SERVICE PROVISION SCHEDULE

October 2026

MID MURRAY COUNCIL

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Introduction

The Service Provision Schedule is prepared in accordance with Clause 4 of the Service Provision Policy. The Schedule is to be review annually by Council, with a comprehensive Service Review to be undertaken within the first 12 months of a new Council.

This Schedule lists the level of service for various activities carried out by Council to meet the needs of both the community and internal stakeholders. The type of service and the level at which it is provided are determined by several factors, including:

- Resources allocated by Council through the budgetary process
- Legislative or regulatory requirements
- Shifts in community demands or service priorities
- Availability of external funding to support service delivery

The information has been compiled from various sources including Council's business systems, legislation, various published and internal documents, and other sources, however there may be some errors, omissions or items that need further clarification. The information will be refined and improved over time as part of the annual budget process.

Each service provided by Council is described through a set of components that help define its scope, purpose, and delivery mechanisms.

Service Area Title

Service Outcome	A description of the expected results or benefits from delivering the service to the community or internal stakeholders.
Strategic Plan	Relevant Strategic Themes: The key themes within the Council's Strategic Plan that the service supports.
	Strategic Objectives: Specific goals or objectives within the Strategic Plan that are addressed through the service.
Operational Plan	A list of operational plans that guide the day-to-day implementation of the service and link it to broader strategic goals.
Performance Measure	Quantitative or qualitative indicators used to assess the effectiveness, efficiency, and success of the service delivery.
Service Type	Classification of the service as: • Statutory: Required by law. • Non-Statutory: Not legally required but generally expected by the community. • Discretionary: Optional services provided based on community need or Council priorities.
Business Continuity Risk	An assessment of how critical the service is during disruptions (e.g., emergencies or system failures), helping prioritise resources in contingency planning.
Outage Period	The maximum duration the service can be unavailable before significant impacts occur.

Department	The Council department(s) accountable for overseeing and managing the service.
Business Unit	The specific business unit(s) within departments that carry out the day-to-day delivery and operation of the service.

Legislation	By-Law	Policy/Procedure
Relevant Federal or State legislation that governs or mandates the provision of the service.	Council by-laws that specifically regulate or support the delivery of the service.	Applicable policies and procedures (Federal, State or Council) that guide how the service is provided.

Operating Budget	Capital Budget	Service Delivery
Revenue, expenses and salary directly related to the service. This reflects annual financial impact of running the service.	Details of capital funding and expenditures associated with the service, including investments in infrastructure, equipment, or major upgrades.	A breakdown of the resources used to deliver the service, which may include staff FTE, contractors, resource sharing, partnerships, community groups, volunteers.

Service Activity	Service Level
A general description of the sub-function or specific tasks involved in delivering the service. This breaks the broader service into more detailed components or activities to clarify what is actually done.	
General description of the type of activity	A statement describing the standard, frequency or quality at which the service is delivered. This may include: - Frequency (e.g., weekly, annually) - Coverage (e.g., available to all residents or targeted groups) - Responsiveness (e.g., within 5 business days) - Quality standards (e.g., compliance with legislation or internal benchmarks)

Business Continuity Risk

Council will seek to reinstate service levels should services be disrupted. Priority is given to services that are statutorily required and/or considered critical (Extreme/High Risk). Council will aim to have these services reinstated in the short to medium term after an event.

ANIMAL MANAGEMENT

Service Outcome	Ensure the health, safety, and wellbeing of both the community and animals, while promoting responsible pet ownership and compliance with state and local laws; Provide clear and effective management of domestic and stray animals within the council's jurisdiction, balancing the interests of animal welfare, public safety, and community standards; Reduce public and environmental nuisance caused by livestock and other animals.
Strategic Plan	**OUR LIVEABILITY** 2.3 Deliver efficient and viable services that meet our community's needs
Operational Plan	- Dog and Cat Management Plan
Performance Measure	- 100% dog registrations - Animals rehomed - Cost of service per population - Response time to service requests
Service Type	Statutory
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	< 3 Days

Department	Development and Community Services
Business Unit	Regulatory

Legislation	By-Law	Policy/Procedure
- Dog and Cat Management Act 1995 - Expiation of Offences Act 1996 - Local Government Act 1999 - Local Nuisance and Litter Control Act 2016	- By Law 5 Dogs - By Law 6 Cats	- Nil

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Dog control is conducted in accordance with Council's Dog and Cat Management Plan and By-law No. 5	

General	- Mandatory microchipping and registration of all dogs.
	- Mandatory desexing of dogs born after 1 July 2018, except
	  o Registered working dogs.
	  o Breeding Dogs registered with Dogs SA.
	  o Dogs owned by registered breeders with the Dog and Cat Management Board.

	○ Greyhounds currently registered to Greyhound Racing SA (retired not exempt). - Limitation on number of dogs per property as set out in Council's by-law No. 5.
Reactive activity (customer request)	Availability: - Daily normal business hours. - Weekends and public holidays contact After Hours Call Centre or emergency matters contact SAPOL. High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Dogs wandering at large investigations – commence within 3 business days. - Excessive barking investigations - commence within 5 business days. - Dogs attack – Animal - investigations - commence within 3 business days. - Dogs attack – Human - investigations - commence within 1 business days. Low Focus Activity: - Dog registration and microchip door knocks.
Service Fees and Charges	- Each financial year Council will set fees and charges for the management of dogs as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

Cat control is conducted in accordance with Council's Dog and Cat Management Plan and By-law No. 6

General	- Mandatory desexing of cats born after 1 July 2018, except ○ Breeding Cats belonging to a Feline Association of SA or Cat Fancy of SA members. - Mandatory microchipping. - Limitation on number of cats per property as set out in Council's by-law No. 6. - Council does not have facilities to hold or destroy cats.
Reactive activity (customer request)	Availability: - Daily normal business hours. - Weekends and public holidays contact After Hours Call Centre or emergency matters contact SAPOL. High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Cat Traps – Maximum hire of 14 days / Refundable bond payable – cage in a clean and undamaged condition. - Unowned cat ownership investigations - commence within 3 business days.

	No Focus Activity: - Cat registration and microchip door knocks.
Service Fees and Charges	- Each financial year Council will set fees and charges for the management of cats as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

Livestock and other animal control is undertaken in accordance with the Local Nuisance and Litter Control Act 2016

Scheduled activity	- Corella Program - annually as required however traditionally October to April within budget allocation.
Reactive activity (customer request)	Availability: - Daily normal business hours. - Weekends and public holidays contact After Hours Call Centre or emergency matters contact SAPOL. High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). Low Focus Activity: - Wandering stock - commence within 5 business days. No Focus Activity: - Noise compliant (Roosters etc).

COMMITTEES

Service Outcome	Committees are provided with support to enable informed decision or recommendations for consideration to Council.
Strategic Plan	**OUR SUSTAINABILITY** 1.1 We deliver quality outcomes for our community through effective engagement and accountable leadership 1.2 To deliver sustainability, we are responsible, accountable and efficient in operating our business and managing risk
Operational Plan	- Dark Sky Strategy and Action Plan - Regional Public Health Plan
Performance Measure	- 100% compliance with statutory requirements
Service Type	Statutory
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 4 Weeks

Department	Corporate and Financial Services Development and Community Services Executive Services
Business Unit	Building Community Finance Governance Health Planning Tourism

Legislation	By-Law	Policy/Procedure
- Independent Commissioner Against Corruption Act 2012 - Local Government (Members Allowances and Benefits) Regulations 2010 - Local Government (Procedures at Meetings) Regulations 2013 - Local Government Act 1999 - Ombudsman Act 1972 - Planning Development and Infrastructure Act 2016 - Public Interest Disclosure Act 2018 - SA Public Health Act 2011	- Nil	State - Conflict of Interest Guideline - Council Building Fire Safety Committee Guide - Council Members Guide - Guide to Regional Public Health Planning 2019 Council - Behavioural Management Policy - Behavioural Standards for Council Members - Code of Practice for Access to Council & Committee Meetings and Documents - Code of Practice Procedure at Meetings - Conflict of Interest - Council Members' Allowances and Benefits Policy - Fraud, Corruption, Misconduct and Maladministration Prevention Policy

		- Mid Murray Council Building Fire Safety Committee Operating Procedures - Public Interest Disclosure Procedure - Questions on Notice Policy - Terms of Reference

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Section 41 committees are smaller groups of people, determined by Council, who exist to assist Council in the operation of its assets or activities. Committee membership can be a combination of community members and Councillors, depending on the Committee's purpose. The roles and responsibilities of each committee are varied, however most exist to make recommendations to Council.	
Audit and Risk	Established to assist Council with financial management, internal controls and risk management systems, internal and external audit and reporting responsibilities. - Five (5) members, comprising of three (3) Independent Members; and two (2) Elected Members. - Appointments made for four (4) years. - At least one meeting held in each quarter. - Agenda prepared and sent at least three (3) clear days prior to meeting. - Minutes prepared and sent at least five (5) clear days from date of the meeting. - Meetings held at Mid Murray Council, Principal Office, 49 Adelaide Road, Mannum. - Public meeting, unless prohibited by resolution of the Committee under the confidentiality provisions.
Chief Executive Officer Performance Review	Established to assist Council in the annual performance review of the Chief Executive Officer. - Four (4) members, comprising of three (3) Elected Members representatives with there being one (1) representative from each Ward of Council, and the Mayor as the Presiding Member. - At least two (2) meetings held in every calendar year. - Meetings held at Mid Murray Council, Principal Office, 49 Adelaide Road, Mannum. - Agenda prepared and sent at least three (3) clear days prior to meeting. - Minutes prepared and sent at least five (5) clear days from date of the meeting. - Agendas and Minutes of Committee will be published on Council's website.
Community Grants Assessment	Established to assist Council with the assessment and allocation of the community grants, pursuant to its Community Grants Policy.

