

# Public Integrity Guide

*Explaining your options for  
contacting the  
City of Port Adelaide Enfield*



CITY OF  
Port Adelaide Enfield

# Public Integrity Guide

## A guide explaining your options for getting in touch with the City of Port Adelaide Enfield

We are always working on improving ways that customers and community members can communicate with us. Council is committed to the principles of transparency and fairness when handling customer compliments, requests and complaints.

You may wish to contact Council regarding a general matter, the standard of a service or in relation to Elected Members, Council employees, Council Volunteers or a supplier or contractor acting on behalf of the Council. This resource is designed to give you information about the options that are available to you and to assist you to make choices about how and when you contact Council.

Regardless of the method you choose to contact us by, you can expect to

- be treated with courtesy and respect
- have assistance provided to facilitate communication, which may include arranging an interpreter or involving an advocate
- be advised that your contact or complaint has been received and be kept informed about the timeframes expected for a response
- have your contact or complaint considered quickly and fairly
- have your contact or complaint handled confidentially, where appropriate
- be provided with information about other options that are available
- receive feedback or an outcome to your contact or complaint

In return, we ask that you treat our Elected Members, staff, volunteers and representatives with the same courtesy and respect. Vexatious, malicious or discriminatory behaviour towards any Council officer will not be tolerated.

We keep a record of reports received each year and improvements that have been made as a result of complaints received. You can find more information about complaints received by Council in our Annual Report.



# Communication options overview

This resource has information about the following ways in which you can contact or communicate with Council

Type	Use this option when you....	Page
Comment or compliment	wish to make a statement or remark about, or to say "thank you" for as council service, activity or event.	4
Request for information	wish to be provided with general information about council services, activities or events.	5
Request for service	wish to request a service from Council	6
Freedom of information	wish to request access to specific or restricted information held by Council	7
Complaint	have a grievance about the standard of a council service, activity or event	8
Internal review of Council decision (Section 270)	have made a complaint and are dissatisfied with the outcome, or you are dissatisfied about a decision made by Council, and you request a review of the decision making process that led to the original decision	9
Elected Members	wish to speak directly with someone about an issue associated with community life	10
Petition	wish to advise Council about a matter which is of interest or concern to a number of stakeholders	11
Deputation	would like to address Council about a matter of concern	12
Ombudsman	are unhappy about a decision made by, or the service provided by Council or an administrative action of Council, and wish to request an investigation by an external officer	13
OPI	would like external assessment about how to handle an allegation of corruption, misconduct or maladministration within Council	14
ICAC	have an allegation of corruption, misconduct or maladministration within Council	15

# Comment or Compliment

If you have an opinion that you would like to share with the us, we would like to hear from you! You can register a comment or compliment with Council when you wish to make a statement or a remark, or say “thank you” for a service, activity or event.

<p>You can make a comment, or give a compliment:</p> <ul style="list-style-type: none"><li>• In person at the Civic Centre, or any Council Library or Community Centre</li><li>• By calling us on (08) 8405 6600</li><li>• By sending an email to <a href="mailto:service@cityofpae.sa.gov.au">service@cityofpae.sa.gov.au</a></li><li>• By sending a letter to PO Box 110, Port Adelaide, SA 5015</li><li>• Via the link within Council’s online service</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Thanking Council for the graffiti removal service</li><li>• Commenting on Council’s positive involvement in community events such as the Twilight Parade</li></ul>	<p>You can assist in the process by:</p> <ul style="list-style-type: none"><li>• Providing as much information on the service/activity or event you are commenting on</li></ul>
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## A note on social media

Our presence on social media is designed to help us to promote the activities and services we delivers throughout the community. If you wish to make a comment or complaint about Council, it is not recommended you that you make the comment or complaint via social media. Complaints can be more easily tracked and monitored if they are lodged in a formal manner as outlined within this resource.

# Request for information

As a local council, we are required to make information relating to its operations available for you. Our website is regularly updated with information about activities, improvements to services and developments around the City. We also produce a community newsletter four times each year, the Pen2Paper, to keep you up to date about what's happening across the Council area as well as numerous publications and information sheets that will help explain what services the Council provides. Information about Council meetings is also uploaded to our website, as well as the minutes from the meetings.

