognise that assisting you is an important part of our role, and strive to do so to the best of our ability and in a timely fashion
- Listen to you carefully and treat you fairly, without bias or prejudice, taking into account your unique needs and circumstances
- Keep your personal information confidential unless you have given us express or implied permission to provide that information to others
- Act professionally, by arriving punctually to meetings and appointments

Talking to us

We want to make it as easy as possible for you to contact us. You can get in touch in any of the following ways:

- Visit our Customer Service Centre during office hours (8:20am to 5pm, Monday to Friday) at 40 Main Street, Huonville, and speak to our friendly customer service officers.
- Telephone us on (03) 6264 0300 between 8:20am and 5pm, Monday to Friday.
- Send us an email to hvc@huonvalley.tas.gov.au. This general email account is checked daily, and your email will be forwarded to an appropriate Officer.
- Fill in the online contact form on our website at www.huonvalley.tas.gov.au/online-services. You will be asked to select the category that best matches your enquiry and you can then write us a message.
- Alternatively, you can send us a letter, addressed to PO Box 210, Huonville, Tasmania 7109. Mail is checked daily and forwarded to the addressee or a relevant officer.
- If you are deaf, or have a hearing or speech impairment, you can contact us through the National Relay Service: teletypewriter (TTY) users phone 133 677 then ask for 03 6264 0300.

You can also contact us via our Councillors, who are able to pass on requests, questions or feedback to the right Council department.

Please note that our social media inboxes are not monitored, and we are not able to respond to every message, post and comment.

If your query cannot be answered during your first contact with us, it will be recorded in our information management system, together with your name, contact details, and date the enquiry was made. The nature and date of any subsequent conversations or investigations will also be entered against this record, including how and when we resolved your enquiry.

We recognise that despite our best efforts and intentions, there may be times when you think we have fallen short or have missed something. We always welcome your feedback and are committed to learning from our community and continually trying to do better.

How you can help us

If you need extra assistance to talk with us, please let us know and we will do what we can to provide or seek help for you.

If your request or issue is urgent, please tell us when you first make contact with us. We will do our best to meet your timeline, but it is important to recognise that we deal with a large volume of enquiries on a daily basis, and unfortunately cannot guarantee to respond to you by your deadline. Therefore, the quicker you can raise an issue with us, the quicker it can be resolved.

If the reason you need to talk to us is confidential or of a sensitive nature, please let us know during your first contact with us, so we can do our utmost to protect your privacy. If it is not possible for us to investigate your enquiry while also protecting your privacy, we will discuss the best way forward with you, before we proceed.

Finally, we respectfully ask that you treat our people in the same manner you expect to be treated by us. Please refrain from shouting, or using abusive, threatening or otherwise intimidating language and gestures, or using violence or other provocation. We understand that you may be upset or angry, but our people are doing their best in sometimes difficult circumstances. The calmer you remain, the better we can understand your concerns and try to resolve them.

As well as supporting the health and wellbeing of our community, we have a duty of care towards the people who work for and with us. Therefore, if a member of staff, Councillor or contractor working for us, is intimidated, threatened or abused, our obligations under this Charter will not apply and our staff will end communication.

In cases involving serious or repeated inappropriate behaviour, the police may be notified and further contact with the Council may be restricted.

Responding to you

We have set ourselves high performance standards for responding quickly and appropriately to your enquiries and issues. For instance, we do our best to answer the telephone promptly and return telephone messages within two business days.

Our target response times to routine enquiries are detailed in the Service Levels document attached to this Charter.

It can take longer to reply to emails and letters, but we will strive to acknowledge receipt of your written enquiries within the timeframes set out in our Service Levels – although it may take longer to fully investigate and respond in detail to your query or concern.

We may need further information from you when investigating your query, and we might need to consult other people or agencies. In such cases, it can take time to receive replies to our questions. If an issue is taking longer than usual to investigate or resolve, we will do our best to keep you up to date on the progress. You may request a progress update at any time.