	- Three (3) members, comprising of three (3) Elected Members representatives, with there being one (1) representative from each Ward of Council. - Mayor is appointed ex officio. - At least one (1) meeting held in every calendar year. - Meetings held at Mid Murray Council, Cambrai Council Chamber, Main Street, Cambrai. - Agenda prepared and sent at least three (3) clear days prior to meeting. - Minutes prepared and sent at least five (5) clear days from date of the meeting. - Agendas and Minutes of Committee will be published on Council's website. - Public meeting, unless prohibited by resolution of the Committee under the confidentiality provisions.
Mid Murray Heritage and Maritime	Established to support council to develop and achieve its strategic and commercial objectives in relation to its heritage and maritime assets, as well as the broader Tourism sector. - Nine (9) members, comprising of two (2) Elected Members and seven (7) Community Representatives. - Mayor is appointed ex officio. - Meet minimum four times in every calendar year. - Alternate meeting locations between Morgan and Mannum. - Council Meeting Room, corner Fourth and Eighth Streets, Morgan; and Mannum Council Office Meeting Room, 49 Adelaide Road, Mannum. - Agenda prepared and sent at least three (3) clear days prior to meeting. - Minutes prepared and sent at least five (5) clear days from date of the meeting. - Agendas and Minutes of Committee will be published on Council's website. - Public meeting, unless prohibited by resolution of the Committee under the confidentiality provisions.
Strategic Growth and Economic Activation	Established to assist Council oversee the development and review of key Council documents and projects, including (but not limited to) strategic documents, plans and policies for the future sustainable advancement, activation or preservation of land and assets within the Council area. - Six (6) members, comprising of two (2) Elected Member representatives and four (4) Independent Member. - Mayor is appointed ex officio. - Meet minimum four times in every calendar year. - Meetings held at Mid Murray Council, Cambrai Council Chamber, Main Street, Cambrai. - Agenda prepared and sent at least three (3) clear days prior to meeting. - Minutes prepared and sent at least five (5) clear days from date of the meeting. - Agendas and Minutes of Committee will be published on Council's website. - Public meeting, unless prohibited by resolution of the Committee under the confidentiality provisions.

Other committees include those that are established under other legislation or deemed appropriate to assist Council in the operation of activities. Committee membership can be a combination of community members and Councillors, depending on the Committee's purpose.

Council Assessment Panel	Established under sections 82 and 83 of the *Planning, Development and Infrastructure Act 2016,* the Panel is an autonomous relevant authority for the granting of planning consent for performance assessed development that is publicly notified, subject to delegations. - One member of the Council (Council Member); and four (4) Independent Members. - Council may appoint at least one Deputy Member. - Independent Members must hold accreditation at Level 2 under the Accredited Professionals Scheme. - Council will appoint an Independent Member to be the Presiding Member. - Independent Members, Council Member and any Deputy Member will be appointed for a term of up to two (2) years and on such other conditions as determined by the Council. - At least one (1) meeting held in every month. - Meetings held at Mid Murray Council, Cambrai Council Chamber, Main Street, Cambrai, or as determined by the Panel. - Agenda prepared and sent at least three (3) clear days prior to meeting.

Building Fire Safety	Established under Section 157 of the *Planning, Development and Infrastructure Act 2016* to inspects buildings within the Council area to determine whether the fire safety of the building is adequate.
	
	- Four (4) Independent Members
	  o One must be a person with prescribed qualifications in building surveying.
	  o One must be an authorised officer under Part 3 Division 5 or section 86 of the Fire and Emergency Services Act 2005.
	  o One must be a person with expertise in fire safety.
	- Twice yearly meetings.
	- Meetings held at Mid Murray Council, Cambrai Council Chamber, Main Street, Cambrai or via Zoom or as determined by the Committee.
	- Meetings are closed to the public and deliberations are confidential unless otherwise determined by the Committee.
	- Agenda prepared and sent at least three (3) clear days prior to meeting.

MRLGA - Public Health and Wellbeing	Established by the Murraylands and Riverlands Local Government Association as a collaborative partnership between the eight (8) Murraylands and Riverland Councils including the Rural City of Murray Bridge, Mid Murray Council, Coorong District Council, District Council of Karoonda East Murray, District Council of Southern Mallee, Berri Barmera Council, District Council of Loxton Waikerie, and Renmark Paringa Council to prepare, maintain and report on a Regional Public Health Plan pursuant to sections 51 and 52 of the *South Australian Public Health Act 2011* and responds to the public health challenges in the local area.
	
	- Ten (10) members
	  o One (1) representative from each partnering Council.
	  o MRLGA CEO – Chairperson.
	  o MRLGA President is ex officio.

	- Meetings held as required via Zoom or as determined by the Committee.
Integrated Murraylands Physical Activity	Established as a collaborative partnership between the five (5) Murraylands councils including the Rural City of Murray Bridge, Mid Murray Council, Coorong District Council, District Council of Karoonda East Murray and the District Council of Southern Mallee to improve the health and wellbeing of communities and individuals across the Murraylands in line with each Council's Strategic Management Plans as well as the Regional Public Health Plan. - Five (5) members o One (1) representative from each partnering Council. - At least one (1) meeting held in every calendar year or as determined by the Committee. - Meetings held at The Station, 3-5 Railway Terrace, Murray Bridge.

River Murray International Dark Sky Board	Established under the Association Incorporation Act 1985 to ensure accreditation of the River Murray International Dark Sky Reserve (RMIDSR); promote the RMIDSR; and oversee the implementation of Astro Tourism Strategy.
	
	- The constitution provides for a Board comprising
	  o up to five (5) Elected Directors.
	  o up to two (2) Appointed Directors.
	  o one (1) Appointed Director appointed by the Mid Murray Council.
	  o One (1) Appointed Director appointed by Mid Murray Landcare SA.
	- Board must meet as often as it considers necessary in every calendar year.
	- Meetings held at Mid Murray Council, Cambrai Council Chamber, Main Street, Cambrai

Palmer Wind Farm Community Consultative Committee	Established by the Tilt Renewables to facilitate open, respectful and two-way communication between the community and the project team during the construction phase of the Palmer Wind Farm. - Members are to be appointed via an Expression of Interest process. - A maximum of 10 people. - Four quarterly meetings a year for the two years of construction. - Council to nominate one or two representatives for the term of Council.

Disability Advisory Group	The Disability Advisory Group is established by Council to support the implementation, monitoring and review of the Mid Murray Council Disability Access and Inclusion Plan 2026-2030.
	
	- Up to ten members comprising:
	  o Manager Community Services, as Chairperson;
	  o Manager Assets and Capital Works, or nominated Council officer;
	  o One Elected Member representative, and one proxy;
	  o Up to five community representatives;
	  o Up to two service provider representatives.

COMMUNITY DEVELOPMENT

Service Outcome	Strives to strengthen the local community that is inclusive, welcoming, connected and healthy by building capability and strengthening local community services; Recognise and value the diversity of the community; Supporting community through provision of facilities, programs and activities; Integrate Council's community development framework with all of Council business.
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected. 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles
Operational Plan	- Community Development Strategy - Disability Access and Inclusion Plan - Reconciliation Action Plan - Regional Public Heath Plan
Performance Measure	- Impact of active partnerships or collaborations
Service Type	Statutory
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Development and Community Services
Business Unit	Community

Legislation	By-Law	Policy/Procedure
- Disability Inclusion Act 2018 - Local Government Act 1999 - SA Public Health Act 2011	- Nil	State - Local Government Community Health and Wellbeing Toolkit - Preventive Health and Community Wellbeing Resource Guide Council - Customer Service Charter - Public Consultation Policy - Safe Environments - Children and Young People Policy - Social Media Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Capacity Building is a process of tapping into existing abilities of individuals, communities, organisations or systems to increase involvement, decision-making and ownership of issues.	
Scheduled activities	- Develop, deliver and support community activities to connect residents and communities. - Support community relationship development – as required. - Advocate, partner and support health and wellbeing programs that are fit for purpose and meet the needs of our diverse communities. - Support social inclusion programs – as required. - Facilitate programs and activities – as required. - Advocacy on key issues - partnerships achieved – as required.
Reactive work	- General enquiries - Initial response within 2 business days - final response dependent on complexity of the request and availability of resources. - Providing support for not-for-profit committee governance / administration issues - Generally within 2 business days for first response - final response dependent on complexity of the request and availability of resources.
Community Directory	- Directory of community groups, clubs, services and facilities – Updated annually.
Community Wellbeing encapsulates how a person feels about themselves, their connection to others, relationship with the community, ability to contribute and sense of belonging.	
Child and Family Youth (12 - 24 years) Seniors (60 years +) First Nations people People with Disabilities Vulnerable Communities	- Identify existing and potential partners and champions. - Identify resources (grants/ in kind). - Identify communication mechanisms with the community. - Identify community needs and priorities. - Advocate, partner, support and implement health and wellbeing programs.

COMMUNITY HUBS

Service Outcome	Deliver services including access and opportunity for learning, participation and skills development that meet the needs of the community.
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected
Operational Plan	- Community Development Strategy - Disability Access and Inclusion Plan - Regional Public Heath Plan
Performance Measure	- Number of community members attending events or programs - Number of people accessing each service - Response time to service requests
Service Type	Statutory
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Development and Community Services
Business Unit	Community

Legislation	By-Law	Policy/Procedure
- Libraries Act 1982	- Nil	Council - Customer Service Charter - Safe Environments - Children and Young People Policy - Social Media Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council operates a number of community hubs across the district that provide a venue for activities, crafts, information and events. The Hubs provide a friendly social setting for community, tourists and visitors of all ages and backgrounds.	
Morgan Activity Centre	Hours of operation: - Monday – Wednesday 10am - 2pm. Programs: - Arts and crafts, information sessions and events. Hire:

	- Facility hireable by community and commercial.
Morgan Service Hub	Hours of operation: - Corner of Fourth & Eighth Streets, Morgan. - Monday to Friday 9am - 5pm (closed 12.15 - 1.00) Services: - All Council Services.
Blanchetown Community Hub	Hours of operation: - 3 Shaw Street, Blanchetown. - Wednesday 10am – 2pm Services: - Council Services. - Customer Service. - Visitor Information Outlet. - Public internet.
Mannum Institute	- Provide support to Friends of Mannum Institute Incorporated to raise funding for the Mannum Institute. - Lease rooms 4 and 5 to the Mannum History Society. - Hire out room 6 to the public for community or commercial use.
Service Centre Outlets	- Centrelink Access Point (Morgan and Blanchetown Hubs).
Service Fees and Charges	- Each financial year Council will set fees and charges for the use of Council buildings and land as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

COMMUNITY PLANNING

Service Outcome	To develop community identified, localised action plans which foster a sense of community pride, activation and resilience. Investigation and analysis of the community's demographic composition; Analysis of issues and needs; Planning and responding to meet identified community need.
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected. 2.3 Deliver efficient and viable services that meet our community's needs 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles
Operational Plan	- Community Action Plans - Community Development Strategy - Community Land Management Plan - Disability Access and Inclusion Plan - Open Space and Public Realm Strategy - Reconciliation Action Plan - Regional Public Health Plan
Performance Measure	- % of action items or recommendations that are on track or completed Community satisfaction - Level of diversity within each of the planning area groups - Number of Community Action Plans created and formally adopted - Number of community groups meetings
Service Type	Statutory
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks
Department	Development and Community Services
Business Unit	Community

Legislation	By-Law	Policy/Procedure
- Local Government Act 1999	- Nil	- Nil

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council takes an evidence-informed approach to its decision making about policies, programs, and projects, integrating research and evaluation and practitioner knowledge and skills, and understanding of the people impacted by Council decisions. Through research and planning, Council works collaboratively with residents and stakeholders to articulate how they want their communities to look, feel and function in the future.	

