REPORTING HAZARDS POLICY	
Administration Policy	
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Next Review	February 2027

1. POLICY STATEMENT

1.1 Council is committed to ensuring that the residents and visitors are safe from injury and risks to their health whilst within the City.

2. PURPOSE

2.1 Purpose

This Policy has been established to provide clear guidelines for reporting any hazard or occurrence that may cause (or have the potential to cause) injury or illness to a member of the public.

2.2 Scope

This Policy provides a process for the reporting of all hazards from the public, staff or Elected Members.

2.3 Strategic Reference

1.   Community
1.3   People of all ages, cultures, abilities and interests have access to services, facilities and experiences that support their wellbeing.

4.   Infrastructure
4.2   We have safe, accessible, and well-utilised CBD, public spaces and built environments that reflect the priorities of our community.

5.   Governance and Financial Sustainability
5.5   We meet or exceed legislative and accreditation requirements for all relevant programs.

3. PRINCIPLES

3.1 Reporting of Hazards During Business Hours

The reporting of a hazard or potential risk should be reported to Council staff by one of the following methods:

3.1.1 In person
At the front counter of the Civic Centre, (4 Mackay Street, Port Augusta), where the report will be logged via Council's Customer Service Request (CRM) procedure.

3.1.2 Phone
By phoning the Council Office on 8641 9100, the report will be logged via Council's Customer Services Request (CRM) procedure.

3.1.3 Online
Members of the community may report issues online by completing the Customer Request for Maintenance Form at www.portaugusta.sa.gov.au – Request a Service. Alternatively, a Customer Request for Maintenance

Form can be downloaded and completed and returned to Council in person, by post or by email.

3.1.4 My Local App

Logging the issue on the 'My Local' app. The community can download and use 'My Local Service' App on their Smart Phone via www.lga.sa.gov.au/mylocal to obtain information and report issues.

3.2 Out-of-Hours Reporting

3.2.1 All out of hours calls to 8641 9100 will be diverted to the Oracle Customer Management Solutions Call Centre, who will direct emergency calls to the appropriate officer.

3.2.2 All calls to the Call Centre Staff be reported to Council in accordance with the Oracle CMS Call Centre Standard Operating Procedures.

3.2.3 If staff work out of hours and receive reports from the public, they must lodge a CRM or contact Oracle CMS Call Centre.

3.3 Employee Hazard Reposting

3.3.1 Employees who identify a Hazard, or who are informed of a Hazard, must also report the Hazard in the Council's WHS system – Skytrust. This will allow for Hazards to be reviewed, actions to be allocated to relevant officers and for the hazard to be reviewed in respect to broader organisational impacts and needs.

4. RESPONSIBILITY & REVIEW

4.1 Responsible Officer

Director Infrastructure (Maintenance)
Director Corporate and Community Services (Customer Service)

4.2 Availability

This policy will be available on Council's website.

4.3 Review

This policy will be reviewed within 12 months of a General Election for Local Government, or as required to meet other obligations.

5. REFERENCES

5.1 Legislation

Not Applicable

5.2 Other References

WHS Administration Policy
Hazardous Work Policy
Hazard Management Policy
Customer First Service Charter Policy