

Fact Sheet



The Barossa Council

REQUEST FOR SERVICE

The Barossa Council values our Customers and we are committed to delivering a quality Customer experience. We believe that listening to and learning from our Customers is the best way to achieve this.

What is a Request for Service?

It is an application to have Council or its Workers take some form of action to provide or improve a Council Service.

Making a Request

We recognise that you may wish to contact us in a variety of ways and we are committed to providing you choice about how you can access our Services. You can contact us via:

- **Phone** (08) 8563 8444
- **Email** barossa@barossa.sa.gov.au
- **Website** <https://www.barossa.sa.gov.au/make-a-request-to-the-barossa-council>
- **Fax** (08) 8563 8461
- **Letter** The Barossa Council
PO Box 867
NURIROOTPA SA 5355
- **In person** Principle Office
43-51 Tanunda Road
NURIROOTPA SA 5355



Confidential Requests

Confidential requests for services are to be received by the Customer Support Coordinator and received via the following channels:

- **Phone** (08) 8563 8425
- **Email** confidentialrequest@barossa.sa.gov.au
- **Letter** CONFIDENTIAL
Customer Support Coordinator
The Barossa Council
PO Box 867
NURIOOTPA SA 5355
- **In person** The Customer Support Coordinator
Customer Service Centre
43-51 Tanunda Road
NURIOOTPA SA 5355

Recording of Requests for Services

Our Customer Request System enables the logging, allocating, tracking and reporting of all Requests for Service.

Considerations for Responding to a Request

In determining how to respond to a Request for Service, we will consider the following:

- Council's Strategic Management Plans and Annual Budget and Business Plan
- Adopted Levels of Service
- An assessment of risk
- Statutory Responsibilities

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