

WEST COAST COUNCIL

SERVICE LEVELS

COMMUNITY ENGAGEMENT FEEDBACK



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Draft service level statements were presented for community comment with the Service Level statements open for Community feedback from 29 March 2022- 18 April 2022 in accordance with *Council Policy (WCC.004) Community Engagement*.

The comment period was advertised via social media, Council website and local radio, with hard copies sent to Council agencies.

The draft service levels, along with community feedback will be presented to Councilors for decision.

There were no submissions received.

The West Coast Council recently adopted a service level policy, *Council Policy (WCC.011) Service Levels*, the policy is available on our website <https://www.westcoast.tas.gov.au/council/documents/policies>.

The policy creates a process for Council to adopt service levels, statements of the level of service that the community can expect for specific items. The aim of service levels is to allow the Council to clearly communicate the level of service it provides in relation to things such as road repair, animal control, and others. It also provides an opportunity for Council to seek feedback from the community on proposed service levels to ensure that they meet community expectations. They further support Council's long term financial planning by allowing us to understand the resources that will be required to deliver services. Service levels are of course a balance between providing the very best possible service and the resources available from rate collection and other revenue streams.

Service level statements will form an appendix to the Council Policy, and are based on current resources available. Noting they are not a complete list of service levels, and it is expected that Council will release more in the future as the process is embedded in Council. Service levels may also be created when a new Asset Management Plan is adopted by Council.
