

## STRATEGIC PLANNING SUB-COMMITTEE

Meeting to be held in the Committee Room, Level 4, Civic Centre  
on Wednesday 21<sup>st</sup> September, 2016 at 12.00p.m.

### AGENDA

PRESENT: Cr F Morello (Presiding Member)  
Mayor A Lee, Cr M Lovett, Cr S Perryman and Cr P Richardson

APOLOGIES:

COUNCIL OFFICERS: Chief Executive Officer, Mark McShane  
Manager Business and Strategic Planning, Tracy Tzioutziouklaris

COUNCIL MEMBERS  
AS OBSERVERS:

**WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE TRADITIONAL CUSTODIANS OF THE LAND WHERE WE MEET TODAY. WE RESPECT THEIR SPIRITUAL RELATIONSHIP WITH THE LAND AND RECOGNISE THE DEEP FEELINGS OF ATTACHMENT OUR INDIGENOUS PEOPLES HAVE WITH THIS LAND.**

MINUTES: moved that the Minutes of the previous meeting held on Friday 19<sup>th</sup> August, 2016 be taken as read and confirmed.

QUESTIONS:

- (a) With Notice - nil submitted
- (b) Without Notice –

1. **BEST PEOPLE BEST COMMUNITY – Service Review – Draft Service Register, Ref. AF16/185**

The Manager Business and Strategic Planning Reported:

- (a) Stage 1 of Best People Best Community has involved the development of a Draft Service Register. The Service Register when completed will provide a record of all services provided by Council. The Service Register will provide an understanding and identification of all services provided by Council.
- (b) A Draft Service Register has been developed in a basic format. It is likely that the format of the Service Register will change at the completion of the Service Review process.

moved it be recommended that the report and the Draft Service Register be received and provided to all Council Members and staff for information and perusal.

seconded.

**2. BEST PEOPLE BEST COMMUNITY – Service Review – update – Ref. AF16/185**

The Manager Business and Strategic Planning reported:

- (a) Members were provided with comprehensive information regarding the Best People Best Community project in Strategic Planning Sub-Committee Report No. 5/2016 and at a Member's Workshop held on Monday 5<sup>th</sup> September, 2016.
- (b) Council staff have commenced the SWOT analysis on the services identified, with the Swot Analysis processes being supported and guided by the Manager People Safety and Culture.
- (c) At the conclusion of the SWOT analysis, the functional alignment of all services with the Community Plan will occur guiding the structural review of the organisation.
- (d) The timeframe for this process has been brought forward to early November to allow for reporting and information to be provided to Members and all staff in December, 2016.
- (e) Best People Best Community has been embraced by employees that are actively involved in the identification of services and the SWOT analysis process. Feedback and involvement in discussions has been significant with active participation. Regular communication has remained a key feature of Best People Best Community with:
  - (i) Weekly meetings held with the Steering Group
  - (ii) Standing Items for discussion on the Executive Team and Senior Management Team meetings and all staff meetings
  - (iii) Regular notices and communication posted on the Intranet for all staff
  - (iv) One-on-one meetings with staff if requested or identified as being required.

moved it be recommended the report be received and the contents noted.

seconded.

**4. STRATEGIC PLANNING SUB COMMITTEE – Next Meeting, Ref. AF15/266**

The Manager Business and Strategic Planning reported:

- (a) The next meeting of the Strategic Planning Sub-Committee has been scheduled for:  
Friday 28<sup>th</sup> October, 2016 commencing at 12.00 p.m. (midday)
- (b) Future dates in November and December 2016 are yet to be confirmed

moved it be recommended:

- (b) The report be received and the next meeting of the Strategic Planning Sub-Committee be noted.

seconded.

**MOTIONS WITH NOTICE - Nil**

Strategic Planning Sub-Committee Agenda, Wednesday 21<sup>st</sup> September, 2016 cont'd...

**MOTIONS WITHOUT NOTICE**

The meeting closed at \_\_\_\_\_ p.m.  
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## STRATEGIC PLANNING SUB-COMMITTEE

Minutes of Meeting held in the Operational Services Conference Room, Level 1, Civic Centre,  
10 Watson Terrace, Mount Gambier on Friday 19<sup>th</sup> August, 2016 at 12.06 p.m.

PRESENT: Cr F Morello (Presiding Member)  
Mayor A Lee, Cr M Lovett and Cr P Richardson

APOLOGIES: Cr Morello moved the apology received from Cr Steven Perryman be accepted.

Cr Lovett seconded Carried

COUNCIL OFFICERS: Chief Executive Officer, Mark McShane  
Manager Business and Strategic Planning, Tracy Tzioutziouklaris

COUNCIL MEMBERS

AS OBSERVERS: Nil

**WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE TRADITIONAL CUSTODIANS OF THE LAND WHERE WE MEET TODAY. WE RESPECT THEIR SPIRITUAL RELATIONSHIP WITH THE LAND AND RECOGNISE THE DEEP FEELINGS OF ATTACHMENT OUR INDIGENOUS PEOPLES HAVE WITH THIS LAND.**

MINUTES: Cr Lovett moved that the Minutes of the previous meeting held on Wednesday 15<sup>th</sup> June, 2016 be taken as read and confirmed.

Cr Richardson seconded Carried

QUESTIONS:

- (a) With Notice - Nil submitted
- (b) Without Notice - Nil submitted

**1. BEST PEOPLE BEST COMMUNITY - Service Review - Strategic Planning Sub Committee Report No. 5/2016 - Ref. AF16/185**

Cr Morello moved it be recommended:

- (a) Strategic Planning Sub Committee Report No. 5/2016 be received.
- (b) Strategic Planning Sub Committee Report No. 5/2016 be provided to the Corporate and Community Services Committee of Council and Council.

Cr Lovett seconded Carried

**2. BEST PEOPLE BEST COMMUNITY - Members Workshop - Ref. AF16/185**

The Manager Business and Strategic Planning reported:

- (a) A Members Workshop to outline the Best People Best Community program has been scheduled for Monday 5<sup>th</sup> September, 2016 commencing at 5.30p.m. in the Level 4 Committee Room.