Scheduled activities	Demographics - Undertake data analysis, as required. - Review demographic data (i.e. Census, Place Forecast) – annually. - Prepare statistical data, as required. - Prepare demographic report for each planning area – post census.
Reactive activities	- Support for not-for-profit committee governance / administration issues. - Generally, within 2 business days for first response - final response dependent on complexity of the request and availability of resources.

Council takes an Asset Based Planning approach to working with the community in the development of community action plans and building community resilience. Identifying the resources (residents, associations, institutions and local places, exchanges and stories) within the community, and determining how these are used by the community, to build local success and wellbeing.

Scheduled activities	Asset mapping
	
	- Identify local resources – ongoing.
	
	Community Action Planning
	
	- Prepare and review plans for the nine planning areas
	  - Morgan-Cadell and Surrounds
	  - Blanchetown and Surrounds
	  - Truro and Surrounds
	  - Swan Reach and Surrounds
	  - Mannum and Surrounds
	  - Keyneton-Sedan-Cambrai
	  - Walker Flat-Nildottie-Purnong
	  - Tungkillo-Palmer-Sanderston
	  - Ponde-Younghusband
	- Facilitation of community meetings – quarterly.

Reactive activities	General enquiries - Initial response within 2 business days – final response dependent on complexity of the request and availability of resources.

COMPLIANCE AND ENFORCEMENT

Service Outcome	Investigate alleged breaches of the Planning, Development, and Infrastructure Act: Development without authorisation; Breach of conditions of an authorisation; and Unauthorised change of land use. Inspection of approved building work as the occur. Building Fire Safety Committee undertake regular inspections to ensure adequate fire safety provisions of public buildings. Initiate enforcement or other action as required. Provide regulatory services for response, education and enforcement of State Legislation, By-Laws, and Council Policy.
Strategic Plan	**OUR LIVEABILITY** 2.3 Deliver efficient and viable services that meet our community's needs
Operational Plan	Nil
Performance Measure	- 100% of new swimming pools inspected - 100% of private bushfire shelters - 33% of farm sheds - 66% of new houses inspected - 75% of farm buildings - 90% of new commercial buildings inspected - Number of complaints resolved within agreed timeframes - Response time to service requests
Service Type	Statutory
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	< 5 Days
Department	Development and Community Services
Business Unit	Building Health Planning Regulatory

Legislation	By-Law	Policy/Procedure
- Environment, Resources and Development Court Act 1993 - Expiation of Offences Act 1996 - Liquor Licensing Act 1997 - Local Nuisance and Litter Control Act 2016 - Planning, Development and Infrastructure Act 2016 - Road Traffic Act 1961	- By Law 1 Permits and Penalties - By Law 2 Moveable Signs - By Law 3 Roads - By Law 4 Local Government Land - By Law 7 Camping and Mooring	State - Practice Direction 8 - Inspection Policy for Swimming Pool 2019 - Practice Direction 9 - Council Inspections 2020 Council - Display of Goods on a Footpath Policy - Enforcement Policy - Order Making Policy - Outdoor Dining Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council seeks to ensure that all development and activity that occurs within the council area have the appropriate approvals pursuant to State Legislation, By-Laws, and Council Policy.	

Building and Planning	High Focus Activity:
	
	- CSR received/Direct Phone Calls (initial response to customer within 24 hrs).
	- Illegal Development:
	  o < 12 months since completion (Section 213): Illegal Development that occurred with 12 months. Priority to act prior to expiry of 12 months. Investigations undertaken within 10 business days.
	  o Development still under construction.
	  o Structure on the River Murray affecting the river environments Investigations undertaken in line with Council's Enforcement Policy. Any activities affecting the river, where possible immediate investigation.
	
	Low Focus Activity:
	
	- CSR received/Direct Phone calls (initial response to customer within 24 hrs), with advice that some delays in investigation may occur and investigate when time permits.
	- Illegal Development:
	  o > 12 months since completion (breach of planning condition, Section 214).
	  o Sheds/ verandas/ lean-tos.
	  o Home activities - Change of Land Use.
	  o Breach of Planning/Building conditions.
	  o Proactive compliance with development applications under construction.
	- Action required from EPA or State Government Investigations undertaken in line with Council's Enforcement Policy.
	- Respond to complainant advising only investigate when time permits.

Building Inspection and Swimming Pools	High Focus Activity:
	
	- Inspections undertaken in line with Practice Directions 8 and 9 pursuant to the Planning, Development and Infrastructure Act 2016:
	  o 66% of Class 1 buildings inspected at least once, within 2 business days from notification.
	  o 90% of Class 2-9 buildings inspected at least once, within 2 business days from notification.
	  o 100% of swimming pools and swimming pool safety features inspected within 10 business days of notification of completion.

Building Fire Safety	High Focus Activity:
	
	- Inspections carried out when:
	  o Council requests a fire safety report on a building.
	  o at the request of the fire authority.
	  o when complaints are received.
	  o an audit-based inspection is required.
	- Inspections prioritised as follows:
	1. Complaints.

	2. Accommodation. 2A. no prior MFS, CFS, Committee or Council knowledge or in bushfire prone area. 2A1. Vulnerable patrons. 2A2. Public. 2B. prior MFS, CFS, Committee or Council knowledge. 2B1. Vulnerable patrons. 2B2. Public. 3. Public Assembly Buildings. 3A. with liquor license or vulnerable patrons. 3B. other. 4. Large Public Population / Large Fire Load. 4A. Shopping centres and large / multi-storey shops. 4B. Large warehouses and factories (i.e. >2000m2). 5. Aged or Disabled Independent Living. 6. Other Commercial and Educational Premises.
Outdoor dining	Low Focus Activity: - A permit for activities associated with outdoor dining area to be approved in accordance with Council's Outdoor Dining Policy. - All licenses expire on 30 September each year. An application form (renewal) will be sent to all License Holders during the month of September. - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - Cancellation of a permit – Permit Holder Appeal - 21 days to make written representation.
Commercial use of road and footpath	Low Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - A permit for activities associated with use of road and footpath area to be approved in accordance with Council's Display of Goods on a Footpath Policy. - All permits expire on 30 September each year. An application form (renewal) will be sent to all Permit Holders during the month of September. - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy.
Illegal camping and mooring on council-controlled land	High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Camping - Complaints received and responded to complaint ASAP and investigate when possible. Low Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Illegal mooring on Council Controlled Land - Complaints received and responded to complaint ASAP and investigate when possible.

Parking and parking complaints	Low Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - Investigations undertaken within 10 business days.
Abandoned vehicles	High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). Low Focus Activity: - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - Investigations undertaken within 20 business days.
Mobile Food Vendors	Low Focus Activity: - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - Investigations undertaken within 20 business days.
Native Vegetation Clearance	Low Focus Activity: - CSR received/Direct Phone calls (initial response to customer within 24 hrs), with advice that matter is the responsibility of the Native Vegetation Council (Department for Environment and Water).
Local Nuisance	High Focus Activity: - CSR received/Direct Phone calls (initial response to customer within 24 hrs), with advice that some delays in investigation may occur and investigate when time permits. - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - Investigations undertaken within 10 business days.
Littering and Illegal Dumping complaints	High Focus Activity: - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - CSR received/Direct Phone calls (initial response to customer within 24 hrs). - Litter complaint investigations undertaken within 10 business day Asbestos dumping complaint investigations undertaken within 1 day.
Insanitary Conditions	High Focus Activity - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - CSR received/Direct Phone calls (initial response to customer within 48 hrs). - Insanitary Conditions investigations undertaken within 10 business day.

Smoke complaints	High Focus Activity - Investigations and Enforcement Actions undertaken in line with Council's Enforcement Policy. - CSR received/Direct Phone calls (initial response to customer within 48 hrs). - Investigations undertaken within 10 business day.
Service Fees and Charges	- Each financial year Council will set fees and charges for the use of food inspections, parking, mobile food vans, outdoor dining and goods on footpaths as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

COUNCIL BUILDING MAINTENANCE

Service Outcome	Ensure building assets are well maintained, serviceable and operational for Council and community use; Compliance with regulations and standards; inspections, repairs, and upkeep of buildings to ensure they are in optimal condition while being cost-effective.
Strategic Plan	**OUR SUSTAINABILITY** 1.5 Responsible and sustainable management of the region's assets and infrastructure
Operational Plan	- Asset Management Plan - Building, Land and Structures - Community Land Management Plans
Performance Measure	- Response time to service requests
Service Type	Non-Statutory
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 4 Weeks
Department	TBA
Business Unit	Building Maintenance

Legislation	By-Law	Policy/Procedure
- Nil	- Nil	- Nil

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council maintains assets (both proactive and reactive) to ensure no harm to people or property.	
Scheduled activities	**Air Conditioning Maintenance Servicing** - Ducted Units – 4 services per year. - Split Systems, Ceiling Cassettes and Humidifier – 2 services per year. **Automatic Door Servicing** - 3 services per year. **Hygiene Services** - Sanitary Units – monthly. - Sharps Units – quarterly. - Nappy Bins – monthly. - Clinical Bins – twice per year. - Air Freshener – every 2 months.

	Cleaning - Offices and Public Buildings – Weekly. - Mannum Leisure Centre – 5 days per week. **Pest Control Services** - Termite Inspections – annually. - Spider Treatments – annually. - Termite Baiting Stations – annually. **Height Safety System** - Mannum Leisure Centre – annually. **Fire Equipment and Exit Lights** - 6 monthly. **Test and Tagging** - Varies depending on equipment – 3 monthly and up to 5 years. **Asbestos Register Reviews** - Every 5 years. **First Aid Kits/Defibrillators** - Annually. **Thermographic Inspections** - 2 yearly. **Chairlift Servicing** - Mannum Leisure Centre – annually. **Evacuation Diagrams** - 5 yearly.
Reactive activities	- Deliver building maintenance and management services in response to customer service requests - Response and completion times achieved.