However, there will be times when we need to prioritise issues. At busy times we will prioritise investigating and mitigating safety hazards over (for instance) undertaking a roadside weed inspection. We will try to let you know when there is an unavoidable delay dealing with your issue and provide you with a reason for the delay.

During emergencies, for instance in the event of a major bushfire in our region, response times may be unavoidably extended until the crisis is over.

Complaints

We understand that as the customer you can become frustrated when you feel that matters about which you feel strongly are not being dealt with as you wish. We consider it important that where this occurs, there is a clear framework for a customer to make a complaint and to have that considered.

A complaint under this Charter is an expression of dissatisfaction with a decision relating to, or level or quality of service provided by the Council, or behaviour of a Council officer or agent, which can be investigated and acted upon.

Other complaints will be considered through a structured process where legislation specifically makes provision for an appeal, internal or external review of a decision.

To ensure that a complaint can be properly recorded, considered, and responded to, a complaint should be made in writing on the form included in Attachment B to this Charter. You should explain your complaint and provide as much background as you can.

The Director of each department of the Council is responsible for handling complaints relevant to that department. This means that complaints made directly to the Councillors will be referred to the Director of the relevant department.

The General Manager will handle complaints relating to Councillors, noting that there are structured processes for Councillor Conduct in the *Local Government Act 1993* and the *Integrity Commission Act 2009*.

The Director or General Manager will write to acknowledge receipt of your letter and to let you know how long it could take to decide on your complaint. All the circumstances leading up to the complaint will be investigated, and the facts reviewed. You may be asked to provide further information during this process, and we may need to request information from other people or agencies. At the completion of the review, you will be informed in writing of the final decision.

If you remain unhappy about our decision or how we dealt with your issue, there are outside agencies who may be able to review your case. They can advise you whether you have grounds for a further complaint.

We have set ourselves high performance standards for responding quickly and appropriately to your enquiries and issues.



The Council's vision is:

“working together for a
prosperous, vibrant and caring
Huon Valley community”

Huon Valley Council Strategic Plan 2015–2025

External review agencies

A list of organisations that can help you launch an external appeal are listed below.

While a customer is entitled to refer a complaint directly to these bodies at any time, customers are encouraged to allow the Council to investigate the complaint first.

Director of Local Government

Local Government Association Tasmania
326 Macquarie Street
Hobart 7000

Mail: GPO Box 1521, Hobart 7001
Phone: (03) 6146 3740
Email: admin@lgat.tas.gov.au

Integrity Commission of Tasmania

Surrey House, Level 2
199 Macquarie Street
Hobart 7000

Mail: GPO Box 822, Hobart 7001
Phone: 1300 720 289
Email: contact@integrity.tas.gov.au

Ombudsman Tasmania

The Ombudsman is an officer responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government departments, most Statutory Authorities and Local Government.

Level 6, 86 Collins Street
Hobart 7000

Mail: GPO Box 960, Hobart 7001
Phone: 1800 001 170
Email: ombudsman@ombudsman.tas.gov.au

Education and Care Unit for Child Care

Mail: GPO Box 169
Hobart 7001

Phone: 1300 135 513
Email: ecu.comment@education.tas.gov.au

Health Complaints Commissioner

Level 6, 86 Collins Street
Hobart 7000

Mail: GPO Box 960, Hobart 7001
Phone: 1800 001 170
Email: health.complaints@ombudsman.tas.gov.au



We aim to provide the highest level of service to you, our customers, in everything we do.

Huon Valley Council Service Levels



As at 1 November 2020

For the purpose of the Service Levels:
 "day" means a business day in which the Council is open conducting normal business
 "calendar day" means every day shown on the calendar including Saturdays, Sundays and all holidays.