Cr Richardson moved it be recommended:

- (a) The report be received and the Members Workshop scheduled for Monday 5<sup>th</sup> September, 2016 commencing at 5.30 p.m. in the Level 4 Committee Room be noted.

**Mayor Lee seconded**

**Carried**

**3. DECISION MAKING STRUCTURE OF COUNCIL - Attachment 1 - Decision Making Structure - Ref. AF14/283**

The Manager Business and Strategic Planning reported:

- (a) Council adopted the Decision Making Structure to facilitate good governance and efficient decision making. The attached is updated (not endorsed) reflecting changes to the decision making structure triggered by Council decisions e.g. Railway Land Committee and external e.g. Provincial Cities and changes to the LCLGA Committees.

The Community Plan and organisational structure review provides an opportunity for Council to consider what decision making structure will best serve the Council's needs and deliver effective decision making.

**Cr Morello moved it be recommended that the report be received and the updated decision making structure of Council be noted.**

**Cr Lovett seconded**

**Carried**

**4. STRATEGIC PLANNING SUB COMMITTEE – Next Meeting - Ref. AF15/266**

The Manager Business and Strategic Planning reported:

- (a) The next meetings of the Strategic Planning Sub Committee have been scheduled for:

Friday 23<sup>rd</sup> September, 2016 commencing at 12.00 p.m. (midday); and  
Friday 28<sup>th</sup> October, 2016 commencing at 12.00 p.m. (midday)

Note: These dates are yet to be confirmed.

**Cr Morello moved it be recommended:**

- (a) **The report be received and the next meetings of the Strategic Planning Sub Committee be noted.**

**Cr Richardson seconded**

**Carried**

**MOTIONS WITH NOTICE** - Nil

**MOTIONS WITHOUT NOTICE** - Nil

The meeting closed at 1.05 p.m.

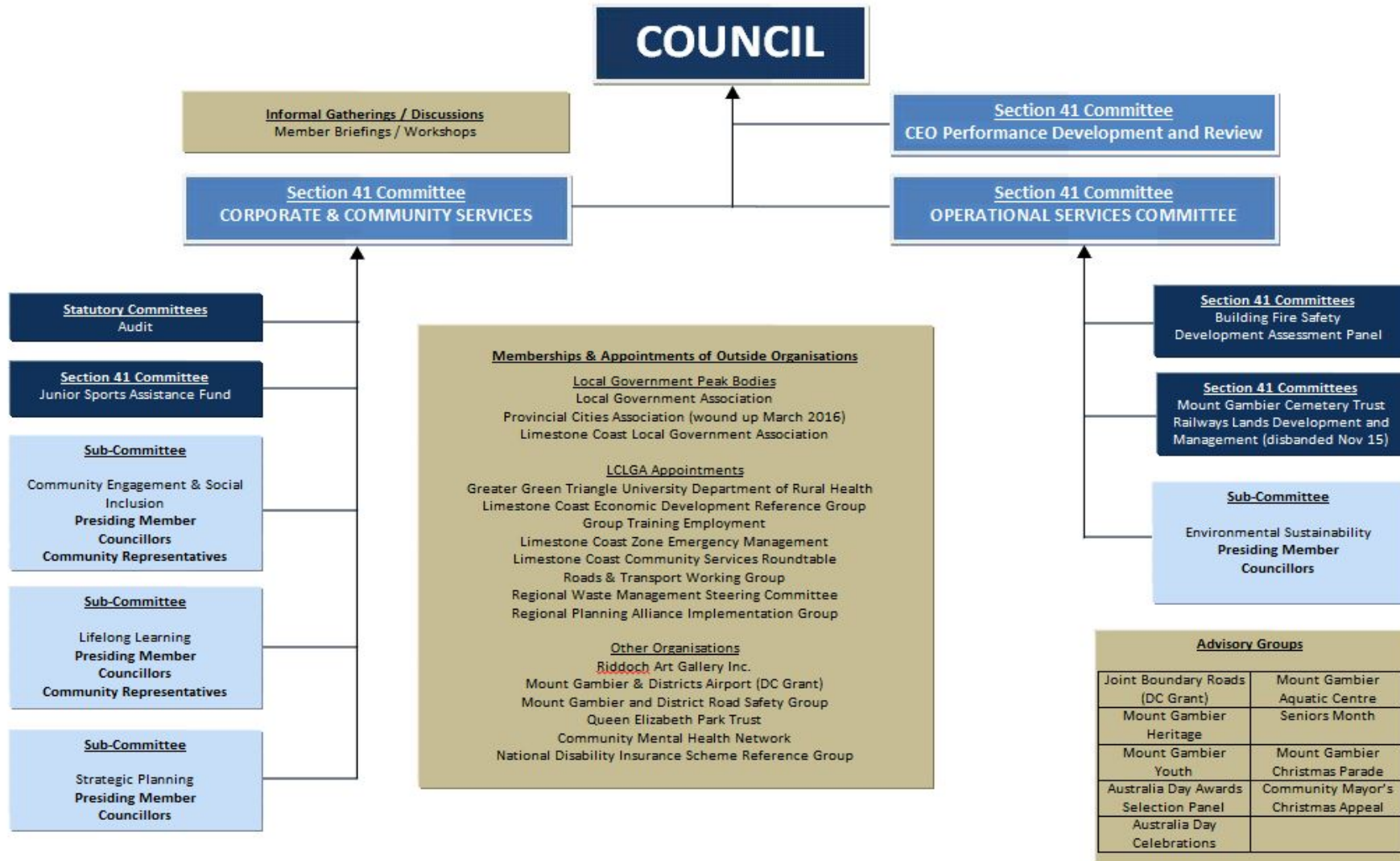
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CONFIRMED THIS                      DAY OF                      2016.

