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Tatiara
the good country

“Our Interaction With Business”

The Tatiara District Council is committed to continuous improvement in our relationship with business

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Introduction

Local Government plays a significant role in economic development and in supporting and interacting with local business.

As the success of local businesses is of significant importance to the rest of the community, we as a Council have a role in assisting businesses by providing services in an efficient and timely manner.

We are pleased to present the Tatiara District Council's Business Services Charter, which sets out our commitment to you to provide a timely and efficient service to your business and perhaps most importantly, the Charter is designed to assist with improving Council's responsiveness to businesses.

The use of the Business Services Charter provides an opportunity for Council to ensure that the services offered to or needed by a business are appropriate and provided in a timely and efficient manner.

Council will regularly monitor its performance to ensure that it is fulfilling its obligations under this Charter.

Council would welcome any feedback or complaints that you may have regarding the services provided by Council, as it is only through regular feedback that we can continue to improve our level of services to the business community.



Robert Harkness
Chief Executive Officer

Economic Development & Related Services

Council's Vision:

"We will be a progressive and well managed Council that works closely with its various communities".

Council's Mission:

"To make the Tatiara a better and safer place to live, work and visit".

Council's Values:

- We value rigorous debate conducted by well-informed Council Members.
- We facilitate socially and environmentally responsible development.
- We will display leadership and reflect community aspirations.
- We believe in transparency and accountability
- We value respect and loyalty.

As part of the Vision of the Tatiara District Council, this Charter is to provide a quality assurance tool, centered around a commitment to a minimum level of service delivery to local businesses.

We will develop and implement initiatives to promote the Tatiara as an attractive place to do business. In particular, Council aims to encourage and assist new, existing, expanding or relocating businesses through:

- High quality design;
- Regional development;
- Forging government links;
- Lobbying and promotion;
- Information access and service;
- Traffic management;
- High quality public infrastructure; and
- Essential elements to enhance our total quality of life.

This Business Services Charter has two major components:

- A list of the various services that Council provides to local businesses; and
- A commitment to a certain minimum standard in delivery of those services.

Our Services for Business

Building & Planning:

Manager Development and Inspectorial Services – Mr Rocky Callisto

Our Commitment: ***“Our specialist staff will provide sound advice and process applications promptly.”***

Applications will be processed as quickly as possible, with any anticipated undue delays in approval either by Council or other authorities being conveyed to the applicant by Council staff.

For more information:

All enquiries should be directed to Mr Rocky Callisto by telephone (08) 8752 1044 from 8.30am – 5.00pm Monday to Friday, email rockycallisto@tatiara.sa.gov.au or Mobile 0418 832 588.

Business Assistance:

Manager Development and Inspectorial Services – Mr Rocky Callisto

Our Commitment: ***“To promote economic development in the district and to assist new development.”***

Council promotes economic development in the district and may decide to assist new development in a number of ways including cash incentives, rate holidays, reimbursement, waiving or delaying fees/charges, upgrading of Council infrastructure etc. This assistance is directed at:

- Any new business which locates into the Industrial Estates at Keith and Bordertown and the Commercial Zone at Padthaway.
- Existing businesses that relocate from a residential zone or an inappropriate zone, to a zone that meets the objectives of the Development Plan for the proposed development.
- Encouraging new residential, commercial and industrial developments within the Tatiara District Council area.
- Any new business or existing business that is expanding and which will significantly benefit the district’s economy.

For more information:

All enquiries should be directed to Mr Rocky Callisto by telephone (08) 8752 1044 from 8.30am – 5.00pm Monday to Friday, email rockycallisto@tatiara.sa.gov.au or Mobile 0418 832 588.

Our Services for Business Cont...

Industrial Estates:

Manager Development and Inspectorial Services – Mr Rocky Callisto

Our Commitment: ***“To provide a suitable area for businesses to develop, relocate and expand.”***

Council is willing to assist new businesses to develop and/or existing businesses to relocate to more appropriate surroundings or to expand. Council has established Industrial Estates at both Bordertown and Keith, as well as a ‘Commercial Zone’ at Padthaway, to cater for such businesses.

Council considers all applications for the industrial estates on merit and if the proposal fits with Council’s policy, a range of incentives can be offered to that business.

The estates at Bordertown and Keith and the Commercial Zone at Padthaway, are serviced by main roads and are an ideal location for the transport industry and other various developments. Allotment sizes vary within the estates and with all services being available.