Organisation-wide

Answer your phone call	1 minute
Response to a phone message	Within 2 days
Response to an enquiry or service request by email or in writing	Within 10 days
Response to a complaint	Within 15 days
Reported safety hazard	Assessed and made safe as soon as possible

Legal and Governance Services

Legal and Governance

Right to Information Application for assessed disclosure	Process initial response within 5 days A decision to be made in accordance with the time frames under the <i>Right to Information Act 2009</i> .
--	---

Corporate Services

Customer Service

Process 132 Certificate	Within 5 days
Process 337 Certificate	Within 15 days

Finance

Pay accounts	Due date
--------------	----------

Information Management

Distribution of incoming correspondence	Daily
---	-------

Information Technology

Customer Request System	Maintain 97% (system availability)
-------------------------	------------------------------------

Community Services

Community Development

Response to community event notifications	Within 5 days of notification
---	-------------------------------

Communications and Media

Response to media enquiries	Within 2 days
-----------------------------	---------------

Environment and Development Services

Building and Plumbing

Building Permits (application/assessment)	Within 7 calendar days where all required information has been provided at the time of lodgement, or unless further information is required (RFI) or unless an agreed extended time frame applies (e.g. associated plumbing permit may also be required in which case within 7 calendar days of issuing a Plumbing Permit).
Plumbing Permit (application/assessment)	Within 21 calendar days where all required information has been provided at the time of lodgment or unless further information required (RFI) or unless any agreed extended timeframe applies e.g. associated building permit may also be required.

Period in which to grant or refuse a Certificate of Likely Compliance Notifiable Plumbing Work	Within 14 calendar days of receipt of the Notice of Work or agreed period unless further information is required.
Period in which to grant or refuse a Certificate of Likely Compliance Permit Plumbing Work	Where completed certificate has been received: within 21 calendar days unless further information is required.
Period in which to inspect plumbing work	2 days after booking requested if timeslots are available
Building / Plumbing / Demolition compliance and enforcement	Investigate within 14 days

Planning

Determine a valid 'permitted' Planning Application	Within 28 calendar days where all required information has been provided at the time of lodgment, or unless further information is required (RFI) or an agreed extended time frame applies.
Determine a valid 'discretionary' Planning Application	Within 42 calendar days where all required information has been provided at the time of lodgment, or unless further information required (RFI) or Heritage (s57(6)) or unless an agreed extended timeframe applies.

Natural Resource Management

Priority 1 or 2 weeds inspection	Within 10 days
Response to NRM enquiry or advice	Within 10 days (detailed requests vary)

Environmental Health

Application for Caravan Permit	Within 15 days
Investigate complaints	Response within 10 days (conclusion of investigations vary)
Registration of food premises	Within 10 days of all required information being provided.
Inspection on request	Within 10 days
Place of assembly	Within 10 days of all required information being provided.

Compliance

Process dog registration form	Within 5 days
Licence to keep dogs application	Within 14 calendar days of end of statutory wait period (commences 28 calendar days after advertising)
Respond to dog attack	Within 24 hours where possible
Roaming dog/animal report	Next day Same day if causing traffic hazard on major road
Investigate complaints	Response within 10 days (conclusion of investigations vary)
Fire Hazard (initial inspection)	Within 10 days during fire permit period
Release animal from pound	Next working day

Illegal tree removal	Within 5 days (initial investigation), ASAP if actively occurring.
----------------------	---

Please Note: Processing times may increase where:

- Information provided by the customer or agent is incomplete and/or incorrect
- Inspections show non-compliance and/or the requirement of remedial works

Waste Management

Missed kerbside bin collection	Within 24 hours of notification
Damaged kerbside bin repair	Within 10 days (contractor)
Stolen kerbside bin replacement	Within 10 days (contractor)
Delivery of new kerbside bin service	Within 10 days (contractor)
Resource Recovery Centres	As per advertised opening hours
Waste Transfer Stations	As per advertised opening hours
Response to General Waste enquiries	Response within 10 calendar days (detailed requests vary)
Public litter bin – collections (high impact areas)	7 days
Public litter bin – collections (low impact areas)	7 days
Public litter bin – repair or replace damaged bins	Within 15 days