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PRESIDING MEMBER

### Council Decision Making Structure - June 2016

(Charges are reflective of practice but the updated Structure has not been endorsed by Council)



City of Mount Gambier Service Register

A total of 259 Services have been identified as being provided by the City of Mount Gambier

Service Code	Division	Department	Function	Service Name	Responsible Officer	Customer Internal	Customer External	Legislative Requirement	Hours/Week
E1	Executive	CEO	Economic Development	International Engagement	Mark McShane	Yes	Yes	Yes	4
E2	Executive	CEO	Business Improvement	Business Review	Mark McShane	Yes	Yes	No	5
E3	Executive	CEO	Elected Member Services	Elected Member Services	Mark McShane	Yes	Yes	Yes	8
E4	Executive	CEO	External Representation	External Liaison and Relationships	Mark McShane	Yes	No	No	5.5
E5	Executive	CEO	Corporate Leadership	Corporate Leadership	Mark McShane	Yes	No	Yes	7.5
E6	Executive	Executive Support	Executive Support	Administration	Lynne Dowling	Yes	Yes	Yes/No	79.25
E7	Executive	Executive Support	Executive Support	Governance	Lynne Dowling	Yes	Yes	Yes/No	14.25
E8	Executive	Executive Support	Executive Support	CEO/Mayoral Support	Lynne Dowling	Yes	No	Yes/No	31.5
E9	Executive	Executive Support	Caretaking	Cleaning	Lynne Dowling	Yes	Yes	No	57
E10	Executive	Executive Support	Caretaking	Facility Management	Lynne Dowling	Yes	Yes	No	24
E11	Executive	Human Resources	Human Resources and Work He	Personnel Services	Alan Hollway	Yes	Yes	No	10
E12	Executive	Human Resources	Human Resources and Work He	Employee Relations	Alan Hollway	Yes	No	No	7
E13	Executive	Human Resources	Human Resources and Work He	Learning and Development	Alan Hollway	Yes	No	No	7
E14	Executive	Human Resources	Human Resources and Work He	Best People Best Community	Alan Hollway	Yes	No	No	25
E15	Executive	Human Resources	Human Resources and Work He	Diversity/EEO	Alan Hollway	Yes	Yes	No	1.5
E16	Executive	Human Resources	Human Resources and Work He	WHS	Alan Hollway	Yes	Yes	No	10.75
E17	Executive	Human Resources	Human Resources and Work He	Policy Development	Alan Hollway	Yes	Yes	No	2.5
E18	Executive	Human Resources	Human Resources and Work He	Recruitment & On Boarding	Alan Hollway	Yes	No	No	5
E19	Executive	Human Resources	Human Resources and Work He	Performance Management	Alan Hollway	Yes	No	Yes	2
E20	Executive	Human Resources	Human Resources and Work He	Rehabilitation Program	Alan Hollway	Yes	No	Yes	2
E21	Executive	Human Resources	Human Resources and Work He	Workers Compensation	Alan Hollway	Yes	No	Yes	4
E22	Executive	Human Resources	Human Resources and Work He	Risk Assessment & Management	Alan Hollway	Yes	No	Yes	3
E23	Executive	Human Resources	Human Resources and Work He	Emergency Procedures	Alan Hollway	Yes	No		1
E24	Executive	Human Resources	Human Resources and Work He	Safety Training	Alan Hollway	Yes	No		0
E25	Executive	Economic Development	Economic Development	Project Management	Kris Roberts	Yes	Yes	No	5
E26	Executive	Economic Development	Economic Development	Development and implementation of economic	Kris Roberts	Yes	Yes	No	8
E27	Executive	Economic Development	Economic Development	Visitor Economy (Tourism) Mount Gambier	Kris Roberts	Yes	Yes	No	8
E28	Executive	Economic Development	Economic Development	Branding/Identity	Kris Roberts	Yes	Yes	No	4
E29	Executive	Economic Development	Economic Development	Master Planning	Kris Roberts	Yes	Yes	No	3
E30	Executive	Governance	Property Management	Tenancy management & Adiminstration	Michael McCarthy	Yes	Yes	Yes	6
E31	Executive	Governance	Policy, Procedures, Corporate Pl	Review, Advice & Reporting	Michael McCarthy	No	Yes	Yes	5
E32	Executive	Governance	Statutory Governance	External	Michael McCarthy	No	Yes	Yes	0.5
E33	Executive	Governance	Statutory Governance	Internal	Michael McCarthy	Yes	Yes	Yes	25
E34	Executive	Governance	Delegations/Authorisations	Authorised Officers & Authorisations	Michael McCarthy	Yes	Yes	No	1
E35	Executive	Governance	Risk Management	Risk, Liability & Insurance	Michael McCarthy	Yes	No	Yes	3
E36	Executive	Governance	Periodical Statutory Processes	Election, Elector Representation Review, By-L	Michael McCarthy	Yes	Yes	Yes	
E37	Executive	Business and Strategic Planning	Strategic Planning	Develop, Review and implementation of the Str	Tracy Tzioutziouklaris	Yes	Yes	Yes	24.5
E38	Executive	Business and Strategic Plannin	Strategic Planning	Corporate Reporting	Tracy Tzioutziouklaris	Yes	Yes	No	10
E39	Executive	Business and Strategic Plannin	Development Act	Section 30 Review	Tracy Tzioutziouklaris	Yes	Yes	Yes	2
E40	Executive	Business and Strategic Plannin	Development Act	Development Plan Amendments	Tracy Tzioutziouklaris	Yes	Yes	Yes	2
CS1	Corporate Services	Finance	Financial Accounting	Assets	Kylie Harradine/Grant H	Yes	Yes	Yes	25
CS2	Corporate Services	Finance	Financial Accounting	General Council Support	Kylie Harradine	Yes	Yes	Yes	59
CS3	Corporate Services	Finance	Financial Accounting	Creditors	Kylie Harradine	Yes	Yes	Yes	48.27
CS4	Corporate Services	Finance	Financial Accounting	Debtors	Kylie Harradine	Yes	Yes	Yes	18.18
CS5	Corporate Services	Finance	Financial Accounting	Payroll	Kylie Harradine	Yes	Yes	Yes	39.1
CS6	Corporate Services	Finance	Financial Accounting	Compliance/Reporting	Kylie Harradine/Grant H	Yes	Yes	Yes	18
CS7	Corporate Services	Finance	Financial Accounting	Treasury Management	Kylie Harradine	Yes	Yes	Yes	13
CS8	Corporate Services	Management Accounting	Management Accounting	Internal Financial Controls	Kahli Ralton	Yes	No	No	14
CS9	Corporate Services	Management Accounting	Management Accounting	Projects	Kahli Ralton	Yes	No	No	22
CS10	Corporate Services	Rates	Rates	Operational	Jo Scheidl/Grant Hump	Yes	Yes	No	29
CS11	Corporate Services	Rates	Rates	IT	Jo Scheidl	Yes	Yes	No	5
CS12	Corporate Services	Rates	Rates	Property	Jo Scheidl	Yes	Yes	Yes	7
CS13	Corporate Services	Rates	Rates	General	Jo Scheidl	Yes	Yes	No	5