<p>You can request information:</p> <ul style="list-style-type: none"><li>• In person at the Civic Centre, or any Council Library or Community Centre</li><li>• By calling us on (08) 8405 6600</li><li>• By sending an email to <a href="mailto:service@cityofpae.sa.gov.au">service@cityofpae.sa.gov.au</a></li><li>• By sending a letter to PO Box 110, Port Adelaide, SA 5015</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Asking about dates for bin collection</li><li>• Asking about services for older people</li><li>• Asking about dates of future events</li></ul>	<p>You can help us to respond to your request by:</p> <ul style="list-style-type: none"><li>• Clearly stating what information you are requesting</li></ul>
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# Request for Service

We provide a diverse range of services and programs and are responsible for maintaining many facilities and resources around the City. If there is an activity that you would like carried out which Council is able, eligible or responsible for delivering, you are encouraged to lodge a request for service. If your request is likely to take some time, we will keep you informed about the progress of your request. We will also advise you of any decisions made relating to your request, and the reasons for that decision. Council works with many other agencies and groups to help create our safe, vibrant and healthy community and in some cases, if you request something that Council can not provide, we may need to refer you to someone else to assist.

<p>You can request a service:</p> <ul style="list-style-type: none"><li>• In person at the Civic Centre, or any Council Library or Community Centre</li><li>• By calling us on (08) 8405 6600</li><li>• By sending an email to <a href="mailto:service@cityofpae.sa.gov.au">service@cityofpae.sa.gov.au</a></li><li>• By sending a letter to PO Box 110, Port Adelaide, SA 5015</li><li>• Via the link within Council's online service</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Request to repair damage to infrastructure - such as a footpath, pothole, playground equipment, graffiti removal</li><li>• Request to improve a service - such as the frequency of cleaning of council halls, updating information on our website</li><li>• Request to create or begin a service - such as transport services, Library memberships, a new bin, a new food premises inspection</li></ul>	<p>You can help us to respond to your request by:</p> <ul style="list-style-type: none"><li>• Clearly stating what the issue is, what you are requesting and what would be a satisfactory resolution to the matter</li><li>• Providing as much detail about your request as you can, including location and time if relevant</li></ul>
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# Freedom of Information Applications

Applicable legislation: Freedom of Information Act 1991

Council captures and retains a huge amount of information about the services and activities that are carried out each year. Under the Freedom of Information Act 1991 you have the right to request information that is held by Council, and to apply to have amendments made to documents that relate to you which are incomplete, incorrect, out of date or misleading.

Under the Act, we should respond to your request within 30 days. Because Council responds so promptly to Freedom of Information requests, it helps if your application is very specific about the information you require. In some cases, before we can release information, we may need to consult with another party, allowing them time to state an objection to the release of information which also relates to them. This could cause a delay to the processing of your request.

We have trained and accredited Freedom of Information Officers who will process your request. They will access, identify and refer to any information relevant to your request. Council is not bound to release all information you request. The Freedom of Information Officer will make a decision about whether the information you requested can be released to you, partially released, or not released to you.

Once an assessment has been made about your request, in most cases, we will either post or email the relevant information to you. In some cases you will be asked to attend Council's Civic Centre to view the documents you have requested. Once the request has been completed, we can also provide you with further rights of access or explain how the determinations were made and provide information about how to request a review of the findings.

You can find more information, and a form to use when you submit a Freedom of Information request on our website.

<p>You can make a FOI application:</p> <ul style="list-style-type: none"><li>• In person at the Civic Centre, or any Library- Council Office or Community Centre</li><li>• By sending an email to <a href="mailto:service@cityofpae.sa.gov.au">service@cityofpae.sa.gov.au</a></li><li>• By sending a letter to PO Box 110, Port Adelaide, SA 5015</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Requesting information about a property or business</li><li>• Requesting the name and address of another person</li><li>• Requesting information about how a decision to change or cease a program was made</li></ul>	<p>You can help us to respond to your request by:</p> <ul style="list-style-type: none"><li>• Completing a FOI application form</li><li>• Clearly stating what information you require</li><li>• Making payment of the prescribed fee at the time you lodge the request</li><li>• Providing evidence of a concession, if you have one</li></ul>
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# Complaints

We welcome feedback about our services at any time, but particularly if you are dissatisfied about a product, service, action, behaviour or decision. This may be because the product or service, or the behaviour of Council’s representative does not meet your expectations and/or the standard stated or implied by Council. This includes dissatisfaction about a service that has been or should have been delivered at a certain time or in a certain way.

