

Charter for Services to Business



YOU
ARE
HERE

The City of Adelaide is the centre
of South Australia's business,
commercial and government activities.

Our Vision

Council's vision is that the City of Adelaide, as the capital city of South Australia, will be a vibrant and populous central place for work, study, leisure and living, invigorating the cultural, commercial, educational and community life of the State.

To achieve this vision Council is striving to increase the number and mix of people in the City to an optimum level to sustain activity and vitality. Additional residents, workers, students and visitors will make a wider range of services, facilities and attractions viable. This will create a more vibrant City with a stronger community and cultural life and a more robust, innovative economy.



Introduction

The City of Adelaide is the centre of South Australia's business, commercial and government activities. About 20% of the metropolitan workforce is employed in the City. It is the dominant retail centre in South Australia, and home to key health, tourism and cultural facilities. The Adelaide City Council recognises the important role businesses play in making the City a prosperous and vibrant place to live, work visit and learn.

Council has an obligation to provide services which protect public health, enhance safety, promote orderly development, advocate for the interests of local businesses and provide infrastructure and services which support economic activity. Council also chooses to provide a range of services which are available to businesses to use. Some services are provided free of charge, while others attract a fee. A full list of fees and services is available from Council's website www.adelaidecitycouncil.com.

Council needs to balance the sometimes competing needs of businesses, residents and visitors. Often we will be able to assist you in the way you desire. However sometimes we will not be able to provide you with the decision or service you want. When this occurs we will clearly explain why this is so.

This charter outlines Council's services and highlights our commitment to deliver them in an effective and timely manner to your business. We recognise actions speak louder than words - so we will ensure that we consider feedback about our performance (both positive and negative), seek to improve our processes and strive to meet the commitment contained in this charter. Your comments are welcomed.

Contacting Council

The first port of call when contacting Council is the Customer Centre located at 25 Pirie Street. Customer Centre staff can often immediately deal with your inquiry or will put you directly in contact with the Council staff member who can best assist you.

The Customer Centre's phone number is 8203 7203.

The Customer Centre is open from 8:30am - 5:30pm from Monday to Friday. Alternatively you may wish to email us at city@adelaidecitycouncil.com



Our Services

Keeping the City Clean and Green

Council recognises that the City's cleanliness is important for businesses, their employees and the residents and visitors who make up the customer base. Each year Council provides significant resources to ensure the City remains clean and tidy. A priority for Council is to develop the City in a sustainable manner and provide a range of information services freely available for businesses.

Council's Cleansing Department maintains our clean environment. Street sweeping in the CBD occurs at least twice a day, while the busiest streets receive more regular attention. All other streets are swept on a regular basis. The Cleansing Department also looks after litter bins, wet and dry cleaning of footpaths, gum removal, poster removal and clearing of catchpits.

Our Commitment

Council provides a wide variety of services with a range of differing response times. In many instances Council staff are able to provide immediate advice or service, however depending on the circumstances this is not always possible. However, we will respond to situations requiring an emergency response or presenting a risk to public safety within one hour of receiving your call whenever possible.

We will endeavour to reply to your email or phone message within one working day, acknowledge your written enquiries within 24 hours of being received and prepare a substantive written response within 10 working days.

The department has a quick response emergency team to attend to unusual occurrences which could interrupt the daily operations of the City.

Council is developing an environmentally sustainable community and can advise businesses on environmental issues including energy conservation, green travel plans, stormwater management and the regulations of the Environmental Protection Authority.

Other services include the installation of cigarette-butt out bins, graffiti removal from Council-owned property and collection of syringes from streets and parks. Simply contact the Customer Centre to discuss these services.

We are committed to providing quality City cleansing services and assisting your business to achieve sustainable environmental improvements.

Keeping the City Safe and Healthy

Maintaining the City in a safe and healthy manner is a responsibility which Council shares with the community.

Council's Environmental Health Officers protect public health and safety. Their work involves inspecting food premises, cooling towers, lodging houses, child care centres, gymnasiums, tattooists and body piercing salons. Officers investigate food and general health complaints and carry out sampling of high risk foods sold in the city. This unit's staff can also provide presentations to industry groups and businesses on aspects of food hygiene and the new food laws. If you are running or starting a business which sells or prepares food, you are required to register with Council's Environmental Health Services Unit.

The Development Services and Compliance Services Unit ensures buildings under construction are completed according to the development approval, existing buildings are safe to be used and the risk of injury and nuisance to the community resulting from activities in the public realm is minimised. This unit monitors and provides information on matters including hazardous and dangerous structures, safety provisions in buildings (including fire safety), illegal dumping, monitoring licensed premises and intervention on liquor licensing applications. This unit can provide advice on the suitability of a residential property to be used for the purposes of operating a home-based business.