Infrastructure Services

Bridges – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs		
Timber Bridges Covers the replacement of missing or loose deck planks and/or barrier rail that may cause damage to a vehicle, cyclist or pedestrian.	Reasonably smooth driving surface.	a) Replace missing bridge decking planks	Safety sign or barricade	a) 1 day b) 3 days c) 3 days	
	No material or bridge component causing danger or undue inconvenience for the bridge user.	b) Replace/repair loose bridge decking planks c) Replace/repair damaged or missing barrier rail		Arterial Distributor Collector Local	a) 1 day b) 3 days c) 3 days
Concrete Bridges Defined as rough surface caused by rutting, depressions or failed areas of pavement.	Reasonably smooth sealed driving surface with no dangerous deformations.	Rectify when the failed area reaches the following intervention levels:	Inspections	a) 5 days b) 5 days	
	Sealed surface shall provide reasonable friction level for vehicles.	a) Rutting & depressions >5m ²	Arterial	a) 30 days b) 30 days c) 7 days (sweep)	
		b) Pavement failure >5m ²		Distributor	a) 30 days b) 30 days c) 7 days (sweep)
		c) Loose stones (>10mm stone) >10m ² at intersections			Local

Footpaths – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Footpaths Repair or replacement of sections of footpath that may be a trip hazard.	Provision of a reasonably smooth footpath network with minimal trip hazards.	Vertical Displacement a) >15mm b) >20mm Holes c) >100mm diameter and 20mm in depth.	Safety marking	When >50mm
			High traffic footpaths (Footpath definitions on page 23 of the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i>)	a) Grind or ramp with premix within 20 days or temporary ramp and add to replacement program b) Grind or ramp with premix within 10 days and add to replacement program c) Treat within 2 days
			Medium traffic footpaths	a) Grind or ramp with premix within 20 days or temporary ramp and add to replacement program b) Grind or ramp with Premix within 15 days and add to replacement program c) Treat within 2 days
			Low traffic footpaths	a) Add to prioritised program b) Grind or ramp with premix within 20 days and add to replacement program c) Treat within 2 days
Repair or replacement of sections of footpath that may be a trip hazard.	Provision of a reasonably smooth footpath network with minimal trip hazards.	Horizontal displacement (wide cracks) a) 15mm–25mm b) >25mm	Safety marking	When >50mm
			High traffic footpaths	a) Crackfill within 20 days b) Crackfill within 10 days and add to replacement program
			Medium traffic footpaths	a) Crackfill within 25 days b) Crackfill within 15 days and add to replacement program
			Low traffic footpaths	a) Crackfill within 35 days b) Crackfill within 20 days and add to replacement program

Footpaths – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Inspections The regular inspections of the asset to determine condition by suitably qualified and experienced staff.	Programmed, and systematic inspection regime for footpaths to ensure compliance with maintenance standards and risk mitigation.	a) Condition Assessments inspections are undertaken to determine the condition of an asset, its relative life and where relevant, any asset renewal requirements. b) Condition & Risk inspections are undertaken to identify defects against standards set out in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i> . Defects are rectified in accordance with the Defect Table in this document. Significant maintenance issues are also identified as part of this inspection process. c) Responsive Inspections are undertaken in response to customer reports, officer reports or maintenance staff reports. Identified defect works are rectified in accordance with the Defect Table in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i> . Identified maintenance works are programmed in accordance with the Maintenance Table in this document.	High traffic footpaths	a) 3 years b) 3 months c) as appropriate
			Medium traffic footpaths	a) 3 years b) 6 months c) as appropriate
			Low traffic footpaths	a) 3 years b) 12 months c) as appropriate
		Vertical Displacement a) >15mm b) >20mm c) Holes >100mm diameter and 20mm in depth	Walking tracks	a) Add to prioritised program b) Grind or ramp with premix within 20 days and add to replacement program. c) Treat within 2 days
		Inspections The undertaking of regular inspections of the asset to determine condition by suitably qualified and experienced staff.	Programmed and systematic inspection regime for footpaths to ensure compliance with maintenance standards and risk mitigation. Note: Informal pedestrian paths are not included in inspection program as they are not Council Assets.	Horizontal Displacement (Wide cracks) a) 15mm–25mm b) >25mm