So that we can assist you as promptly as possible, all Council staff are able to receive and handle your complaint in the first instance. In some cases your complaint will be passed to someone else within Council. This may occur where a Council Officer has been involved in the matter that you wish to complain about, where your complaint is about an issue that requires a decision to be made at a more senior level, or where your complaint relates to more than one Council work area.

Where a resolution of your complaint is not possible at the time you make the complaint, we will acknowledge that it has been received within five working days. We will let you know the likely timeframes required to resolve the complaint and provide you information about the progress of the complaint.

In all cases we will provide you with a response to your complaint, stating how decisions were made and giving you options should you consider the response to be unsatisfactory. These options may include making an appeal to Council or contacting an external agency such as the SA Ombudsman.

Council Staff are required to adhere to a Code of Conduct. Any person may make a complaint under this Code.

<p><b>You can make a complaint</b></p> <ul style="list-style-type: none"><li>• In person at the Civic Centre, or any Council Library or Community Centre</li><li>• By calling us on (08) 8405 6600</li><li>• Via the comments and compliments link within Council's online service</li><li>• By sending an email to <a href="mailto:service@cityofpae.sa.gov.au">service@cityofpae.sa.gov.au</a></li><li>• By sending a letter to PO Box 110, Port Adelaide, SA 5015</li></ul>	<p><b>Examples might include:</b></p> <ul style="list-style-type: none"><li>• Complaining about property damage caused by a footpath repair on your street</li><li>• Complaining about how you were treated by a Council staff member</li></ul>	<p><b>You can help us to process your complaint by:</b></p> <ul style="list-style-type: none"><li>• Clearly stating as much information as possible including the problem, the date, time and location of an incident as applicable, and your preferred remedy or solution</li></ul>
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# Internal Review of Council Decisions (Section 270)

Applicable legislation: Local Government Act 1999

If you have made a complaint and not received a satisfactory outcome or you are dissatisfied with a decision made by Council or its representative you may wish to lodge a request for an internal review of that decision. An Internal review of a Council decision is available under section 270 of the Local Government Act 1999. This is a process established by legislation that enables Council to reconsider all the evidence utilised to make a decision, including new evidence if relevant. You may wish to request this action if you do not feel satisfied with the resolution offered to a complaint.

We will formally acknowledge the receipt of your request for a review of a decision, within 5 days of receipt. Council will also advise you about the timeframe expected for dealing with the request.

An Internal Review Officer will be allocated to carry out the review. They will be able to explain the review procedure to you. Steps required to conduct the review may include undertaking enquirers to allow all relevant parties to provide factual information and accounts of the decision-making process that led to the request for review; seeking legal advice if warranted or arranging for independent review (where necessary) by an appropriate person.

In most cases we would expect to finalise your request within 21 days, however in some cases it may take longer. Council will keep you informed about the progress of the review.

Once Council has received your request and made a decision to reaffirm or rescind the original decision, the Internal Review Officer will provide an response to your request, stating how decisions were made and give you options should the response be unsatisfactory to you. These options may include mediation, or contacting an external agency such as the SA Ombudsman.

If you elect to progress with mediation, we will work with you to select an appropriate mediator or evaluator. Costs and expenses associated with a mediator or evaluator are to be shared equally between yourself and Council.