Many of the permits Council issues protect public health and safety or preserve environmental amenity. Information about moveable signs, erecting hoardings, placement of

industrial bins, mobile vending, temporary road closures and outdoor dining can be obtained by contacting the Customer Centre or from Council's website.

Council is committed to maintaining the City as a safe and welcoming place. Safety has significant implications for the economic well being of Adelaide - keeping the City a safe place will make it a more vibrant and inviting place to do business. Council staff can advise on opportunities to improve community safety including reducing crime through good environmental design and discussing lighting improvements for poorly illuminated areas.

We are committed to maintaining a safe and healthy community, by providing timely information, assistance and inspections.

Development Assessment

The Development Assessment Team provides advice on planning and building applications and related matters. Any changes of land use or building work in the City require both a planning consent and a building consent. Building consents can be granted either by Council or by a private certifier.

Council staff deal with applications relating to new building construction, extensions/alterations/additions to existing buildings, interior fitouts, land division, land use changes, signage and tree removal.

The team can provide prospective applicants with preliminary advice on planning and building applications before lodgement, including the process to be followed, information required as part of the application, and the timing of the steps involved.

We are committed to providing you with professional advice and a clear indication of application requirements and timing. We will provide this information within two business days of your inquiry (subject to you providing us with sufficient detail).



Business Programs

Council's Economic Development Unit manages programs designed to support City businesses. The Local Employment and Economic Development Program provides funding to local business associations to support and build a positive business environment in nine designated precincts across the City. Adelaidebiz.com.au, Council's business website, contains an on-line directory of businesses located in the City. Council is developing its range of business development and support initiatives for businesses in the City. If you are planning to locate your business in the City, Council's Economic Development staff can assist you with this process. Another role of this unit is to champion the interests of City businesses, both internally and externally.

Council, in association with the State Government and Business SA, has established Enterprise Adelaide. Enterprise Adelaide provides services relating to business start-up, marketing, growth, export facilitation and training.

We are committed to providing a range of responsive business development programmes which support the growth of precincts and businesses located within the City.

Parking

Council provides a mix of on and off-street parking. Council manages U-Park facilities in 11 locations around the City (Central Market, Gawler Place, Grenfell Street, Grote Street, Flinders Street, Light Square, Rundle Street, Topham Mall, Sturt Street, Wyatt Street and North Terrace). On-street parking controls are designed to maximise the use of the available space and to balance, in as fair a way as possible, the sometimes conflicting traffic requirements of businesses, visitors and residents. Council can provide an extension of time in time-limit areas for tradespeople conducting work in the City and arrange for temporary parking controls. Applications for temporary parking controls must be made in writing, however it is advisable

to contact the customer centre prior to lodging an application for details.

We are committed to providing parking solutions which balance the requirements of businesses, visitors, residents and motorists.

Central Market and Rundle Mall

Council owns the Central Market and coordinates a variety of services, marketing and events in Rundle Mall. Council has established the Rundle Mall Round Table and the Central Market Round Table to provide avenues for local business owners to provide input into the strategic development of these precincts. Council's Marketing Unit is responsible for marketing the Mall.

We are committed to providing policies and services which support vibrant retail activity throughout the City, including in Rundle Mall and Central Market.

Information

The Hutt Street branch of Council's library houses a collection of 5,000 business books, kits and videos. You can discover information on starting a business, fostering innovation, franchises, management practices, teamwork and much more. Statistical information from Council research and Census data can be provided by library staff or accessed through Council's website.

Council operates the Rundle Mall Visitor Information Centre and co-ordinates the Ask About Adelaide volunteers, who rove the City's core retail area to assist visitors with tourism, directional and other information. If your business provides services for visitors to the City you are encouraged to provide details to Council so staff members can make informed referrals.

We are committed to providing accurate and relevant information to businesses and visitors to meet their immediate and longer term needs.

Monitoring

Each month Council asks business owners, residents, students and visitors about their satisfaction with Council services. This information is made available on a quarterly basis and is available from Council's website.

The Customer Centre is the main point of contact for all enquiries and will be able to resolve many issues. The Customer Centre has clearly defined service standards and performance against these standards is assessed on an ongoing basis. This information will be made available on Council's website.

Comments and Feedback

When we provide excellent service we would like to hear about it so we can recognise the people involved.

However, if you are not happy with our service we ask that you first raise the matter with the staff member with whom you are dealing. If you remain dissatisfied please contact Council's Customer Centre.

Complaints will be handled according to Council's Complaint Handling Policy which can be obtained from www.adelaidecitycouncil.com or on request from Council's Customer Centre.