Walking Track Inspections

Activity / Defect	Level Of Service	Inspection Regimes	Inspection Schedule	
Inspections The undertaking of regular inspections of the asset to determine condition suitably qualified and experienced staff.	Programmed and systematic inspection regime for the cycle paths/ shared footways/ walking tracks to ensure compliance with maintenance standards and risk mitigation.	a) Condition Assessments inspections are undertaken to determine the condition of an asset, its relative life and where relevant, any asset renewal requirements. b) Condition & Risk inspections are undertaken to identify defects against standards set out in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i> . Defects are rectified in accordance with the Defect Table in this document. Significant maintenance issues are also identified as part of this inspection process. c) Responsive inspections are undertaken in response to customer reports, officer reports or maintenance staff reports. Identified defect works are rectified in accordance with the Defect Table in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i> . Identified maintenance works are programmed in accordance with the Maintenance Table in this document.	On Road	a) 3 years b) 4 months c) within 2 days of report
			Off Road	a) 4 years b) 12 months c) within 2 days of report

Roads

Sealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs		
Potholes Inspect and repair potholes	Reasonably smooth sealed driving surface with no dangerous deformations.	When pothole >75mm in depth and/or >300mm in width or rapid deterioration is likely.	Inspection	5 days	
			Arterial	5 days	
			Distributor	5 days	
			Collector	7 days	
			Local/laneway & car parks	10 days	
Surface Defects Inspect and rectify rutting and depressions Rectify broken out pavement Sweep loose stones	Reasonably smooth sealed driving surface with no dangerous deformations.	Rectify when the failed area reaches the following intervention levels	Inspections	a) 5 days b) 5 days	
			Arterial	a) 30 days b) 30 days c) 7 days (sweep)	
	Sealed surface shall provide reasonable friction level for vehicles.	a) Rutting and depressions >5m ² b) Pavement failure >5m ² c) Loose stones (>10mm stone) >10m ² at intersections	Distributor	a) 30 days b) 30 days c) 7 days (sweep)	
			Collector	a) 7 Weeks b) 7 weeks c) 10 days (sweep)	
			Local/laneway & car parks	a) 50 days b) 50 days c) 14 days (sweep)	
	Water Over Road Inspect and isolate localised flooding that makes roads impassable or may obscure hazards. Note: Does not include water over road from storm/flood events, (which results in "water over road" for 2 hours or less). Refer notes Emergency Works in the <i>Huon Valley Council Asset Management Plan – Roads 2012</i> .	Provision of warning to road users of hazard or potential hazards.	a) Localised flooding where road is still trafficable. b) Localised flooding where road is not trafficable.	Arterial	a) Warning sign within 4 hrs
				Distributor	b) Close road within 2 hrs
		a) Provide warning signs. b) Localised flooding where road is still trafficable. c) Localised flooding where road is not trafficable.		Collector	
				Local/laneway & car parks	

Sealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Edge Breaks Inspect and repair eroded or weak shoulders in the vicinity of the bitumen edge. Repair edge break.	Repair edge break. Consistent nominal sealed width with no dangerous deformations.	When edge break exceeds 150mm laterally, for a 20m length.	Arterial	1 week
			Distributor	1 week
			Collector	3 weeks
			Local/laneway & car parks	8 weeks
Shoulder “Drop-off” Inspect and repair unsealed road shoulder adjacent to the seal edge resulting in a “drop-off” at the seal edge.	Repair “drop off”. Relatively consistent surface level between seal and the edge of the adjacent road shoulder.	When the drop off from pavement exceeds 100 mm (Vert.) for a 20m length.	Inspection	Next Day
			Arterial	1 week
			Distributor	1 week
			Collector	3 weeks
Regulatory Signs Inspect and/or repair replacement of damaged or missing regulatory signs.	Replace sign. Council’s aim is to comply with stated repair timelines and to keep a reasonable stock unless signs are unavailable or delayed by the supplier. Regulatory signs to be visible and legible.	Missing or illegible regulatory signs.	Arterial	5 days*
			Distributor	5 days*
			Collector	5 days*
			Local/laneway & car parks	10 days*

Unsealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Grading & Patrol Works Regular maintenance grading and reshaping of gravel surfaced roads in accordance with appropriate intervention standards.	Provide a smooth riding surface with good drainage. a) Remove corrugations, rutting and potholes and provide for proper drainage of the unsealed surface. b) Maintenance grading. c) Patrol maintenance.	Road surface scoured, potholed, rutted, corrugated to a depth of 100mm in excess of 20m length.	Inspection	7 days
			Arterial	Add to program, in addition to safety signing
			Distributor	
			Collector	
Regulatory Signs Inspection and/or replacement of damaged or missing regulatory signs.	Replace sign. Regulatory signs to be visible and legible.	Missing regulatory signs or signs that are illegible.	Local/laneway & car parks	
			Arterial	5 days
			Distributor	5 days
			Collector	5 days
			Local/laneway & car parks	10 days

Unsealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Water Over Road Inspect and isolate localised flooding that makes roads impassable or may obscure hazards.	Provision of warning to road users of hazard or potential hazards.	a) Localised flooding where road is still trafficable.	Arterial	a) Warning sign within 24 hrs
	Provide warning signs.	b) Localised flooding where road is not trafficable.	Distributor	b) Close road within 24 hrs
	Localised flooding where road is still trafficable.		Collector	c) Close road within 24 hrs
	Localised flooding where road is not trafficable.		Local/laneway & car parks	d) Close road within 24 hrs

*From receipt of the sign from Department of State Growth

Stormwater

Stormwater Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Repair Manholes	To ensure reasonable condition with low to no dangerous hazards	*Condition > 3	Inspection	48 hours
		*Performance > 3	Repairs	7 days
Clear Blockages	To ensure lines are free of debris and hazards	*Condition > 3	If flooding property	Immediate
General Minor Repairs		*Performance > 3	If flooding road	1 hour
			If not damaging other infrastructure or presenting hazards	2 days

*A standardised condition assessment has been implemented for all Council's asset classes. This condition rating is applied to stormwater assets. A numerical scale between 1 and 5 has been applied.

Rating	Description of Condition
1	Excellent: Only cyclic maintenance required
2	Very Good: Minor maintenance required plus cyclic maintenance
3	Good: Significant maintenance required
4	Fair: Significant renewal/upgrade required
5	Poor: Unserviceable

Parks & Recreation

Marine Facilities

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Inspect and repair	Reasonably smooth surface	If risk of injury to person or property is present.	Inspection	Within 1 week
Boat ramps			Repair	Scheduled
Jetties	No material causing danger or undue inconvenience			If risk to safety appropriate warning sign to be displayed
Fishing platforms	No Undermining			

Playground

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
High Risk	Provision of safe equipment that complies with relevant Australian Standards	When high risk of injury is present due to non-conformation of asset	Inspection	24 hours
Inspect for head, neck and finger entrapment issues above ground, imminent failure of above ground equipment, of spinning equipment.			Repair	5 days or provide appropriate warning
Medium Risk	Provision of safe equipment that complies with relevant Australian Standards	When medium risk of injury is present due to non-conformation of asset	Inspection	24 Hours
Inspect for fall zones, Head, Neck and Finger entrapment at ground level. >40% reduction of soft fall			Repair	3 weeks or provide appropriate warning
Low Risk	Provision of safe equipment	When low risk of injury is present due to non-conformation of asset	Inspection	24 hours
Inspect for loose or missing bolts and brackets, damaged surfaces, >30% but < than 40% reduction in soft fall			Repair	Within 3 months or provide appropriate warning
Graffiti	Provision of aesthetically pleasing asset that complies with relevant Australian Standards	Graffiti	Remove	48 hours (dependent upon visibility and community impact)
Faded paint/worn surface	Provision of aesthetically pleasing asset that complies with relevant Australian Standards	Unless presents risk of injury	Repair	As part of annual program