<p>You can request for a review of a Council decision by contacting the Chief Executive Officer</p> <ul style="list-style-type: none"><li>• By sending a letter to PO Box 110, Port Adelaide, SA 5015</li><li>• By sending an email to <a href="mailto:service@cityofpae.sa.gov.au">service@cityofpae.sa.gov.au</a></li><li>• By completing and submitting a request for review of a Council decision form, available on Council's website</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Requesting a review of the naming of a local street</li><li>• Requesting a review of application of late fees</li><li>• Request for review of process regarding relocation of pool</li></ul>	<p>You can help us to process your request for a review by:</p> <ul style="list-style-type: none"><li>• First speaking to a staff member to ensure this process is the best option for you to follow. However, it is not compulsory to speak to an officer before lodging your request</li><li>• Providing as much information as possible including the problem, the date, time and location of an incident as applicable, and your preferred remedy or solution</li></ul>
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# The Role of the Elected Members

The City of Port Adelaide Enfield is represented by 18 members, consisting of the Mayor and 17 Elected Members (also called Councillors.)

The Mayor and Elected Members are elected by voters across the City and have a responsibility to the City as a whole. All Council Members are elected for a four year term of office.

Council Elections are held every four years. Elections were held in 2018 and will next be held in 2022 when all positions will become vacant.

You can contact Elected Members to discuss any matter relating to Council, or that is impacting or influencing your experience in the City of Port Adelaide Enfield. Elected Members are required to adhere to relevant policies, and keep records regarding contacts from the community so they can not guarantee confidentiality about certain matters which are presented to them. The Elected Members must also adhere to a Code of Conduct.

You can find contact details for all Elected Members on Council’s website.

<p>You can contact an Elected Member by:</p> <ul style="list-style-type: none"><li>• Telephone</li><li>• Email</li><li>• In writing</li><li>• It is not compulsory to contact Elected Members of the ward to which your matter is related</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Discussing traffic matters</li><li>• Raising concerns about the availability of services in a particular area</li><li>• Raising concerns about the condition of a sporting ground or reserve</li></ul>
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# Petition

Applicable legislation: Local Government Act Regulations 2013 (Procedures at Meetings)

A petition is a formal written request or submission to Council, which has been signed by multiple people.

A standard petition form is available on Council’s website, and is a preferred template for compiling a petition. The regulations also state that a petition must:

- be legibly written or typed
- be an original document
- clearly set out the request/submission of the petitioners
- state the request or submission on every page of the petition and
- be delivered to the principal office (the Civic Centre) of the Council.

The petition must be addressed to the Council, but any accompanying correspondence (for example, a covering letter) should be addressed to the Chief Executive Officer.

The principal signatory (the person delivering or posting the petition to Council) must provide their details to ensure that all correspondence is forwarded to the person initiating the petition. The petition should comply with the template provided on our website.

A letter of acknowledgment will be sent to the principal signatory within 5 working days. The nature of the petition, and the number of signatures on the petitions will be added to the agenda of the next Council meeting following the receipt of the petition.

<p>You can find a sample petition form on Council’s website:</p> <ul style="list-style-type: none"><li>• Your completed petition should be marked attention CEO and can be:</li><li>• Delivered to the Civic Centre, or</li><li>• Submitted in original hard copy to PO Box 110, Port Adelaide, SA 5015</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Requesting a resolution for a matter</li></ul>	<p>You can assist in the process by:</p> <ul style="list-style-type: none"><li>• First speaking to a staff member to ensure this process is the best option for you to follow. However, it is not compulsory to speak to an officer before lodging your petition</li><li>• Providing as much information as possible about the request or matter including the problem, the date, time and location of an incident as applicable, and your preferred remedy or solution</li><li>• Ensuring your petition is delivered to Council at least a week in advance of the next Council meeting. Council meeting dates are listed on our website</li></ul>
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# Deputation

Applicable legislation: Local Government Act Regulations 2013 (Procedures at Meetings)

A deputation is an address made to the Council or a Council Committee by a person or group of persons on a particular matter. Requests for a deputation must be delivered in writing, and may be refused, postponed or referred to another committee as deemed appropriate.