For more information:

All enquiries should be directed to Mr Rocky Callisto by telephone (08) 8752 1044 from 8.30am – 5.00pm Monday to Friday, email rockycallisto@tatiara.sa.gov.au or Mobile 0418 832 588.

Environmental/Community Health:

Environmental Health Officer – Mr Chris Congdon

Our Commitment: ***“To offer advice and assistance to help businesses foster a healthy community.”***

Council’s Environmental/Community Health division provides and assists in many health-related services including:

- Food and health premises inspections;
- Food premise audits
- Education and promotion campaigns;
- General advice and information on any health matter; and
- Primary health care (immunizations).

We are committed to maintaining a healthy community, through provision of timely information, assistance and inspections.

For more information:

All initial enquiries should be directed to Mr Chris Congdon by Mobile 0421 606 629.

Our Services for Business Cont...

By-laws, Parking & Fire Prevention:

General Inspector – Mr Adrian Packer

Our Commitment: *“Our specialist staff will be available to investigate requests and complaints, control parking and dog activity and fire prevention.”*

Parking, animal and fire prevention controls are in place to ensure the health, safety and harmony of our community. Our trained staff will ensure these controls are enforced.

For more information:

All initial enquiries should be directed to Mr Adrian Packer by Mobile 0427 191 755, email adrianpacker@tatiara.sa.gov.au or telephone (08) 8752 1044 from 8.30am – 5.00pm Monday to Friday.

Engineering & Infrastructure:

Manager of Technical Services – Mr Surya Prakash

Our Commitment: *“We will provide quality infrastructure and will work closely with service providers.”*

Advice about service provisions and projects such as road construction and maintenance, footpaths, bicycle networks and refuse collection etc. is available from Council’s Engineering Division staff.

For more information:

All initial enquiries should be directed to Mr Ray Gilmartin by telephone (08) 8752 1044 from 8.30am – 5.00pm Monday to Friday, email raygilmartin@tatiara.sa.gov.au or Mobile 0418 838 316.

Emergency Maintenance:

Supervisor Works Construction– Mr Dennis Mullan

Supervisor Works Maintenance– Mr Colin Hunt

Our Commitment: *“To promote community pride, quick action & quality service.”*

Our multi-skilled Construction and Maintenance Staff can fix a variety of maintenance problems on Council property. The team will quickly carry out tasks such as:

- Remove or prune tree branches;
- Repair footpaths, potholes, kerbs and gutters;

Our Services for Business Cont...

- Remove debris; and
- Solve stormwater problems.

For more information:

All initial enquiries should be directed to Mr Brian Jarrett on Mobile 0409 694 330 (eastern areas of the district) or Mr Colin Hunt on Mobile 0427 951 271 (western areas of the district).

Community Services:

Manager of Corporate and Community Services – Mr Kingsley Green

Our Commitment: ***“We will provide the community with a safe environment in which to live, work and play.”***

Council’s Manager of Corporate and Community Services is responsible for assisting the cultural development of the community. Services will assist the community to maintain and improve its quality of life and will foster an awareness of cultural issues that maximizes community participation and access to a range of art and cultural opportunities. The Manager of Corporate and Community Services is also responsible for assisting the development of major events for the town and the participation of the business community. The Library also provides community services and assists in the cultural development of the community.

For more information:

All initial enquiries should be directed to Mr Kingsley Green by telephone (08) 8752 1044 from 8.30am – 5.00pm Monday to Friday, email kingsleygreen@tatiara.sa.gov.au or Mobile 0409 690 827.

Information Access:

Bordertown Public Library Managers – Mrs Wendy Crane and Mrs Rae Bromley
Keith Community Library Manager – Mrs Janine Vickery

Our Commitment: ***“To help provide accurate and timely information to assist your business.”***

As well as providing general lending services, the Bordertown Public Library and the Keith Community Library can provide access to online databases including Census data, free internet access, word processing computers, photocopying and the online catalogue. We also facilitate the link to other information agencies such as the State Library of South Australia’s Bizline.

Our Services for Business Cont...

For more information:

All initial enquiries should be directed to either the Bordertown Public Library on telephone (08) 8752 1473 from:

- 9.30am to 5.30pm Monday Tuesday and Friday;
- 9.30am to 6.00pm Wednesday and Thursday; and
- 9.30am to 11.30am on Saturday.