City of Mount Gambier Service Register

A total of 259 Services have been identified as being provided by the City of Mount Gambier

Service Code	Division	Department	Function	Service Name	Responsible Officer	Customer Internal	Customer External	Legislative Requirement	Hours/Week
CS14	Corporate Services	IT	IT & Communications	Support/Maintenance	Jo Fowler/Grant Humph	Yes	No	No	53
CS15	Corporate Services	IT	IT & Communications	Research & Development	Jo Fowler/Grant Humph	Yes	No	No	27
CS16	Corporate Services	IT	IT & Communications	Website Maintenance	Jo Fowler	Yes	Yes	No	6
CS17	Corporate Services	Records	Records Managements	Training & Support	Natalie Pearce	Yes	No	No	7
CS18	Corporate Services	Records	Records Managements	System Administration Maintenance & Develop	Natalie Pearce/Grant Hu	Yes	No	No	24
CS19	Corporate Services	Records	Records Managements	Operational Daily	Natalie Pearce	Yes	No	No	37
CS20	Corporate Services	Records	Records Managements	Compliance and Strategy	Natalie Pearce	Yes	No	Yes	12
CS21	Corporate Services	Customer Service	Customer Service	Dogs	Melina Kavathas	Yes	Yes	Yes	17
CS22	Corporate Services	Customer Service	Customer Service	General	Melina Kavathas	Yes	Yes	No	43
CS23	Corporate Services	Customer Service	Customer Service	Greenwaste	Melina Kavathas	Yes	Yes	No	12
CS24	Corporate Services	Customer Service	Customer Service	Infringements	Melina Kavathas	Yes	Yes	Yes	6
CS25	Corporate Services	Customer Service	Customer Service	Searches	Melina Kavathas	Yes	Yes	Yes	19
CS26	Corporate Services	Customer Service	Customer Service	Receipting - General	Melina Kavathas	No	Yes	No	7
Ops 2	Operational Services	Administration	Organisational Activities	Budgeting	Daryl Sexton	Yes	No	No	19.85
Ops 4	Operational Services	Administration	Organisational Activities	Bookings & Events	Sally Wilson	Yes	Yes	No	20.25
Ops 5	Operational Services	Administration	Organisational Activities	Funding Applications	Michael Silvy	Yes	Yes	No	1.7
Ops 6	Operational Services	Administration	Organisational Activities	Minutes & Agendas	Sally Wilson	Yes	Yes	Yes, LG Act	14.4
Ops 7	Operational Services	Administration	Organisational Activities	Internal Reporting/Research/Assistance	Daryl Sexton	Yes	No	No	41.7
Ops 8	Operational Services	Administration	Organisational Activities	Managing Staff	Daryl Sexton	Yes	No	No	22.6
Ops 9	Operational Services	Administration	Organisational Activities	Media & Website	Daryl Sexton	Yes	Yes	No	5.05
Ops 10	Operational Services	Administration	Organisational Activities	WHS Management	Daryl Sexton	Yes	No	Yes, Work Health & Safety Act	5.2
Ops 11	Operational Services	Administration	Organisational Activities	Property Searches	Sally Wilson	Yes	Yes	Yes, Real Property Act	7.5
Ops 12	Operational Services	Administration	Customer Service	Customer Requests		Yes	Yes	No	21.95
Ops 13	Operational Services	Administration	Customer Service	After Hours Call Outs	Daryl Morgan	No	Yes	No	10.55
Ops 14	Operational Services	Engineering	Asset Management	Fleet Management (Plant & Equipment)	Daryl Sexton	Yes	Yes	No	1
Ops 15	Operational Services	Engineering	Asset & Compliance	Compliance	Wendy McClean	Yes	Yes	No	1
Ops 16	Operational Services	Engineering	Assets	GIS Services	Michael Silvy	Yes	Yes	No	5.9
Ops 17	Operational Services	Engineering	Assets	Building Security Services (Alarms, Locking & I	Chris Tully	Yes	Yes	No	4.4
Ops 18	Operational Services	Engineering	Organisational Activities	Education, promotion & awareness of Local Gc	Daryl Morgan	Yes	Yes	No	17.8