<p>You can request a deputation by contacting Council:</p> <ul style="list-style-type: none"><li>• By filling in the online deputation request form at <a href="http://www.cityofpae.sa.gov.au/meetings">www.cityofpae.sa.gov.au/meetings</a></li><li>• In person at the Civic Centre, or any Council Library or Community Centre</li><li>• By calling us on (08) 8405 6600</li><li>• By sending an email to <a href="mailto:service@cityofpae.sa.gov.au">service@cityofpae.sa.gov.au</a></li><li>• By sending a letter to PO Box 110, Port Adelaide, SA 5015</li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Addressing Council about traffic matters in your street or suburb</li></ul>	<p>You can assist in the process by:</p> <ul style="list-style-type: none"><li>• Clearly stating what matter you would like to address the Elected Members about</li><li>• Providing Council with a transcript of your deputation</li><li>• Ensuring your request for a deputation is delivered at least a week in advance of the next Council or Committee meeting. Dates are listed on our website</li></ul>
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# The Role of the Ombudsman

Applicable legislation: Ombudsman Act 1972

Ombudsman SA investigate complaints about South Australian government and local government agencies, conduct freedom of information reviews, and support and monitors the implementation of the Information Sharing Guidelines. Anyone is able to lodge a complaint with the Ombudsman.

The Ombudsman is a completely independent officer who has comprehensive power to:

- investigate complaints brought to him about government departments and authorities, and local government councils
- review decisions made about the supply of public information in accordance with the Freedom of Information Act 1999
- conduct investigations when the public have been refused access to local council meetings and
- receive information confidentially from a person who wishes to inform about possible improper or illegal actions, without disclosing that person's identity.

You can complain to the Ombudsman about any action or inaction by Council. The Ombudsman may then conduct an investigation to determine whether the process that Council followed was reasonable and fair, and that the decision made by Council is not unlawful, unreasonable or wrong. The Ombudsman may make a recommendation to Council about reviewing a decision, changing a procedure, making a refund if appropriate or may assist you and Council to work together to find a solution. While the Ombudsman has substantial powers, not all issues can be investigated under the Ombudsman Act 1972.

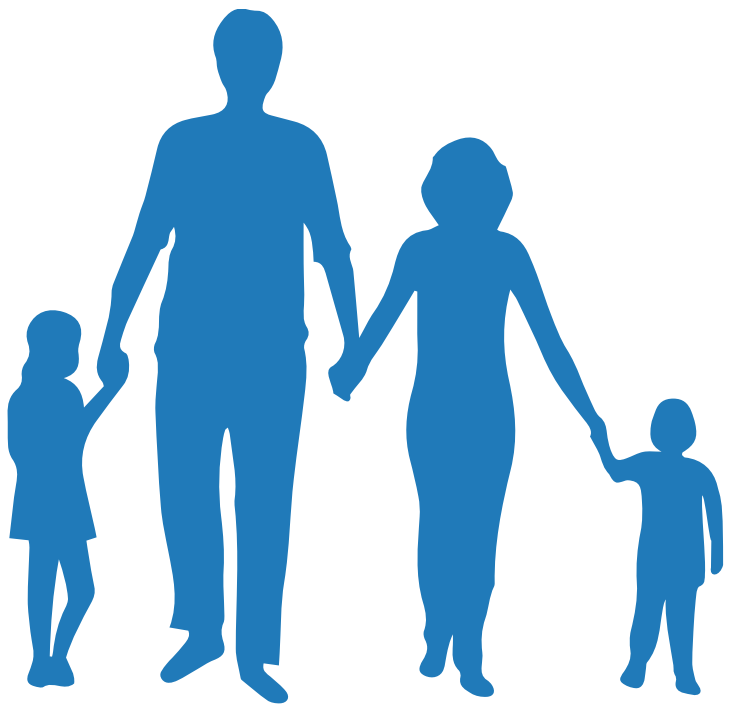
<p>You can contact Ombudsman SA by:</p> <ul style="list-style-type: none"><li>• Calling (08) 8226 8699</li><li>• Visiting the website at <a href="http://www.ombudsman.sa.gov.au">www.ombudsman.sa.gov.au</a></li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Complaining about a matter has not been resolved through Council's other processes</li></ul>	<p>You can assist in the process by:</p> <ul style="list-style-type: none"><li>• Considering raising your concern with Council in the first instance</li><li>• However, it is not compulsory to speak to Council officer before contacting the Ombudsman</li></ul>
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# The Role of The Office of Public Integrity (OPI)

Applicable legislation - ICAC Act 2012

The Office of Public Integrity receives complaints and reports about corruption, misconduct and maladministration in public administration, and assesses those matters. You may wish to contact them for an assessment of an allegation of corruption. Following assessment of a complaint or report the Office for Public Integrity will make a recommendation to the Independent Commissioner Against Corruption about what action should be taken. These recommendations may include an investigation by the Commissioner, or referral to South Australia Police or another law enforcement agency. Matters raising a potential issue of misconduct or maladministration may be referred to another inquiry agency, public authority or public officer.