Or the Keith Community Library on telephone (08) 8755 3236 from:

- 8.30am to 3.15pm Monday;
- 8.30am to 4.30pm Tuesday to Friday; and
- 9.30am to 12.30pm on Saturday.

Tourism:

Visitor Information Centre Manager – Mr Kingsley Green

Our Commitment: “To maintain a range of accurate and up to date information services on behalf of local tourism businesses and to facilitate information which may assist tourism business planning.”

Council’s Visitor Information Centre provides a range of tourism related services:

- Produces the Tatiara guide which provides information on businesses and services to visitors, new residents etc.
- Produces the Tatiara map which is used by local businesses for a range of activities
- Maintains a Calendar of Community Events, which is used by local businesses in business decisions and sponsorship.
- Provides information which promotes tourism attractions to various groups on behalf of tourism businesses.
- Facilitates the display of a range of tourism brochures and publications on behalf of various operators, organisations and businesses.
- Assists Event Co-ordinators in planning events and conferences and pricing and confirming tours.
- Maintains and provides visitor statistics to tourism businesses for planning purposes.
- Facilitates the provision of information to new operators on behalf of Local, Regional and State Authorities in regard to planning, marketing, promotion, accreditation etc.

For more information:

Enquiries should be directed to the Bordertown Visitor Information Centre:

- By telephone (08) 8752 1044;
- 8.30 am to 5.00pm Monday to Friday; and
- www.visittatiara.com.au .

Our Services for Business Cont...

Payment of Accounts:

Finance Manager – Mrs Judi Molineux

Our Commitment: ***“We will process your account quickly.”***

When we purchase goods/services from you we will supply to you a Council Purchase Order. You will need to ensure that the Council Purchase Order number appears on your ‘Tax Invoice’.

Our service guarantee is payment of your account within 30 days unless:

- The account is in dispute; or
- Alternative arrangements have been made.

Council has EFT (Electronic Funds Transfer) facilities available so payment of your accounts can be made direct into your bank account. To arrange this service, you will need to provide our accounts department with your business’s bank account details.

For more information:

All initial enquiries should be directed to Mrs Judi Molineux on (08) 8752 1044 from 8.30am to 5.00pm Monday to Friday or by email judimolinuex@tatiara.sa.gov.au.

Customer Service:

Manager of Corporate and Community Services – Mr Kingsley Green

Our Commitment: ***“Our courteous and efficient staff will assist you to seek your business information needs.”***

Our friendly customer service staff are able to provide you with a broad range of information and assistance, and will refer you to specialist staff when required.

As well as providing a sub-office for Council, the Keith office provides the Keith community with a number of other services including the Westpac Instore, Service SA Agency and Centrelink Agency.

Pay us a visit at:

43 Woolshed Street, Bordertown, South Australia Telephone: (08) 8752 1044 Fax: (08) 8752 1442 Email: office@tatiara.sa.gov.au (8.30am to 5.00pm Monday to Friday)	(Sub Office) 34 Hender Street, Keith, South Australia Telephone: (08) 8755 3347 Fax: (08) 8755 3354 (9.00am to 4.30pm Monday to Friday)
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Alternatively you can visit our website 24-hours a day, 7-days a week at:
www.tatiara.sa.gov.au

Comments & Feedback

Our staff are committed to providing quality service. Management would appreciate hearing from you if you experience good service so that we can acknowledge the staff member involved.

However, if you are not happy with our service please raise your concerns with the officer involved, or contact the Chief Executive Officer.

Complaints are handled in a confidential manner within seven (7) days, and, if necessary, can be referred to the Office of the Small Business Advocate, telephone 1800 240 489.

How to contact us:

Our main office is open from 8.30am to 5.00pm Monday to Friday

Tatiara District Council
43 Woolshed Street,
Bordertown, South Australia

Telephone: (08) 8752 1044
Fax: (08) 8752 1442
Email: office@tatiara.sa.gov.au

Our sub-office at Keith is open from 9.00am to 4.30pm Monday to Friday

Tatiara District Council
34 Hender Street,
Keith, South Australia

Telephone: (08) 8755 3347
Fax: (08) 8755 3354

Alternatively, you can visit our website 24-hours a day, 7-days a week at:

www.tatiara.sa.gov.au