CUSTOMER SERVICE

Service Outcome	Assists customers with general enquiries, information, and processing payments; Provide excellent customer service in accordance with Council's Customer Service Charter.
Strategic Plan	**OUR LIVEABILITY** 2.3 Deliver efficient and viable services that meet our community's needs
Operational Plan	- Customer Service Charter
Performance Measure	- Response time to service requests - Total number of customer contacts handled over a period
Service Type	Non-Statutory
Business Continuity Risk	Non-Essential / Essential / **Critical**
Outage Period	< 1 Day

Department	Corporate and Financial Services Development and Community Services
Business Unit	Building Community Customer Service Planning Regulatory

Legislation	By-Law	Policy/Procedure
- Nil	- Nil	Council - Busking Policy - Customer Service Charter - Event Management Policy - Flag Management Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council provides face to face, telephone and on-line contact services to provide information to the community, requests for service and transactional activities	
Face to face and telephone enquiries	<u>Mannum Office</u> Principal Office 49 Adelaide Road Mannum. • Face to face and telephone enquiries. • Cashier and Counter functions. Hours of operation:

	• 9.00am - 5.00pm Monday to Friday (excluding public holidays). <u>Morgan</u> Cnr Fourth & Eighth Streets Morgan. • Face to face and telephone enquiries. • Cashier and Counter functions. • Centrelink Access Point Hours of operation: • 9.00am - 5.00pm Monday to Friday (excluding public holidays). Closed 12.15 - 1.00. <u>Cambrai</u> Main Street Cambrai. • Face to face and telephone enquiries. • Cashier and Counter functions. Hours of operation: • 9.00am - 5.00pm Monday to Friday (excluding public holidays). <u>Blanchetown</u> 3 Shaw Street, Blanchetown. • Face to face and telephone enquiries. • Cashier and Counter functions. • Centrelink Access Point. • Public Internet. Hours of operation: • 10am – 2.00pm Wednesday (excluding public holidays).
Cashier and Counter functions	Transaction receipting (face to face) • Same day. Over phone payments • Same day. Mail receipting (incoming via Records) • Daily (business hours).
After hours telephone	- 08 8569 0100 (directed to After Hours Call Centre).
Justice of the Peace / requests to witness documents.	<u>All Offices</u> Hours of operation: - 9.00am - 5.00pm Monday to Friday (direct to Attorney General's Office).

ECONOMIC DEVELOPMENT

Service Outcome	Undertakes initiatives to strengthen and grow the local economy including advocacy and reducing barriers for business development; Facilitating investment in the local economy; Assisting businesses with regulatory, funding or grants processes; Communication and engagement with businesses and stakeholders.
Strategic Plan	**OUR PROSPERITY** 3.1 Support and encourage economic growth 3.2 Foster population sustainability and growth 3.3 Support our diverse tourism sector
Operational Plan	Nil
Performance Measure	- Number of businesses in the council - Percentage change in Gross Regional Product
Service Type	Non-Statutory
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 6 Weeks

Department	Development and Community Services Executive Services
Business Unit	Planning Tourism

Legislation	By-Law	Policy/Procedure
- Nil	- Nil	Council - Busking Policy - Event Management Policy - Flag Management Policy - Volunteer Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council provides funding for tourism promotion projects through Destination Riverland and River Murray, Lakes and Coorong Tourism Alliance.	
Scheduled activities	- Participation in various forums including Regional Economic Development Network, RDA – as required. - Stakeholder relations – ongoing. - E-Newsletter - Mid Murray on the Move! – quarterly. - Review economic profiling information (Economy.id) for Council available on demand – review annually. - Offer business concierge enquiries – as required.

Reactive activities	- Business enquiries (concierge / co-ordination of enquiries to Council) - Generally same day. - Media Releases – as required.

ENGAGEMENT AND COMMUNICATION

Service Outcome	Internal and external communications; management of media, social media, digital communications and marketing to inform and connect with our communities; undertaking meaningful community engagement in accordance with the International Association for Public Participation (IAP2) framework to ensure transparency and accountability to the community and inform Council's decision-making process. Democratic participation in Council business.
Strategic Plan	**OUR SUSTAINABILITY** **OUR LIVEABILITY** 1.1 We deliver quality outcomes for our community through effective engagement and accountable leadership 2.1 Our community is engaged, supported and connected.
Operational Plan	Nil
Performance Measure	- Increased public confidence in Council's community engagement and communication through improved transparency and accountability - Number of opportunities provided, and people engaged - Community satisfaction with community consultation and engagement
Service Type	Statutory
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	< 5 Days

Department	Development and Community Services Executive Services
Business Unit	Community Governance

Legislation	By-Law	Policy/Procedure
- Dog and Cat Management Act 1995 - Local Government Act 1999 - Planning Development and Infrastructure Act 2016 - SA Public Health Act 2011	- Nil	State - Community Engagement Charter (LG Act) - Community Engagement Charter (PDI Act) Council - Community Engagement Policy - Social Media Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council is committed to effective, ongoing and timely community engagement and upholds the view that the involvement of the community in planning and decision making is fundamental to effective local governance.	
Community Engagement	Council - must prepare and adopt a community engagement policy. - may from time to time alter or substitute a new policy, provided that interested persons have been provided with a reasonable opportunity to make submissions, and Council has given due consideration to any submission made. - must enable a person to inspect (without charge) the policy at the principal office during ordinary office hours or on payment of a fee fixed by council, provide a copy of the policy. Council will - engage on projects, plans and policies to allow the community genuine opportunities to participate in discussion and decision making with outcomes that affect the community and/or local businesses. - meet its statutory requirements when undertaking engagement and consultation. - engage with community and stakeholders in accordance with Council's Community Engagement Policy and the IAP2 framework, as required. - ensure that relevant information is available to allow meaningful participation and access and clearly indicate what community and stakeholder groups can and can't influence through the engagement process. All engagements on projects, plans and policies will be made available on Council's Mid Murray Your Say platform. Additional requirements are specified below. Requirements under the Local Government Act: - minimum mandatory requirements set out in the Community Engagement Charter and Council's Community Engagement Policy. - A 'What We Heard' or a 'Submission Summary' will be prepared at the conclusion of the consultation and made available on website. Requirements under the Planning Development and Infrastructure Act: Regional Plan/Local Area Plan/Planning and Design Code - Compliance with the Community Engagement Charter (April 2018 as amended). - A 'What We Heard' or a 'Submission Summary' will be prepared at the conclusion of the consultation and made available on website.
Council shares information to the community through media, advertising, newsletters and the website.	
Communication and Media	- The Mayor is Council's principal spokesperson, unless otherwise resolved by Council.

	- Accessibility to Council information and services will be provided in a range of formats including:
	  - website
	  - social media
	  - digital communication
	  - physical signage
	  - newsletter
	  - print media
	
	Website:
	
	- Council's website will share relevant information with the community but does not provide an opportunity to engage in two-way communication.
	
	Social Media:
	
	- Social Media platforms will share relevant information with the community. Comments will be turned off as the platform will not provide an opportunity for two-way communication or be used to solicit feedback.
	- Council will provide content on the following:
	  - Facebook/Meta
	  - LinkedIn
	
	Print Media:
	
	- Media releases and media management.

ENVIRONMENTAL AWARENESS

Service Outcome	Preserve, safeguard and improve the natural environment; contributing to the protection of threatened species and habitats; climate change and sustainability.
Strategic Plan	**OUR SUSTAINABILITY** 1.3 Our natural environment and assets are preserved, protected and enhanced to ensure enjoyment by future generations 1.4 Council and the community are adapting to climate change through sustainable initiatives
Operational Plan	- Roadside Vegetation Management Plan
Performance Measure	- Number of environmental volunteers
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Development and Community Services
Business Unit	-

Legislation	By-Law	Policy/Procedure
Federal - Climate Change Act 2022 - Environment Protection and Biodiversity Conservation Act 1999 State - Aboriginal Heritage Act 1988 - Fire and Emergency Services Act 2004 - Heritage Places Act 1993 - Landscape SA Act 2019	- Nil	- Nil

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council does not provide any direct services and largely provides support to the Murraylands and Riverland Landscape Board and Landcare Groups.	
Regional/conservational planning, projects and partnerships	- No current service level. - Council provides support to local environmental groups through promotion and volunteering opportunities.

Climate change and sustainability.	- No current service level.
Declared weed control	- Control of declared species on roadsides falls under the jurisdiction of the regional Landscape Boards SA under the *Landscape South Australia Act 2019.* - Landholders are responsible for the control of pest species on their land. - Council is responsible for the control of pest species on land under the care or control of Council.

Council provides authorisation to clear vegetation or revegetate roadsides in accordance with the Roadside Vegetation Management Plan.

Roadside Revegetation	To be completed
Roadside Markers	To be completed

FIRE PREVENTION

Service Outcome	Provide regulatory services for fire prevention and working with fire agencies to reduce fire risks. Implement actions in partnership with all stakeholders.
Strategic Plan	**OUR LIVEABILITY** 2.3 Deliver efficient and viable services that meet our community's needs
Operational Plan	Nil
Performance Measure	- 100% compliance
Service Type	Statutory
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	< 2 Weeks

Department	Development and Community Services
Business Unit	Regulatory

Legislation	By-Law	Policy/Procedure
- Environment Protection Act 1993 - Fire and Emergency Services Act 2005 - Native Vegetation Act 1991	- Nil	State - Environment Protection (Air Quality) Policy Council - Enforcement Policy - Order Making Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council conduct property inspections in the lead up the annual Fire Danger Season as declared by the Country Fire Service (CFS) and issues permits for the purpose of backyard burning.	

Backyard burning	High Focus Activity:
	
	Outside the Fire Danger Season
	
	- A general permit is required by residents located within gazetted township areas of the Council.
	- Gazetted township area:
	  o Mannum.
	  o Cowirra.
	- Permitted between 10.00am and 3.00pm Monday to Saturday.

	- Fires must be completely extinguished by 3.00pm. During the Fire Danger Season - All fires in the open require a valid permit issued under the *Fire and Emergency Services Act 2005*. - Applications for permits can be made during business hours for emergency activities only. - All permits to burn – 2 business days on receipt of full information.
Fuel reduction property inspections	High Focus Activity: - Landowners are responsible to prevent the occurrence or spread of fire through developed or vacant land to complying with the *Fire and Emergency Services Act 2005.* - Clearance inspection program of township and some rural allotments conducted October each year.
Service Fees and Charges	- Each financial year Council will set fees and charges for fire prevention as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

FOOTPATHS, KERBS AND ROAD CONNECTIVITY

Service Outcome	Compliant street lighting installations that provide a balance between road and public safety within townships and that are cognisant with the River Murray International Dark Sky Reserve objectives and accreditations. Management of Council's infrastructure assets via the relevant authority and database, and long-term energy efficiencies. Monitoring traffic volumes, transport configurations and road use for infrastructure planning, route identification, intersection and traffic management. Provide a basis for planning of road assessments and design of traffic facilities. Management of Council's infrastructure assets by utilising Asset Management Principles.
Strategic Plan	**OUR LIVEABILITY** 2.2 Our built environment balances the need for progress, with respect for our environment and heritage 2.3 Deliver efficient and viable services that meet our community's needs 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles
Operational Plan	- Infrastructure and Asset Management Plan - Road Management Plan
Performance Measure	Sustainability, energy efficiency and Dark Sky accreditation compliance.
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	14 Days
Department	Infrastructure and Field Services
Business Unit	Operations

Legislation	By-Law	Policy/Procedure
- Local Government Act 1999 - Planning, Development and Infrastructure Act 2016 - Australian Standards - Electricity Act 1996 - Road Traffic Act 1961 - Australian Road Rules	- Nil	- Dark Sky Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$0	Revenue	$-		FTE
Expense	$0	Expense	$-	Staff	0.00
Salary	$0			Contractors	
Nett Cost	$0				

Service Activity	Service Level

Sustainable provision, operation and renewal of compliant streetlighting infrastructure that supports and provides a balance between public safety, energy efficiency and Dark Sky Reserve objectives.

