

## REVIEW OF COUNCIL'S MINLATON OFFICE

### BACKGROUND

As formally requested by the Elected Body, Yorke Peninsula Council is currently undertaking a series of service level reviews to identify appropriate levels of service and investigate possible organisational efficiencies.

As part of this review the staffing of the Minlaton branch office has been reviewed along with the opening hours which are currently 8.30am to 5.00pm.

Since the upgrading of the Principal office in Maitland and the relocation of a number of staff from the Minlaton branch office Council has remained dedicated to the provision of customer service for all Council functions from Minlaton.

During this time Council has employed two (2) customer service staff at the Minlaton front counter – one main officer and one back up officer to cover breaks and banking and mail services. Opening hours have been maintained at 8.30am to 5.00pm each day as it was prior to relocation of staff.

It is now approaching 3 years since the relocation of staff from the Minlaton office and the task of allocating two (2) customer service staff has proven to be a difficult one with an associated cost to Council both financially and in terms of lost opportunity to provide other services for that cost. While the Minlaton office visitation rates certainly justify the existence of the branch office, the review has shown that the engagement of two officers is only necessary to cover breaks and out of office services such as banking and mail runs. One officer is sufficient to service all visits and provide back-up telephone assistance to the Principal office at Maitland at all other times with staff located at Minlaton able to provide short periods of coverage for rest room breaks etc.

The cost of ensuring a second trained and qualified officer is present at all times, is equivalent to employing 1.06 full time staff at a Clerical Officer Level 2. This cost is approximately \$80,000 p.a. including overheads.

Council have been able to defray some of this cost by using staff temporarily located at Minlaton from time to time to provide back up. However the volatility of being able to source officers in this manner on a daily basis has been a significant challenge and a significant cost in time and lost productivity for Human Resources staff and Customer Service staff alike. On many occasions the only option has been to directly engage and train contract staff to fulfil this role.

### PROPOSAL

Full community consultation is being undertaken prior to formally recommending any direct course of action to Council.

It is anticipated that savings of at least \$50,000 p.a. could be realised by adjusting opening hours from 9.00am to 5.00pm and closing the office in the middle of the day for 1 hour to allow a single officer to take a 30 minute lunch break and attend to all banking and mail tasks. All other breaks can be covered by other staff located at Minlaton with little impact on the services provided.



Careful consideration will need to be given to the timing of the one (1) hour closure each day so as to not clash with other relevant businesses in Minlaton that also close for lunch breaks – this includes Council's current bankers.

It is envisaged that a report will be taken back to Council in April 2018 presenting the results of the consultation to enable an informed decision by Elected Members.

### **BUDGET AND RESOURCE IMPLICATIONS**

Major cost savings of approximately \$50,000 p.a. are anticipated should the opening hours of the Minlaton branch office be changed as suggested. Productivity gains are also anticipated for Human Resource staff no longer required to manage staffing deficiencies on a daily basis. Very slight savings will also be possible on utility

### **INQUIRIES AND FURTHER INFORMATION**

Contact David Harding, Director Corporate and Community Services at Council's Maitland Head Office – Phone (08) 8832 0000.

### **SUBMISSIONS**

Written submissions should be sent to:

Review of Minlaton Office

Yorke Peninsula Council

PO Box 57, MAITLAND, SA 5573

Alternatively email to:

[admin@yorke.sa.gov.au](mailto:admin@yorke.sa.gov.au) marked "Review of Minlaton Office"

Should you wish to appear before Council on this matter please contact, in the first instance, Mr David Harding, Director Corporate and Community Services – contact details above.

All submission must be received by 5.00pm Friday 23 March 2018.