<p>You can contact OPI by:</p> <ul style="list-style-type: none"><li>• Calling (08) 8207 1777 or</li><li>• Visiting the website at <a href="http://www.icac.sa.gov.au">www.icac.sa.gov.au</a></li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Raising alleged corruption in Council</li></ul>
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# The Role of The Independent Commissioner Against Corruption (ICAC)

Applicable legislation - ICAC Act 2012

The Independent Commissioner Against Corruption has a number of functions, including the following:

- to identify and investigate corruption in public administration
- to assist in identifying and dealing with misconduct and maladministration in public administration
- to prevent or minimise corruption, misconduct and maladministration in public administration through education and evaluation of practices, policies and procedures

The primary object of the Commissioner is to:

- investigate serious or systemic corruption in public administration and
- to refer serious or systemic misconduct or maladministration in public administration to the relevant body, giving directions or guidance to the body or exercising the powers of the body as the Commissioner considers appropriate.

<p>You can contact ICAC by:</p> <ul style="list-style-type: none"><li>• Calling (08) 8207 1777 or</li><li>• Visiting the website at <a href="http://www.icac.sa.gov.au">www.icac.sa.gov.au</a></li></ul>	<p>Examples might include:</p> <ul style="list-style-type: none"><li>• Reporting alleged corruption in Council</li></ul>
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CITY OF  
**Port Adelaide Enfield**

# Any questions?

Contact us at the following locations

## Civic Centre

163 St Vincent St Port Adelaide SA 5015

Tel: 8405 6600

[www.cityofpae.sa.gov.au](http://www.cityofpae.sa.gov.au)

[service@cityofpae.sa.gov.au](mailto:service@cityofpae.sa.gov.au)

Car parking: Nile St car parks  
(behind the Civic Centre)

## Town Hall

For Council Meetings

34 Nile St, Port Adelaide

## Visitor Information Centre

66 Commercial Rd, Port Adelaide  
SA 5015

Tel: 8405 6560

Car parking: Timed parking

## Community Centres

### Kilburn Community Centre

59 Gladstone Ave Kilburn

Tel: 8349 8363

[www.cityofpae.sa.gov.au/kilburncc](http://www.cityofpae.sa.gov.au/kilburncc)

### Hillcrest Community Centre

27-31 Queensborough Ave Hillcrest

Tel: 8266 7267

[www.cityofpae.sa.gov.au/hillcrestcc](http://www.cityofpae.sa.gov.au/hillcrestcc)

### Enfield Community Centre

540 Regency Rd Enfield

Tel: 8342 9168

[www.cityofpae.sa.gov.au/enfieldcc](http://www.cityofpae.sa.gov.au/enfieldcc)

### Lefevre Community Stadium

541 Victoria Rd Osborne

Tel: 8405 6908

[www.cityofpae.sa.gov.au/lefevrecc](http://www.cityofpae.sa.gov.au/lefevrecc)

## Libraries - Council Offices

### Enfield Library

1 Kensington Cresc Enfield SA 5085

Tel: 8405 6530

Car parking: on site

### Greenacres Library

2 Fosters Rd Greenacres SA 5086

Tel: 8405 6540

Car parking: on site

## Libraries

### Port Adelaide Library

2-4 Church St Port Adelaide SA 5015

Tel: 8405 6580

Car parking: nearby in Port Dock Shopping  
Centre, Church St

### Semaphore Library

14 Semaphore Rd Semaphore SA 5019

Tel: 8405 6570

Car parking: nearby on Semaphore Rd

### Parks Library

46 Trafford St Angle Park SA 5015

Tel: 8405 6550

Car parking: on site