Installations	▪ The level and standard of lighting shall be determined according to Standards Association of Australia (SAA) codes and AS/NZS 1158 Series to reflect Council's aim of achieving lighting standards that are energy efficient and environmentally sustainable. ▪ Installation of LED Streetlights on existing streetlight locations on both SA PowerNetworks (SAPN) Power poles and Council decorative/pendant streetlight columns only. ▪ Installation of LED Technology on decorative/pendant columns on residential streets in newly developed land divisions are to the relevant Category "V" or "P" as appropriate and by design. ▪ The streetlight provisions within the region giving regard to Dark Sky Reserve compatibility are; - 3000 Kelvin LED lights - 360degree visors and shielding - Smart Cell technology within the Dark Sky immediate area; (Cambrai, Sedan, Swan Reach and Walker Flat) with shields and visors on the remaining lights external to this. (except Department of Infrastructure and Transport (DIT) Arterial Road lighting) ▪ No additional streetlighting installations above the current quantity of lights (except for land divisions - where applicable and as designed) are to be approved. - No intermediate streetlight installs - Streetlights are not installed for house/property security. - Shielding, other than provided will not be installed where light spill on property occurs. ▪ Requests to remove or change (lux/kelvin or shield) the streetlighting will be refused.
Operations	▪ Council engages relevant authorities/contractors for streetlight servicing through a tariff charge and/or replacement arrangements. ▪ Council has no authority or expertise to facilitate the replacement of a streetlight outside these arrangements. ▪ Council lights will be replaced when specialist accredited contractors are engaged and resourced accordingly. ▪ No additional streetlighting installations above the current quantity of lights will be approved (except for land divisions, where applicable and as designed). ▪ No intermediate streetlight installations will be approved. ▪ Streetlights will not be installed or modified for house or property security or light spill. ▪ Additional shielding (other than shielding provided as part of the standard installation) will not be installed where light spill onto properties occurs. ▪ Requests to remove or change streetlighting (including lux level, kelvin rating, or shields) will be refused. ▪ Where practical, solar lighting technology in carparks, facilities, and similar locations will be investigated.

Operation of temporary traffic counting equipment to collect road use data that informs strategic infrastructure planning, route assessment and traffic management.

Installations	▪ Council will temporarily install traffic counters at times and localities, at its discretion and remain in place for periods of 14-28 days.

Operations	▪ Traffic counters are for the collection of traffic volumes, assessment of transport class configurations and recording of road/route usage and frequency. ▪ All Traffic counters will be installed as secure as practical on site. ▪ Traffic counters record vehicle speed however are not calibrated accurately and will not be placed by request to monitor speed. ▪ Any vehicle speed request/complaint is to be referred to SAPOL.
Maintenance	▪ Traffic counters will be charged prior to use. ▪ All tubes to be renewed where damaged.

GRANTS

Service Outcome	Provide funds that strengthen the involvement of community organisations by developing services, management of facilities, coordination of events and promotion of tourism and health in the community; identification of Federal, State and other funding for community organisation and in support of Council projects and programs; conduct of workshops for writing grant applications; promoting grants programs; writing grants applications; acquittal of community and external grants.
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected. 2.2 Our built environment balances the need for progress, with respect for our environment and heritage 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles
Operational Plan	Nil
Performance Measure	- Cost of grants program per rateable property - Number of community grant applicants - Number of external grant inquiries/receiving help with applications, budgeting, or project planning
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Corporate and Financial Services Development and Community Services Executive Services
Business Unit	Community Finance

Legislation	By-Law	Policy/Procedure
- Nil	- Nil	Council - Community Grants Policy - Community Grants Procedure - Renewable Energy Community Benefit Sharing Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

<table>
<tr><th>Service Activity</th><th>Service Level</th></tr>
<tr><td colspan="2">Community Grants program aims to encourage and develop local community projects, support community groups that make a positive contribution to community and cultural life and recognise the personal achievement of individual residents.</td></tr>
<tr><td>Scheduled Activities</td><td>Community Grant budget allocation set by Council each year as part of budgetary process.

<table>
<tr><th>Grant Category</th><th>Value</th><th>Availability</th></tr>
<tr><td>Individual Sport and Cultural</td><td>Within South Australia - $100
Interstate - $200
Internationally - $400</td><td>All Year</td></tr>
<tr><td>Small Community</td><td>Maximum amount - $1,000</td><td>Annually</td></tr>
<tr><td>Community Event</td><td>Maximum amount - $2,000</td><td>Annually</td></tr>
<tr><td>Community Project</td><td>Maximum amount - $5,000</td><td>Annually</td></tr>
</table>

<table>
<tr><th>Task</th><th>Target</th></tr>
<tr><td>Develop, review and administer Community Grants Policy and Guidelines.</td><td>Annually</td></tr>
<tr><td>Maintain Council’s Grants Register subject to reporting and acquittal requirements of each external funding body.</td><td>Ongoing</td></tr>
<tr><td>Maintain Community Grant Register.</td><td>Ongoing</td></tr>
</table>
</td></tr>
<tr><td colspan="2">The Community Assistance Fund is an annual amount to enable the CEO to respond to requests for financial assistance from local community organisations that are not eligible to apply under the Mid Murray Council’s Community Grants program.</td></tr>
<tr><td>Scheduled activities</td><td>
<table>
<tr><th>Value</th><th>Availability</th></tr>
<tr><td>Up to $500.</td><td>All Year subject to budget</td></tr>
</table>
</td></tr>
<tr><td colspan="2">Council seeks to identify external funding sources (Federal, State and Private) in support of Council projects and programs, as well as supporting community group initiatives that align with Council’s strategic directions.</td></tr>
<tr><td>Scheduled activities</td><td>
<table>
<tr><th>Task</th><th>Target</th></tr>
<tr><td>Identify and apply for external grants that align with Council’s strategic objectives and project/program deliverables (where there no co-contribution from Council).</td><td>Ongoing</td></tr>
<tr><td>Grant writing and awareness events to assist community organisations to prepare grant applications.</td><td>Twice yearly</td></tr>
<tr><td>Assistance to community groups prepare grant applications.</td><td>As required</td></tr>
</table>
</td></tr>
</table>

<table>
<tr>
<td>Reactive activities</td>
<td>
<table>
<tr><th>Task</th><th>Target</th></tr>
<tr><td>General enquiries community (including letter of support).</td><td>As required</td></tr>
</table>
</td>
</tr>
</table>

LIBRARIES

Service Outcome	Deliver services including access and opportunity for learning, participation and skills development that meet the needs of the community; Access to information, recreational reading and learning programs.
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected. 2.3 Deliver efficient and viable services that meet our community's needs
Operational Plan	Nil
Performance Measure	- Age of Collection - percentage of items that have been 'on shelf' for at least 10 years or more. - Dead on arrival - percentage of items that are not being borrowed at least 2 times in their first 18 months on shelf. - Percentage of library membership in council area - Resource - Cost per capita - Utilisation - Visits per capita
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Development and Community Services
Business Unit	Community

Legislation	By-Law	Policy/Procedure
- Libraries Act 1982	- Nil	Council - Child Safe Code of Conduct for Employees and Volunteers - Customer Services Charter - Safe Environments - Children and Young People Policy - Volunteer Code of Conduct - Volunteer Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council provides a public library service at Morgan and Blanchetown for the residents and surrounding community.	
Council Library Operations.	- The library provides resources and services to residents of all ages and is a member of the One Library Management System.

	Hours of operation: Morgan Public Library, 4th Street, Morgan. - Monday - Friday: 9:00am - 5:00pm (closed 12.15pm - 1.00pm). - Closed Saturday, Sunday and Public Holidays. Blanchetown Library, Blanchetown Community Hub. - Wednesday: 10:00am - 2:00pm. - Closed Public Holidays. Collections: - Council offers a diverse range of resources in a variety of hard copy, digital and electronic formats. - Planned selection of materials in various formats to build and maintain a collection of information resources as a response to client priorities, needs and interests – annually. - The collection is determined by o budgetary considerations. o physical limitation of the building. o suitability. o availability via the statewide OneCard Library System. o special needs of library patrons. Programs: - Early literacy library program, e.g. Story time, Stay and Play. - Digital literacy programs for adults e.g. Tech help. - School holiday library program. - School and Kindy visits. - Events and activities based on the needs of community members as per Council's community plan.

Council contributes financially to the joint provision of services at Mannum, Swan Reach, and Cambrai to enable school libraries to be made available to the community.

School Community Library Operations.	Council pays a set contribution and any programs, materials and services over and above baseline. - Additional opening hours. - Library Programs. - Outreach services. - Community events and activities. - Home library service. - Building cleaning (holidays). Hours of operation: - Accessible to the public during normal school hours. - Open for an additional 5 hours per week minimum, at times which will ensure community accessibility to the library during after school hours. - Open during school holiday times based on community needs and staff arrangements. Mannum Community College

School term

- Open Monday - Friday: 8:30am - 4:00pm.
- Closed Monday - Friday for lunch 12 - 12.30pm.
- Closed Sat, Sun and public holidays.

School Holiday hours:

- Open Monday - Thursday: 8:30am – 5pm (closed for lunch 12 – 12:30pm).
- Open Friday: 8.30am - 4.00pm
- Closed Sat, Sun and public holidays.

Swan each Area School

School term

- Monday: 8:30am – 4:00pm.
- Tuesday: 8:30am – 5:00pm.
- Wednesday: 8:30am – 5:00pm.
- Thursday: 8:30am – 4:00pm.
- Friday: 8:30am – 4:00pm.
- Closed Saturday, Sunday and Public Holidays.

School Holiday Hours:

- Times may vary
- Closed Wednesday, Saturday, Sunday and Public Holidays.

Cambrai Primary School

School term

- Monday: 9:00am – 3:30pm.
- Tuesday: 9:00am – 2:30pm & 6:30pm – 8:30pm.
- Wednesday: 9:00am – 3:30pm.
- Thursday: 9:00am – 3:30pm.
- Friday: 9:00am – 3:30pm.
- Closed Saturday, Sunday & Public Holidays.

School Holiday Hours

- Monday: Closed
- Tuesday - Friday: 9:30am – 1:00pm & 1:30pm – 3:30pm.
- Closed Saturday, Sunday & Public Holidays.

Collections:

- Materials and content for lending, e.g. books, magazines, newspapers, audio-visual material.
- Online resources, e.g. e-books, e-audio books, e-magazines, e-newsletters, e-learning, e-ancestry and e-research resources.
- Materials in other languages (community languages).