Ops 19	Operational Services	Engineering	Engineering	Governance	Daryl Morgan	Yes	Yes	No	3.3
Ops 20	Operational Services	Engineering	Engineering	Street Lighting	Daryl Morgan	Yes	Yes	No	2.65
Ops 21	Operational Services	Engineering	Engineering	Design & Documentation	Daryl Morgan	Yes	No	No	23
Ops 22	Operational Services	Engineering	Engineering	Traffic Management & Road Safety Advice	Daryl Morgan	Yes	Yes	Yes, Road Traffic Act	1.1
Ops 23	Operational Services	Engineering	Engineering	Contract Management	Daryl Morgan	Yes	Yes	No	9.75
Ops 24	Operational Services	Engineering	Waste Management	Caroline Landfill	Chris Mustart	Yes	Yes	LG Act 7(b)(e)(f)/EPA Licence	4.45
Ops 25	Operational Services	Engineering	Waste Management	Waste Transfer Station	Chris Mustart	Yes	Yes	LG Act 7(b)(e)(f)/EPA Licence	8.85
Ops 26	Operational Services	Engineering	Waste Management	Kerbside Refuse Collection	Chris Mustart	Yes	Yes	LG Act 7(b)(e)(f)/EPA Licence	10.1
Ops 27	Operational Services	Engineering	Waste Management	Kerbside Recycling Collection	Chris Mustart	Yes	Yes	LG Act 7(b)(e)(f)/EPA Licence	2
Ops 28	Operational Services	Engineering	Waste Management	Kerbside Organic Collection	Chris Mustart	Yes	Yes	LG Act 7(b)(e)(f)/EPA Licence	8
Ops 29	Operational Services	Engineering	Waste Management	Street Sweeping & Cleaning	Chris Mustart	Yes	Yes	LG Act 7(b)(e)(f)/EPA Licence	2
Ops 30	Operational Services	Engineering	Waste Management	Waste Strategic Planning & Reporting	Daryl Morgan	Yes	Yes	LG Act 7(b)(e)(f)/EPA Licence	1
Ops 31	Operational Services	Engineering	Construction	Stormwater Construction	Daryl Morgan	Yes	Yes	No	2.4
Ops 32	Operational Services	Engineering	Construction	Crossing Inverts	Daryl Morgan	No	Yes	No	2.2
Ops 33	Operational Services	Engineering	Construction	Footpath Construction	Chris Mustart	Yes	Yes	No	2.6
Ops 34	Operational Services	Engineering	Construction	Road Construction	Chris Mustart	Yes	Yes	No	6.8
Ops 35	Operational Services	Engineering	Engineering	Private Works	Daryl Morgan	No	Yes	No	1.1
Ops 36	Operational Services	Engineering	Infrastructure Assets	Drainage Maintenance	Daryl Morgan	Yes	Yes	No	2.05
Ops 37	Operational Services	Engineering	Infrastructure Assets	Road Maintenance (inc. kerb & channel, signa	Daryl Morgan	Yes	Yes	No	13.9
Ops 38	Operational Services	Engineering	Infrastructure Assets	Bicycle Path Maintenance	Daryl Morgan	Yes	Yes	No	0.3
Ops 39	Operational Services	Engineering	Infrastructure Assets	Carpark Maintenance	Daryl Morgan	Yes	Yes	No	0.8
Ops 40	Operational Services	Engineering	Infrastructure Assets	Footpath Maintenance	Daryl Morgan	Yes	Yes	No	3.45
Ops 41	Operational Services	Engineering	Technical	Dial Before You Dig	Sinaway Georgiou	Yes	Yes	No	2.5
Ops 42	Operational Services	Engineering	Engineering	Project Management	Daryl Morgan	Yes	Yes	No	19
Ops 43	Operational Services	Engineering	Risk Management	Risk Management, Incident Reporting & Public	Daryl Morgan	Yes	Yes		4.75
Ops 44	Operational Services	Engineering	Procurement	Depot & Stores	Lisa Hinton	Yes	No	Yes, WHS Act	4.1
Ops 45	Operational Services	Engineering	Procurement	Contractor Management System	Lisa Hinton	Yes	No	No	9.4
Ops 46	Operational Services	Engineering	Procurement	Centralised Purchasing	Lisa Hinton	Yes	No	No	23.15
Ops 47	Operational Services	Environmental Services	Public Realm Services	Aquatic Centre	Aaron Izzard	Yes	Yes	No	1.15
Ops 48	Operational Services	Environmental Services	Public Realm Services	By Law Applications & Enforcements	Michael Silvy	No	Yes	Yes, Local Government Act	8.8