Street Furniture

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Inspect and Remove Litter/ Refuse	Provision of clean, safe & functional asset	Litter/refuse	Inspection	48 hours
			Removal	Within 5 days
Inspect and Repair Damaged / Missing litter bin	Provision of safe and functioning asset	When asset is missing or use affected	Inspection	48 Hours
			Repair *	Within 5 days
Inspect and Repair Damaged seating	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 5 days or provide appropriate warning
Inspect and Repair Damaged Picnic facility (including BBQ facility)	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 14 days or provide appropriate warning
Inspect and Repair Bollards & fences	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 14 days or provide appropriate warning
Inspect and Repair Flag Poles & Sculptures	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair	Within 14 days or provide appropriate warning
Inspect and Repair Lighting	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 14 days
Remove Graffiti	Provision of aesthetically pleasing asset	General graffiti	Removal	48 hours (dependent upon visibility and community impact)
Repair Faded paint/ worn surface	Provision of aesthetically pleasing asset	Unless presents risk of injury	Repair	As part of annual program
Inspect and Repair/ Replace Signage	To be visible and legible	Missing or illegible regulatory signs	Inspection	48 hours
			Repair/Replace*	Within 5 days

*Repair timeframes are from receipt of the replacement item

Sports Facilities

Maintenance Frequency								
Priorities can change due to staffing levels and climatic conditions								
Sporting Fields & Ovals	Mowing (Summer Sports)	Mowing (Winter Sports)	Coring	Aeration	Fertilising	Over Seeding	Top Dressing	Broad Leafing
Regional	Twice Weekly	Weekly	Yearly	Twice Yearly	Twice Yearly	Yearly	Yearly	Twice Yearly
District	Weekly	Weekly	Yearly	Yearly	Yearly	As Required	1–3 Years	Twice Yearly
Local	Fortnightly	Monthly	As Required	As Required	As Required	As Required	As Required	As Required

Swimming Pools

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Perform water analysis (Daily)	Provision of clean safe and functional asset	Safety Risk having been identified by testing	Action	1 Hour
Inspect signage (Daily)	To be visible and legible	Missing or illegible	Action	24 Hours
Inspect trip hazard (Daily)	Clear of obstruction or slippery surface	Safety Risk having been identified	Action	1 Hour

Parks & Gardens – Inspections

Maintenance Frequency									
Hierarchy				Mowing (Cuts per year)	Brush Cutting	Weeding	Spraying	Fertilising	Mulching
	Park	Playground	Litter Collection						
Regional	Daily*	Weekly	Daily*	35	Weekly	Monthly	Quarterly	Quarterly	Annually
District	Weekly	Fortnightly	4 Times Weekly	25–30	Monthly	Monthly	Quarterly	N/A	1–3 Years
Local	Monthly	Monthly		15–20	As Required	As Required	As Required	N/A	As Required

* Based on 5-day working week

Trees

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Inspect trees	Removal of loose or hazardous Limbs to ensure safe asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair	Within 14 days or provide appropriate warning

Huon Valley Council Complaints Form



This form is to be used specifically for complaints about the level or quality of service provided by Council, or behaviour of a Council Officer. This form is not to be used for a request for service (e.g. to repair a section of road or for action to be taken about barking dogs).

Date: _____

Name: _____

Address: _____

Home phone: _____

Business phone: _____

Mobile: _____

Email: _____

Details of complaint (please include all relevant dates and events, and include additional pages if required. Attach any supporting documents if relevant.):

Please turn over

Action sought:

Please return completed form to:

Customer Service
Huon Valley Council
PO Box 210
Huonville TAS 7109
Email hvc@huonvalley.tas.gov.au