Online access:

- Fixed and wi-fi internet access.
- Public PCs.

	- Photocopying and Printing facilities. - Online print gateway and remote printing website. - Full technical support and helpdesk. - Library Catalogue (Library Management System). Services: - Delivery and sortation service and system to enable transport of library materials across the State. - Community Information Services. - Outreach Services, e.g. to aged care, childcare centres. Programs: Early literacy library program, e.g. Babytime, toddler time. - Digital literacy programs for adults. - School holiday library program. - Events and activities based on the needs of community.

OPEN SPACE AND PUBLIC REALM

Service Outcome	To enhance the provisions of hygiene facilities at Councils Dog Parks to actively promote responsible pet ownership to benefit the community, amenity and wellbeing of pets.
Strategic Plan	**OUR LIVEABILITY** 2.2 Our built environment balances the need for progress, with respect for our environment and heritage 2.3 Deliver efficient and viable services that meet our community's needs 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles
Operational Plan	- Infrastructure and Asset Management Plan
Performance Measure	- Provisions that complement the Dog Park facility
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	14 Days

Department	Infrastructure and Field Services
Business Unit	Operations

Legislation	By-Law	Policy/Procedure
- Local Government Act 1999 - Dog and Cat Management Act 1995	- Nil	- Nil

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Provision, replenishment and maintenance of dog litter bag dispensers at Council managed dog parks to support hygiene, responsible pet ownership and community amenity.	
Installations	▪ Dog Litter Bag Dispensers are only provided at Council managed dog parks, Truro and Mannum. ▪ No Dog Litter Bag Dispensers will be installed at parks, ovals roadside or open space. It is the responsibility of the dog owner to manage the actions and behaviour of the dog.
Operations	▪ Dog Litter Bag Dispensers will be refilled on a monthly basis. ▪ All replacement bags are to be Biodegradable. ▪ No township/rural/open space provisions/installation will be undertaken.

	▪ Constant misuse, bag theft or vandalism may result in a modification of the service.
Maintenance	▪ General maintenance inspections will occur on a monthly basis. ▪ Constant misuse, bag theft or vandalism may result in a modification of the service.

PLANNING AND DEVELOPMENT

Service Outcome	Provision of development information; assessment of development applications and other proposals; undertaking statutory and strategic land use planning.
Strategic Plan	**OUR LIVEABILITY** 2.2 Our built environment balances the need for progress, with respect for our environment and heritage 2.3 Deliver efficient and viable services that meet our community's needs
Operational Plan	Nil
Performance Measure	- 100% compliance with assessment timeframes - Council planning decisions upheld at ERD Court - Response time to service requests
Service Type	Statutory
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	< 5 Days

Department	Development and Community Services Infrastructure and Field Services
Business Unit	Infrastructure Building Planning

Legislation	By-Law	Policy/Procedure
- Character Preservation (Barossa Valley) Act 2012 - Community Titles Act 1996 - Development Act 1993 - Environment Protection Act 1993 - Environment, Resources and Development Court Act 1993 - Heritage Places Act 1993 - Housing Improvement Act 2016 - Hydrogen and Renewable Energy Act 2023 - Planning, Development and Infrastructure Act 2016	- By-law No. 4 Local Government Land	State - Crown Land River Structures Policy - Practice Directions - Practice Guidelines - State planning policies Council - Access to Documents Relating to Development Applications Policy - Dark Sky Policy - Land Management Agreement Policy - Light Management Plan - River Murray Dark Sky Reserve - Open Space and Public Realm Policy - Open Space Contributions Policy - Privately Funded Code Amendment Policy - Reserves - Private Moorings and River Structure Policy - Waiving of Application Fees for Development and Wastewater Applications Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Ensuring that the Regional Plan and the State's Planning and Design Code reflects the desire of the local community. Advocate for changes to the Regional Plan and initiate and response to Code Amendments.	
Scheduled activities	Regional Plan: - Council response to Regional Plan updates – as required. - Advocate for amendment – as required. Code Amendment: - Council response to request to conduct a Privately Funded Code Amendment – 2 months - Council response to proponent led Code Amendments – 2 months. - Council response to consultation draft Code Amendments – as required. - Initiate and prepare a Code Amendment - as per timeframes documented in proposal statement approved by the Minister.
Provision of information and advice on the planning system and development assessment to ensure that the community is compliant with legislative requirements.	
Reactive activities	- CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Provision of planning and building advice in response to enquiries and pre-lodgement meeting requests – as required.
Development applications are assessed in a timely manner with a focus on customer service and cost effectiveness.	
Relevant authorities	Relevant authorities are set out by the *Planning, Development and Infrastructure Act 2016* and are either: - Assessment Manager. - Assessment Panel. - State Planning Commission. - Accredited Professional. - Council (determining building rules consent and for issuing final development approval). - Minister for Planning. Note: Councils are no longer the sole relevant authority and must appoint Assessment Panel (see Committees) to perform certain functions. An Assessment Manager is to be appointed to the Assessment Panel by the Chief Executive of Council, who in addition to undertaking development assessment functions as a relevant authority, is also responsible for managing the staff and operations of the Assessment Panel to which they are appointed, and for providing advice to that Assessment Panel (as

	appropriate). The Assessment Manager is responsible to the Chief Executive of Council.

Scheduled activities	Verification:
	
	- all applications – 5 business days.
	
	Planning Consent:
	
	- Deemed to satisfy
	  o Land Use – 5 business days.
	  o Land Division – 20 business days.
	- Performance assessed
	  o Land Use – 20 business days.
	  ▪ + 20-30 business days if referral.
	  ▪ + 15 business days if public notification.
	  ▪ + 15 business days applicant response.
	  ▪ + 20 business days for commission/panel decision.
	  o Land Division – 60 business days.
	  ▪ + 20-30 business days if referral.
	  ▪ + 15 business days if public notification.
	  ▪ + 15 business days applicant response.
	  ▪ + 20 business days for commission/panel decision.
	
	Building Consent:
	
	- Class 1 or 10 – 30 business days.
	  o + 10 days when referred to commission.
	- Classes 2-9 – 60 business days.
	  o + 10 business days when referred to commission.
	
	Development Approval:
	
	- All applications – 5 business days.
	
	Development Application Variations:
	
	- All applications – 5 business days.

Service Fees and Charges	- Fees and changes are set by the State Government, except for the fees that are set by Council. - Each financial year Council will set fees and charges for hard copy lodgements and public notification signage as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

Council may enter into a Land Management Agreement (LMA) with a property owner to sets out rules relating to the development, management, preservation or conservation of land that may be considered when assessing a development application.

Scheduled activities	- Council does not generally support or encourage the creation of LMA and will only enter into an agreement in exceptional circumstances but will do so in accordance with the Land Management Agreement Policy. - Council will maintain a register of all executed LMAs. - Council may waiver the specific requirements of an LMA under circumstances deemed reasonable and where the proposal will not

	undermine the intent of the LMA, the State Planning Policies or Planning Rule.

Infrastructure schemes supplement existing arrangements such as planning conditions, deeds and bonding arrangements for the provision of infrastructure associated with a development application and other licenses and approvals.

Scheduled activities	- Infrastructure being transferred to Council is at acceptable standards to minimise liability and ongoing maintenance cost. - Bonding of maintenance and uncompleted works for operational works. - Infrastructure Agreements executed in a timely manner to support development outcome and protect council assets.

Pemit applications for Private Moorings and River Structures are assessed and responded in a timely manner.

Scheduled activities	Review of all permit applications: - all applications – 20 business days.

Other statutory license and approval applications that are referred to Council are assessed and responded in a timely manner.

License application made under the Liquor Licensing Act	Applications for a liquor license must be made with the State Government. - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). Review of all liquor licence applications: - all applications – 5 business days.
License application made under the Hydrogen and Renewable Energy Act	Applications for a license must be made with the State Government - Environmental Impact Report (EIR) / Statement of Environmental Objectives (SEO) submitted by Proponent for Initial Consultation - 30 business days - EIR /SEO referred by Department of Energy and Mines - 30 days

PUBLIC HEALTH MANAGEMENT

Service Outcome	Protecting the health of the public; regulates, educates, and enforces legislation to protect public health and the environment; immunisation, pests and vermin, and wastewater applications; Community education and awareness
Strategic Plan	**OUR LIVEABILITY** 2.3 Deliver efficient and viable services that meet our community's needs
Operational Plan	- Regional Public Health Plan
Performance Measure	- Percentage of critical and non-compliance outcome notifications followed up by Council - Response time to service requests - Time taken to action food complaints
Service Type	Statutory
Business Continuity Risk	Non-Essential / Essential / **Critical**
Outage Period	< 3 Days

Department	Development and Community Services
Business Unit	Health

Legislation	By-Law	Policy/Procedure
- Environment Protection Act 1993 - Food Act 2001 - Housing Improvement Act 1940 - Local Government Act 1999 - SA Public Health Act 2011 - Safe Drinking Water Act 2011 - Water Industry Act 2012	- Nil	National - Australia New Zealand Food Safety Standards State - Foot in the Door Guidelines - On-Site Wastewater Systems Code - Public Health (Severe Domestic Squalor) Policy 2013 Council - Community Wastewater Management System (CWMS) Additional Connections Policy - Connection to Truro CWMS Policy - Enforcement Policy - Order Making Policy - Waiving of Application Fees for Development and Wastewater Applications Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
All warm water and cooling tower systems must be registered with Council. Third Party Audits must be undertaken following direction from Council. Investigate complaints of Legionella detections in accordance with the South Australia Public Health (Legionella) Regulations 2013.	
Warm water and cooling tower	High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Investigations commenced 24hours after receiving complaint or notification from SA Health. - Inspections carried out when: o A third-party audit inspection is conducted – annually.
Service Fees and Charges	- Each financial year Council will set fees and charges for Legionella registration as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au
Council inspects food businesses for compliance with the Food Standards Code and investigate food poisoning allegations linked to premises.	
Food businesses	High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 48 hrs). - Inspections carried out when: o complaints are received o an audit-based inspection is required o high risk – every 12 months o low risk – 18-24 months
Food Complaints	- CSR Received/ Direct Phone Calls (initial response to customer within 48 hrs). - Contact made with food business within 48 hours - Inspection undertaken as required.
Service Fees and Charges	- Each financial year Council will set fees and charges for food inspection fees as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au
Council inspects Hairdressing and Beauty Salons ensuring that their practices are safe and hygienic.	
Hairdressing and Beauty Salons	Low Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 48 hrs). - Inspections carried out when: o complaints are received. o an audit-based inspection – annually or randomly.

Council addresses severe hoarding and squalor where it presents a risk to public health.