City of Mount Gambier Service Register

A total of 259 Services have been identified as being provided by the City of Mount Gambier

Service Code	Division	Department	Function	Service Name	Responsible Officer	Customer Internal	Customer External	Legislative Requirement	Hours/Week
Ops 49	Operational Services	Environmental Services	Public Realm Services	Dog & Animal Control	Derek Ferguson	No	Yes	Yes, Dog & Cat Management Act	35
Ops 50	Operational Services	Environmental Services	Public Realm Services	Parking Provision and Enforcement	Derek Ferguson	Yes	Yes	Yes, Road Traffic Act	12.8
Ops 51	Operational Services	Environmental Services	Public Realm Services	Fire Prevention	Derek Ferguson	No	Yes	Yes, Fire & Emergency Act	15.3
Ops 52	Operational Services	Environmental Services	Public Realm Services	Graffiti Removal	Chris Mustart	Yes	Yes	No	0.3
Ops 53	Operational Services	Environmental Services	Public Realm Services	Emergency Response	Daryl Sexton	No	Yes	Emergency Services Act	3.9
Ops 54	Operational Services	Environmental Services	Public Realm Services	Local Nuisance & Litter Control	Michael Silvy	Yes	Yes	Local Nuisance & Litter Control Act	7.9
Ops 55	Operational Services	Environmental Services	Public Realm Services	Public Reserves Maintenance	Sally Wilson	Yes	Yes	No	0.55
Ops 56	Operational Services	Environmental Services	Public Realm Services	Street Tree Program	Sinaway Georgiou	No	Yes	No	6.75
Ops 57	Operational Services	Environmental Services	Public Realm Services	Playground Construction & Maintenance	Chris Mustart	Yes	Yes	No	1.7
Ops 58	Operational Services	Environmental Services	Environmental Sustainability	Projects	Aaron Izzard	Yes	No	No	18.2
Ops 59	Operational Services	Regulatory	Assets	Building Maintenance	Michael Silvy	Yes	Yes	No	23
Ops 60	Operational Services	Regulatory	Construction	Building Construction	Michael Silvy	Yes	Yes	No	3.5
Ops 61	Operational Services	Regulatory	Public and Community Health	Regional Health Plan	Michael Silvy	Yes	Yes	Yes, SA Public Health Act 2011	7.4
Ops 62	Operational Services	Regulatory	Public and Community Health	Supported Residential facilities	Michael Silvy	Yes	Yes	Yes, SRF Act	12.9
Ops 63	Operational Services	Regulatory	Public and Community Health	Hoarding, Squalor & Odour	Michael Silvy	Yes	Yes	Yes, SA Public Health Act 2011	6.7
Ops 64	Operational Services	Regulatory	Public and Community Health	High Risk Manufactured Water Systems (Cooli	Michael Silvy	No	Yes	Yes, SA Public Health Act	0.7
Ops 65	Operational Services	Regulatory	Public and Community Health	Safe Drinking Water	Michael Silvy	Yes	Yes	Yes, Safe Drinking Water Act	0.4
Ops 66	Operational Services	Regulatory	Public and Community Health	Hair, Beauty & Skin Penetration	Michael Silvy	No	Yes	Yes, SA Public Health Act	3.9
Ops 67	Operational Services	Regulatory	Public and Community Health	Food Act	Michael Silvy	Yes	Yes	Yes, Food Act	25.4
Ops 68	Operational Services	Regulatory	Public and Community Health	Compliance	Michael Silvy	Yes	Yes	Yes, SA Public Health Act, 2011	3.5
Ops 69	Operational Services	Regulatory	Regulatory - Environmental Heal	Swimming Pool Inspections	Michael Silvy	No	Yes	Yes, SA Public Health Act 2011	0.3
Ops 70	Operational Services	Regulatory	Development	Unightly Premises and Nuisance	Michael Silvy	Yes	Yes	Yes, SA Public Health Act 2011	7.85
Ops 71	Operational Services	Regulatory	Development	Compliance	Michael Silvy	Yes	Yes	Yes, Development Act 1993	14.05
Ops 72	Operational Services	Regulatory	Development	Building Fire Safety	Michael Silvy	Yes	Yes	Yes, Development Act 1993	3
Ops 73	Operational Services	Regulatory	Development	Heritage Services	Michael Silvy	Yes	Yes	Yes, Development Act 1993	0.5
Ops 74	Operational Services	Regulatory	Development	Assessment	Michael Silvy	Yes	Yes	Yes, Development Act 1993	75.9
Ops 75	Operational Services	Regulatory	Development	Lodgement	Michael Silvy	Yes	Yes	Yes, Development Act 1993	14.25
Ops 76	Operational Services	Regulatory	Development	Notification of Assessment Outcome	Michael Silvy	Yes	Yes	Yes, Development Act 1993	10
Ops 77	Operational Services	Regulatory	Development	Statistical Reporting	Michael Silvy	Yes	Yes	Yes, Development Act 1993	0.6
Ops 78	Operational Services	Regulatory	Development	Prelodgement Advice	Michael Silvy	Yes	Yes	No	27.2
Ops 79	Operational Services	Regulatory	Liquor Licencing	Liquor Licensing	Michael Silvy	No	Yes	Yes, Liquor Licencing Act	1.65
Ops 80	Operational Services	Cemetery	Assets	Cemeteries	Cheryl McCoombe	Yes	Yes	Yes, Burial & Cremation Act, Local Gc	29.4
CSD1	Community Services ar Community Development	Community Building Programs	Community Building Programs	Youth Advocacy and Development	CDO	Yes	Yes	No	3
CSD2	Community Services ar Community Development	Community Building Programs	Community Building Programs	Youth Advosry Group	Elected Members, CDO	Yes	Yes	No	14.75
CSD3	Community Services ar Community Development	Community Building Programs	Community Building Programs	Mount Gambier - Edible City	CDO	Yes	No	No	7.67
CSD4	Community Services ar Community Development	Community Building Programs	Community Building Programs	Tertiary Health Education Program	MCS&D, CDO				
CSD5	Community Services ar Community Development	Community Building Programs	Community Building Programs	YPN	CDO	Yes	Yes	No	5.2
CSD6	Community Services ar Community Development	Community Building Programs	Community Building Programs	Youth Week	CDO, LYSC	Yes	Yes	No	1.08
CSD7	Community Services ar Community Development	Community Building Programs	Community Building Programs	Mount Gambier Community Mayors' Christmas	CSEO, CDO, Volunteers, Executive Support, Finance				
CSD8	Community Services ar Community Development	Community Building Programs	Community Building Programs	Seniors Month	CDO, CSEO, Volunteers	Yes	Yes	No	9.02
CSD9	Community Services ar Community Development	Community Building Programs	Community Building Programs	Your Professional Networ (YPN)	CDO	Yes	Yes	No	7.28
CSD10	Community Services ar Community Development	Indigenous Engagement	Indigenous Engagement	Reconciliation Action Plan	Elected Members, CEO, Yes		Yes	No	2.51
CSD11	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Tourism Liaison (Council)	CSEO, Building Officer, Manager RS, Manager Governance				
CSD12	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Online Engagement - Have Your Say	CSEO, Environmental S	Yes	No	No	5.5
CSD13	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Guide the development of Campaign Strategie	CSEO, MCSD				
CSD14	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Implementation of Engagement Tools	CSEO				
CSD15	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Multicultural Sector Engagement	CDO				
CSD16	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Indigenous Sector Engagement	CDO				
CSD17	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Local Community Welfare/Service Sector Enga	CDO, CSD, CE				
CSD18	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Migrant Focus - Migrant Resource Centre - Loc	CDO				
CSD19	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Youth Focus - ICAN	CDO	No	Yes	No	5.56
CSD20	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Youth Focus - headspace	CDO	No	Yes	No	0.39
CSD21	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Public Health Focus -Limestone Coast Drug Ac	CDO	No	Yes	No	0.166
CSD22	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Early Childhood focus - Mount Gambier - Austr	CDO	No	Yes	No	0.6
CSD23	Community Services ar Community & Stakeholder Engage	Community & Stakeholder Engage	Community & Stakeholder Engage	Census Focus Group	CDO	No	Yes	No	2.31
CSD24	Community Services ar Community & Stakeholder Engager	Council Representation	Council Representation	Regional Recreation and Advisory Group	Barbara Cernovskis	Yes	Yes	No	1.42
CSD25	Community Services ar Community Events	Council Events	Council Events	Christmas Parade	MCS&D	Yes	Yes	No	1.23