Hoarding and squalor	High Focus Activity:
	
	- CSR received/Direct Phone Calls (initial response to customer within 48 hrs).
	- Inspections carried out when
	  o Complaints are received.
	  o Investigations and Enforcement Actions undertaken in line with relevant state and local policy.

Council provides immunisation to secondary school students in line with the School Immunisation Program and the National Immunisation Program Schedule.

Immunisation	High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 24 hrs). - Coordination of contractor for the School Immunisation program for Swan Reach Area School and Mannum Community College annually. - Coordination of contractor for Council's influenza program annual.

Control on the source of pests.

Pests	High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 48 hrs). European Wasps and Bees - Eradication of European wasp and bee nests on land under the care and control of Council. - Eradication of European Wasp nests only on private property. Mosquito - Surveillance and control program - scheduled trapping during the mosquito season dependant on the seasonal risk. - Breeding sites monitored for activity and treated – as required.

Inspection of public swimming pools and spas in accordance with the SA Public Health Act

Public swimming pools and spas	High Focus Activity: - All public pools and spas to be inspected at least once during each season - CSR Received/ Direct Phone Calls (initial response to customer within 48 hrs) - Complaints – inspect within 48 hours.

Assessment of new house or upgrading of wastewater control system.

Wastewater assessment	Installation of on-site wastewater systems with a capacity up to 40EP or connection to a Community Wastewater Management System (CWMS). High Focus Activity: - CSR received/Direct Phone Calls (initial response to customer within 48 hrs). Assessment: - Assessment fee charged as per Waste Control System Application Schedule. - All applications – 4 weeks. Inspection: - Council to inspect at least 24 hours from being notified of the following stages being reached: o Underfloor plumbing. o Installation of septic tank and drain. o Installation of the irrigation area or soakage. Connection to the CWMS - Expiation fines issued for failure to notify Council of stage completion.
Unapproved wastewater systems	- CSR received/ Direct phone call ((initial response to customer within 48 hrs). - Investigate within 48 hrs. - Commence enforcement in accordance with the enforcement policy.
Failing wastewater systems	- CSR received/ Direct phone call ((initial response to customer within 48 hrs). - Investigate within 48 hrs. - Commence enforcement in accordance with the enforcement policy.
Service Fees and Charges	- Each financial year Council will set fees and charges for wastewater application fees as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

RECONCILIATION

Service Outcome	Celebration of NAIDOC and Reconciliation weeks; Reconciliation Action Planning highlighting the cultural heritage and contribution of Aboriginal and Torres Strait Islander people.
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected. 2.2 Our built environment balances the need for progress, with respect for our environment and heritage
Operational Plan	- Reconciliation Action Plan
Performance Measure	- Number of meetings, communications, or collaborative events held with Indigenous stakeholders
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Development and Community Services
Business Unit	Community

Legislation	By-Law	Policy/Procedure
- Nil	- Nil	- Nil

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council recognises our region's rich Aboriginal heritage and culture, and is working towards reconciliation to build stronger, more meaningful relationships with our Aboriginal and Torres Strait Islander Peoples.	
Recognising and celebrating the importance of Aboriginal culture and contributions	- Execute NAIDOC Week engaging with a broad audience. - Improve cultural competency across the organisation.
Building and strengthening our engagement with the Aboriginal community	- Consult with Traditional Owners on major strategies, policy, planning.
Acknowledging the impact of the past for Aboriginal people	- Engage Aboriginal and Torres Strait Islander contractors in council works program.
Building a shared future together	- Develop and execute a Reconciliation Action Plan, approved by the Council and Reconciliation Australia.

RIVER FACILITIES

Service Outcome	Well-planned and accessible infrastructure; • Management of Council's infrastructure assets and database, including design, construction and delivery of capital works projects. • Ensure river access facility infrastructure is inspected, maintained, designed and built for functionality with relevant standards in place.
Strategic Plan	**OUR LIVEABILITY** 2.2 Our built environment balances the need for progress, with respect for our environment and heritage 2.3 Deliver efficient and viable services that meet our community's needs 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles
Operational Plan	- Infrastructure and Asset Management Plan
Performance Measure	- Fit for purpose facilities aligned with Asset Management Plan hierarchy
Service Type	Discretionary
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	14 Days

Department	Infrastructure and Field Services
Business Unit	Operations

Legislation	By-Law	Policy/Procedure
-	- By Law 4 Local Government Land	- Asset Accounting Policy - Asset Management Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Inspection and repairs to boat ramps facilities	
Classification	**Class A** – Regional – Accommodates significant recreational boating from a wide catchment approximately 100km radius or greater. 2 visits per year October – Pre seasonal inspection and maintenance April – Post seasonal inspection and maintenance ▪ Mannum, Mannum Waters, ▪ Morgan, High Street (Ferry Crossing), ▪ Mannum, Mary Ann Reserve, ▪ Blanchetown, The Parade (Above Lock 1)

- Blanchetown, Page Drive (Below Lock 1)
- Swan Reach, Bowling Club Road

Class B – District – has all or most of the facilities to accommodate the site.

2 visits per year
October – Pre seasonal inspection and maintenance
April – Post seasonal inspection and maintenance

- Bowhill, Chucka Bend Road
- Cadell, Kings Riverside Drive
- Nildottie, Hermanns Landing Road,
- Walker Flat, Lake Side Drive

Class C – Local – has some of the facilities to accommodate the site.
1 visit per year
October – Pre seasonal inspection and maintenance.

- Big Bend, Riverside Drive
- Bolto, Khartoum Road
- North West Bend, Gladstone St
- Caurnamont, Thompson Road
- Greenways, Greenways Landing Road
- Wongulla, Wongulla Road
- Caloote, Caloote Landing Road
- East Front Road, Younghusband
- Mannum, Murray Street
- Kroehns Landing, Kroehns Landing Road
- Mannum Caravan Park, Mannum
- Murbko, Off Murbko Road
- Pellaring Flat, Salisbury Road
- Punyelroo, Pelde Road
- Scotts Creek, Scotts Creek Road
- Zadows Landing, Zadows Landing Road

Class D – Informal - has little or no facilities to accommodate the site.

Up to once per year – Inspection

- Christian Road – Sunnydale
- River access via road reserves

Operations

Service	Description
Cleaning	A/ B/ C – clean boat ramp, concrete surface, removal of debris and algae (above river level) D – Not applicable
Signage	A /B /C – repair/replace signage to ensure its current, appropriate and in good order. Signage posts to be vertically straight. Remove irrelevant signage. D – if signage is present repair/replace signage to ensure its current, appropriate and in good order. Signage posts to be vertically straight
Safety/Lighting	A /B /C – lighting at site (where installed), ensure operational D – Not applicable

	Pontoons, Landings and Jetties	A /B /C – (where installed) Ensure fittings and fixtures are in good order and secure D – Not applicable
	Buoys	A /B – (where installed) Ensure they are in good order and securely fixed C /D – Not applicable
	Vegetation	A /B /C /D – weed and reeds within approx. 2m each side of boat ramp casing operational and safety concerns. Report to Landscape Board for management. Council to cut back Willow tree branches
	Scouring/Washout	A /B /C – edges (rock wrap), along concrete ramp, (drop off), washouts from boat propellers and water runoff. Make safe D – Not applicable
	Access	A – subject to river flow rate (high/Low) extension to the boat ramp by placing and compacting quarry gravel may be required B – Not applicable C – Not applicable D – Not applicable
	Surface -	A /B /C – place, level and compact quarry gravel to improve condition of surface for parking and boat launching/retrieval D – Not applicable
Maintenance	▪ Maintain assets, ensure safety and functionality (above water line) ▪ Conduct site inspections ▪ Program work to be completed during October on an annual basis ▪ Inspection and weed clean during April on an annual basis	
Capital Renewal	▪ Improve operational and technical effectiveness and efficiencies ▪ Align with Asset Hierarchy ▪ Maintain 10-year capital works program – reviewed annually ▪ Maintain a 3-year rolling capital works program	
Capital New/Upgrade	▪ Improve operational and technical effectiveness and efficiencies ▪ Align with Asset Hierarchy ▪ Maintain 10-year capital works program – reviewed annually ▪ Maintain a 3-year rolling capital works program ▪ Seek funding opportunities	
Reactive activity (customer request)	▪ CSR received/Direct Phone Calls (initial response to customer within 72 hrs (record only), works to be scheduled according to maintenance program. ▪ Inspection – 28 business days ▪ Program work – 60 business days or annual schedule program	

SPORT, RECREATION AND LEISURE

Service Outcome	Providing direction and support for development and operation of sporting, recreation and leisure activities and provision of facilities including ovals, swimming pool and indoor recreation and leisure facilities.
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected. 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles.
Operational Plan	- Community Development Strategy - Community Land Management Plan - Disability Access and Inclusion Plan - Infrastructure and Asset Management Plans - Building, Land and Structures - Regional Public Heath Plan
Performance Measure	- Cost of facilities per visit - Number of visits per head population
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Development and Community Services
Business Unit	Community

Legislation	By-Law	Policy/Procedure
- Nil	- Nil	Council - Child Safe Code of Conduct for Employees and Volunteers - Customer Service Charter - Safe Environments - Children and Young People Policy - Volunteer Code of Conduct - Volunteer Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council owns and manages sporting and recreational facilities available for hire and use by community groups, commercial organisations and individuals.	
Sports Facilities - indoor	Hours of operation:

COUNCIL FACILITY

Mannum Leisure Centre

- Location: 51 Adelaide Road, Mannum SA 5238.
- Staffed hours.
  - Monday-Thursday 3pm - 7pm.
  - Friday 6am - 10am.

Mannum 24/7 Gym

- Location: 51 Adelaide Road, Mannum SA 5238.
- 7 days a week 24 hours a day.

COMMUNITY FACILITY

Morgan Community Gym

- Location: Behind Council office on cnr of Fourth and Eighth Streets, Morgan SA 5320.
- 7 days a week 24 hours a day.

Facilities:

Mannum Leisure Centre

- Basketball stadium and stage.
- Two squash courts.
- Two gym areas.
- Room Hire – Senior Citizen Clubroom.

Morgan Community Gym

- Gym area.

Programs:

Mannum Leisure Centre

- Group fitness.
- Kinder gym.
- Personal training.
- School Holiday Activities.
- Roller Discos.
- Seasonal Sport.
- Senior Citizens Club.
- Morgan Community Gym.
- Group fitness.

Scheduled activities:

Mannum Leisure Centre

Basketball	• Summer Season (Term 4 and 1). • Monday and Wednesday. • From 4.30pm.