City of Mount Gambier Service Register

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Service Code	Division	Department	Function	Service Name	Responsible Officer	Customer Internal	Customer External	Legislative Requirement	Hours/Week
CSD26	Community Services ar Community Events	Council Events	Council Events	Australia Day Breakfast	MCS&D				
CSD27	Community Services ar Community Events	Council Events	Council Events	Annual Family/Community Days	MCS&D	No	Yes	No	1.45
CSD28	Community Services ar Community Events	Council Events	Council Events	Christmas Decorations	MCS&D	No	Yes	No	2.04
CSD29	Community Services ar Community Events	Council Events	Council Events	National Volunteers Day	CSD Team	No	Yes	No	0.79
CSD30	Community Services ar Community Events	Community Services	Community Services	Events Admininstration	MCS&D	No	Yes	No	0.41
CSD28	Community Services ar Community Events	Community Services	Community Services	SA Community-Connecting Up	MCS&D	No	Yes	No	0.27
CSD29	Community Services ar Community Events	Community Services	Community Services	Sponsorship and Grants	MCS&D				
CSD30	Community Services ar Community Events	Community Services	Community Services	Major/Minor Event Support	Community Events	No	Yes	No	
CSD31	Community Services ar Communications	Communications Management	Communications Management	External Communications Management	MCS&D				
CSD32	Community Services ar Communications	Communications Management	Communications Management	Online and Web based comms	MCS&D	No	Yes	No	0.91
CSD33	Community Services ar Communications	Communications Management	Communications Management	Corporate Publications and Images Co-ordinat	MCS&D	No	Yes	No	3.41
CSD34	Community Services ar Communications	Communications Management	Communications Management	Corporate Publications - Annual report	MCS&D	Yes	Yes	No	0.27
CSD35	Community Services ar Communications	Coproate Image Management	Corporate Branding	Corporate Branding	MCS&D	Yes	Yes	No	6.37
CSD36	Community Services ar Library	Library Children's Services	Library Children's Services	Children's Early Childhood Development Progr	Children Services Team	No	Yes	No	7.36
CSD37	Community Services ar Library	Library Children's Services	Library Children's Services	Children's Outreach Services	Children Services Team	No	Yes	No	9.58
CSD38	Community Services ar Library	Library Children's Services	Library Children's Services	Holiday programming	Children Services Team	No	Yes	No	10.45
CSD39	Community Services ar Library	Library Children's Services	Library Children's Services	Literacy Programs	Children Services Team	No	Yes	No	4.04
CSD40	Community Services ar Library	Library Children's Services	Library Children's Services	Children's Programming & Events	Jessica Tucker	No	Yes	No	20.5
CSD41	Community Services ar Library	Library Youth Services	Library Youth Services	Youth Programming	Terasa Nearmy	No	Yes	No	2.41
CSD42	Community Services ar Library	Library Youth Services	Library Youth Services	Youth Volunteer Programs	Terasa Nearmy	No	Yes	No	1.74
CSD43	Community Services ar Library	Library Youth Services	Library Youth Services	Work Experience Program	Terasa Nearmy	No	Yes	No	2.52
CSD44	Community Services ar Library	Library Youth Services	Library Youth Services	Funding My Place (High School & Primary Sch	Terasa Nearmy	No	Yes	No	1.61
CSD45	Community Services ar Library	Library Youth Services	Library Youth Services	Youth Outreach Services	Terasa Nearmy	No	Yes	No	2.4
CSD46	Community Services ar Library	Library Adult Services	Library Adult Services	Aduult Programming & Events	Community Engagemen	No	Yes	No	28.02
CSD47	Community Services ar Library	Library Adult Services	Library Adult Services	Home Library Services	Susan Briffa	No	Yes	No	27.64
CSD48	Community Services ar Library	Library Adult Services	Library Adult Services	Community IT Programs	Jess Tucker	No	Yes	No	10.36
CSD49	Community Services ar Library	Library Adult Services	Library Adult Services	Adult Outreach Services	Community Engagemen	No	Yes	No	5.22
CSD50	Community Services ar Library	Library Adult Services	Library Adult Services	Local History	Danni Reade	No	Yes	No	26.78
CSD51	Community Services ar Library	Library Technical Services	Library Technical Services	Materials Processing	Technical Services Tear	No	Yes	No	30.17
CSD52	Community Services ar Library	Library Technical Services	Library Technical Services	Book Club Management	Technical Services Tear	No	Yes	No	1.02
CSD53	Community Services ar Library	Library Technical Services	Library Technical Services	One Card Requirements	Technical Services Tear	No	Yes	No	30.79
CSD54	Community Services ar Library	Library Technical Services	Library Technical Services	Collection Management	Technical Services Tear	No	Yes	No	4.81
CSD55	Community Services ar Library	Library Community Engagement	Library Community Engagement	Community Partnership Building	Community Engagemen	No	Yes	No	6.03
CSD56	Community Services ar Library	Library Community Engagement	Library Community Engagement	Marketing/PR and Communications	Community Engagemen	No	Yes	No	9.39
CSD57	Community Services ar Library	Library Community Engagement	Library Community Engagement	MakerSpace	Community Engagemen	No	Yes	No	3.01
CSD58	Community Services ar Library	Library Services	Library Services	Library Customer Service	Library Team	No	Yes	No	184.24
CSD59	Community Services ar Library	Library Services	Library Services	Returns/Reshelving	Library Team	No	Yes	No	107.14
CSD60	Community Services ar Library	Library Services	Library Services	Acquisition	Vicki Hutchinson	Yes	Yes	No	4.51
CSD61	Community Services ar Library	Library Services	Library Services	Reporting	Jenny Torney	Yes	No	No	2.54
CSD62	Community Services ar Library	Library Services	Library Services	Room Bookings	Kristi Leamey	Yes	Yes	No	4.63
CSD63	Community Services ar Library	Library Services	Library Services	Building Maintenance	Vicki Hutchinson	Yes	Yes	No	
CSD64	Community Services ar Library	Library Services	Library Services	IT	Library Team	Yes	Yes	No	3.39
CSD65	Community Services ar Library	Library Services	Library Services	Finance Services	Vicki Hutchinson	Yes	No	N0	21.9
CSD66	Community Services & Main Corner	Conference Services	Conference Services	Venue Hire, Community	MCC	Yes	Yes	No	41
CSD67	Community Services & Main Corner	Conference Services	Conference Services	Venue Hire, Corporate	MCC	Yes	Yes	No	24
CSD68	Community Services & Main Corner	Conference Services	Conference Services	Venue Hire, Internal	MCC	Yes	Yes	No	6.67
CSD69	Community Services ar Main Corner	Cultural Exhibitions	Cultural Exhibitions	Sound & Light Displays	Talie Teakle	No	Yes	No	12.58
CSD70	Community Services ar Main Corner	Cultural Exhibitions	Cultural Exhibitions	Exhibitions & Programs	Talie Teakle	Yes	No	No	266.75
CSD71	Community Services ar Main Corner	Venue Management	Venue Management	Administration	Talie Teakle	Yes	No	No	25.7
CSD72	Community Services ar Main Corner	Venue Management	Venue Management	Marketing	Talie Teakle	Yes	Yes	No	4.92

City of Mount Gambier Service Register

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CSD73	Community Services ar Main Corner		Venue Management	Asset Management & Maintenance	Talie Teakle	Yes	No	No	5.75
CSD74	Community Services ar Main Corner		Venue Management	Visitor Information/Customer Service	Talie Teakle	Yes	Yes	No	70.76
CSD75	Community Services ar Main Corner		Venue Management	Retail	Talie Teakle	No	Yes	No	25.29
CSD76	Community Services ar Riddoch Art Gallery		Exhibitions & Programming	Exhibition Programming	CSD Leadership Team	No	Yes	No	4
CSD77	Community Services ar Riddoch Art Gallery		Exhibitions & Programming	Community Programming	CSD Leadership Team	No	Yes	No	8
CSD78	Community Services ar Riddoch Art Gallery		Exhibitions & Programming	Workshop Programming	CSD Leadership Team	No	Yes	No	3.75
CSD79	Community Services ar Riddoch Art Gallery		Riddoch Retail	Retail Consignment	CSD Leadership Team	No	Yes	No	6.15
CSD80	Community Services ar Riddoch Art Gallery		Riddoch Retail	Exhibition Retail Consignment	CSD Leadership Team	No	Yes	No	13.35
CSD81	Community Services ar Riddoch Art Gallery		Volunteer Management	Volunteer Management	Director Riddoch Gallery	Yes	Yes	No	6.75
CSD82	Community Services ar Riddoch Art Gallery		Volunteer Management	Retail	CSD Leadership Team	No	Yes	No	28.5
CSD83	Community Services ar Riddoch Art Gallery		Volunteer Management	Guide/Concierge	CSD Leadership Team	No	Yes	No	40
CSD84	Community Services ar Riddoch Art Gallery		Volunteer Management	Exhibition Openings	CSD Leadership Team	Yes	Yes	No	3.25
CSD85	Community Services ar Riddoch Art Gallery		Volunteer Management	Exhibition Installation	CSD Leadership Team	Yes	Yes	No	3.25
CSD86	Community Services ar Riddoch Art Gallery		Collection Management	Collection Management	Gallery Director	Yes	Yes	No	4
CSD87	Community Services ar The Tourist Information Centre		Visitor Information	Site Famils	Lisa Braes	Yes	Yes	No	9.01
CSD88	Community Services ar The Tourist Information Centre		Visitor Information	Cave Diving Key Management	Lisa Braes	No	Yes	No	5.72
CSD89	Community Services ar The Tourist Information Centre		Visitor Information	Bus Ticketing	Lisa Braes	No	Yes	No	59.58
CSD90	Community Services ar The Tourist Information Centre		Visitor Information	Counter Service	Lisa Braes	Yes	Yes	No	193.65
CSD91	Community Services ar The Tourist Information Centre		Visitor Information	Marketing	Lisa Braes	Yes	Yes	No	15.55
CSD92	Community Services ar The Tourist Information Centre		Visitor Information	Programming	Lisa Braes	Yes	Yes	No	26.46
CSD93	Community Services ar The Tourist Information Centre		Visitor Information	Stakeholder Relations	Lisa Braes	Yes	Yes	No	2.91
CSD94	Community Services ar The Tourist Information Centre		Venue Management	Administration	Lisa Braes	Yes	Yes	No	13.72
CSD95	Community Services ar The Tourist Information Centre		Venue Management	Maintenance	Lisa Braes	Yes	Yes	No	6.98
CSD96	Community Services & Manager CS&D		CSD Management	CSD Strategic & Operational Coordination	MCS&D				
CSD97	Community Services & Manager CS&D		CSD Management	Community & Economic Development	MCS&D				
CSD98	Community Services & Manager CS&D		CSD Management	Community Engagement and Consultation	MCS&D				
CSD99	Community Services & Manager CS&D		CSD Management	Public Relations & Media Management	MCS&D				
CSD100	Community Services & Manager CS&D		CSD Management	Human Resource Management & Staff Develo	MCS&D				
CSD101	Community Services & Manager CS&D		CSD Management	Finance & Budget Management	MCS&D				
CSD102	Community Services & Manager CS&D		Sub Committee Management	Lifelong Learning Sub Committee Administratic	MCS&D				
CSD103	Community Services & Manager CS&D		Sub Committee Management	Communiuty Enagement and Social Inclusion	MCS&D				
CSD104	Community Services & Manager CS&D		Activation/Project Teams	Social Media Strategy	MCS&D				
CSD105	Community Services & Manager CS&D		Activation/Project Teams	Riddoc Exhibition Activation Team	MCS&D				
CSD106	Community Services & Manager CS&D		Activation/Project Teams	Riddoch Transition Team	MGP				
CSD106	Community Services & Manager CS&D		Activation/Project Teams	Wellbeing & Resillience	MCSD				