<table>
<tr><td></td><td>
<table>
<tr><td>Netball</td><td>• Summer Season (Term 4 and 1).
• Tuesday.
• From 6.00pm.</td></tr>
<tr><td>Squash</td><td>• Season – Intermittent.
• Tuesday.
• From 6.30pm.</td></tr>
<tr><td>Group fitness</td><td>• All year round.
• Varying.
• From 9.00am.</td></tr>
<tr><td>Events bookings</td><td>• No defined service level – depends on complexity up to 10 business days.
• Fees and charges in accordance with Fees and Charges Register.</td></tr>
</table>

Maintenance:

- General building maintenance and repairs.
- Preventative maintenance of stadium floor (recoating) – Annually.
- As identified from inspections (defects and proactive interventions) to maintain asset serviceability.</td></tr>
<tr><td>Sports Facilities - outdoor</td><td>Bicycle Motocross (BMX) Tracks

- Morgan.
- Blanchetown.
- Truro.
- open daily 24/7.

Mid Murray Sk8 Park - Mannum

- open daily 24/7.
- suitable for all BMX, skate and scooter.

Mobile Fun Box is a portable Skate and BMX facility

- visits local townships throughout the district on a scheduled rotation.
- suitable for all BMX, skate and scooter.

Create a Playground

- Consists of two carts full of big blue foam blocks.
- Available for loan to local schools and community groups.

Fun4YOUth

- Consists of a variety of giants games.
- Available for loan to local schools and community groups.

Sports facilities - maintenance and operations

- Routine maintenance activities as per individual lease arrangements and maintenance by Council of common areas.</td></tr>
</table>

	- Maintenance requests (where outside lessee/permit/licence holder obligations) - generally responded to within 5 business days.

Swimming Facility	Cambrai Swimming Pool
	
	Hours of operation:
	
	- Summer (2 Dec 2026 – 3 Mar 2027).
	- Open Wednesday, Friday, Saturday and Sunday 3.30pm to 7.30pm, when weather is forecast above 27 Degrees.
	- Opening on any other day (Monday, Tuesday or Thursday) when temperature forecasted to be 38 degrees or higher, subject to the availability of lifeguards.
	- Closed Christmas Day and Boxing Day
	
	Venue Hire/Events:
	
	- Private bookings (birthday parties).
	- School carnivals.
	- VacSwim.
	
	Maintenance:
	
	- Work maintenance check and reporting – annually pre-season and post-season.
	
	Operations:
	
	- Procure and monitor pool management contractor – annually.
	- 2 lifeguards on duty.
	- Pool operations check
	  o Daily (in season).
	  o Twice weekly (off season).
	- Cleaning – Daily (in season).
	- Season length - set annually by Council (minimum 3-month season).
	- Pool entry - set annually by Council as part of Fees and Charges.
	
	Activities:
	
	- Ad-hoc when resourcing allows.

Service Fees and Charges	- Each financial year Council will set fees and charges for sport and leisure facilities as part of the budget process. - These costs are documented in the Mid Murray Council Fees and Charges Schedule, available on the Council's website www.mid-murray.sa.gov.au

STATUTORY REPORTING

Service Outcome	Provision of a number of statutory reporting requirements that identify the achievement set against the objectives and strategies as defined by a plan of management or council deliverables.
Strategic Plan	**OUR SUSTAINABILITY** 1.1 We deliver quality outcomes for our community through effective engagement and accountable leadership 1.2 To deliver sustainability, we are responsible, accountable and efficient in operating our business and managing risk
Operational Plan	- Annual Business Plan and Budget - Disability Access and Inclusion Plan - Dog and Cat Management Plan - Regional Public Health Plan
Performance Measure	- 100% compliance with reporting requirements
Service Type	Statutory
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	< 4 Weeks

Department	Corporate and Financial Services Development and Community Services Executive Services Infrastructure and Field Services
Business Unit	Assets Community Finance Governance Health Planning Regulatory

Legislation	By-Law	Policy/Procedure
- Disability Inclusion Act 2018 - Food Act 2001 - Local Government Act 1999 - SA Public Health Act 2011 - Safe Drinking Water Act 2011	- Nil	- Nil

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council report on activities undertaken within a prescribed period under the Local Government Act and other Statutes.	

Annual Report	To be completed
Chief Public Health Officer Report	Prepared pursuant to Section 52 SA Public Health Act - Biennially reporting period ending on 30 June in the reporting year. - Prepared on or before 30 September in the reporting year. - Prepared by the Murray Riverland LGA on behalf of the Constituent Councils – Renmark Paringa, Berri Barmera, Loxton Waikerie, Mid Murray, Karoonda East Murray, Southern Mallee, Coorong, and Murray Bridge.
Disability Access and Inclusion Report	Prepared pursuant to Section 17 Disability Inclusion Act - Prepared on or before 30 April each year.
Dog and Cat Management Report	Prepared pursuant to Section 26 Dog and Cat Management Act - Statistical Data prepared on or before 31 July each year. - Financial prepared on or before 30 September each year.
Finance Reports	To be completed
Financial Statements	To be completed
Food Act Report	Prepared pursuant to Section 93 Food Act - Statistical Data prepared on or before 31 July each year.
Grants Commission	To be completed
Safe Drinking Water Act Report	Prepared pursuant to Section 52 Safe Drinking Water Act - Statistical Data prepared on or before 31 July each year.

STRATEGIC/STATUTORY PLANNING

Service Outcome	Develop and adopt statutory and non-statutory plans for the management of the council area.
Strategic Plan	**OUR SUSTAINABILITY** 1.1 We deliver quality outcomes for our community through effective engagement and accountable leadership 1.2 To deliver sustainability, we are responsible, accountable and efficient in operating our business and managing risk
Operational Plan	- Various
Performance Measure	- Statutory plans prepared in accordance with legislative requirements
Service Type	Statutory
Business Continuity Risk	Non-Essential / **Essential** / Critical
Outage Period	< 8 Weeks

Department	Corporate and Financial Services Development and Community Services Executive Services Infrastructure and Field Services
Business Unit	Assets Community Finance Governance Health Planning Regulatory

Legislation	By-Law	Policy/Procedure
- Disability Inclusion Act 2018 - Dog and Cat Management Act 1995 - Local Government Act 1999 - Planning, Development and Infrastructure Act 2016 - SA Public Health Act 2011	- Nil	State - Community Engagement Charter (LG Act) - Community Engagement Charter (PDI Act) Council - Community Engagement Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
Council prepares and implements a suite of Strategic Management Plans under the Local Government Act and other statutory and non-statutory subsidiary high-level plans and strategies that provide direction for council services and operations.	

Annual Business Plan and Budget	To be completed
Community Land Management Plan	To be completed
Disability Access and Inclusion Plan	Prepared pursuant to the Section 16 Disability Inclusion Act - Must prepare a plan that set out the measures that the council intends to put in place to ensure that people with disability can access the mainstream supports and services provided by or on behalf of the council. - Reviewed once in each 4-year period, and a report on the review to be prepared and submitted to the State authority. - Community and stakeholder engagement is required pursuant to the Act.
Dog and Cat Management Plan	Prepared pursuant to Section 62A Dog and Cat Management Act - Must prepare a plan relating to the management of dogs and cats within its area. - Must cover a minimum 5-year period. - Must be prepared and presented to the Dog and Cat Management Board at least 6 months before it is to take effect. - May be amended at any time during the 5-year period covered by the plan.
Infrastructure and Asset Management Plans	To be completed
Regional Public Health Plan	Prepared pursuant to Section 51 SA Public Health Act - Must prepare and maintain a plan for the purposes of the operations of the council under the Act (a regional public health plan). - May amend plan at any time but must undertake a comprehensive review every five years. - Community and stakeholder engagement is required pursuant to the Act.
Local Area Plan	Prepared pursuant to section 245A of the Planning, Development and Infrastructure Act - Must prepare a report (a Local Area Plan) that addresses the strategic planning issues within the area of the council. - Must review a Local Area Plan within 5 years after the completion or review of the last Local Area Plan. - Community and stakeholder engagement is required pursuant to the Act. - Must furnish a Local Area Plan prepared, or varied, to the Minister for approval. - Must publish Local Area Plan on a website maintained by council.
Long-term Financial Plan	To be completed
Strategic / Community Plan	To be completed

VOLUNTEERS

Service Outcome	Activation of volunteer opportunities and engagement of volunteers in Council and Community programs
Strategic Plan	**OUR LIVEABILITY** 2.1 Our community is engaged, supported and connected. 2.2 Our built environment balances the need for progress, with respect for our environment and heritage 2.3 Deliver efficient and viable services that meet our community's needs 2.4 Our region is supported by vibrant and welcoming townships, open spaces, facilities and public realm to encourage sport, recreation and active lifestyles
Operational Plan	Nil
Performance Measure	- All volunteers are inducted, trained and supported to undertake their role. - Volunteers per capita
Service Type	Discretionary
Business Continuity Risk	Non-Essential / Essential / Critical
Outage Period	< 8 Weeks

Department	Development and Community Services Executive Services
Business Unit	Community Tourism

Legislation	By-Law	Policy/Procedure
- Volunteers Protection Act 2001	- Nil	Council - Child Safe Code of Conduct for Employees and Volunteers - Safe Environments – Children and Young People Policy - Volunteer Code of Conduct - Volunteer Policy

Operating Budget		Capital Budget		Service Delivery	
Revenue	$	Revenue	$-		FTE
Expense	$	Expense	$-	Staff	0.00
Salary	$			Contractors	
Nett Cost	$				

Service Activity	Service Level
A range of volunteering opportunities to assist Council for the benefit of the community are available throughout the various areas of the Council.	
Promotion and Advocacy	High Focus Activity:

	- Promote volunteering seasonally on social media, website and local papers - Identify potential volunteer opportunities Mid Murray Council offers the following volunteering opportunities - Cambrai Swimming Pool - Mannum Dock Museum - Mannum Leisure Centre - Mannum PS Marion - Mannum PW Mayflower - Mannum Visitor Information Centre - Morgan Activity Centre - Morgan and District Community Hub - Morgan Craft Shop - Morgan Landseer Museum - Morgan Library - Morgan Pendle's Tea Room - Morgan PS Canally - Morgan Railway - Morgan Visitor Information Office Low Focus Activity: - Liaise with community organisations to assess volunteer requirements, as required
Support and Development	Low Fous Activity: - Volunteer applications (time to process) - generally within 3 business days - Volunteer roster - daily roster published 4 weeks in advance - Volunteer induction - upon commencement - Volunteer training – as required

Document History

Version	Adopted	Minute	Description of Change
1	15 July 2025	C07-25/035	Adopted
1	14 July 2026	C07-26/030	Updated to align with Council's current decisions and legislative obligations.
1	18 August 2026	C08-26/018	Updated to include reference to Renewable Energy Community Benefit Sharing Policy.
1	18 August 2026	C08-26/014	Updated following addition of Disability Advisory Group under Other Committees.
1	20 October 2026	C10-26/012	Service Provision Schedule updated following adoption of revised Disability Advisory Group Terms of Reference.