

CUSTOMER REQUESTS

LODGE ISSUES AND REPORTS
with Council's Customer Relations Staff
Phone 4988 0255 (24hrs)
Email council@portstephens.nsw.gov.au

Council's Customer Request Management (CRM) process is a way to accurately record requests for service from the community, and to allocate these requests to appropriate staff. It also helps to schedule and prioritise works, and allows progress and finalisation to be tracked.

Committees and volunteers are able to contact Council and submit a Customer Request for a wide variety of works and services, however, only one representative should contact Council regarding a specific matter. This will allow less duplication and clearer lines of communication.

Hall, Park and Cemetery Committees may wish to submit a Customer Request for:

- parks, reserves and foreshore area maintenance
- sign updates, replacement and removal
- roads, footpaths and playground issues
- waste, recycling and illegal dumping
- traffic safety and parking
- vandalism and graffiti

CONTACTING BUILDING TRADES

EMAIL BUILDING TRADES DIRECTLY
buildingtrades.maintenancerequests@portstephens.nsw.gov.au
Phone Council (24hrs) on 4988 0255 or Building Trades on 4988 0397

Hall, Park and Cemetery Committees may wish to contact the Building Trades Team directly on certain matters relating to the maintenance of existing structures in Council facilities and hall under the trades of painting, plumbing, electrical and carpentry. If something in a hall that is existing or "bolted down" breaks or needs maintenance, then it is likely to be dealt with by the Building Trades Team. In our parks and reserves, Building Trades provide maintenance services (but not cleaning) of park infrastructure, facilities and amenities.

Building Trades and the committee would need to agree as to whether the job will be paid for by Council or the committee. Having one primary committee representative to liaise with Building Trades will improve communication and relationships between Council and the committee, and photos are generally required.

Examples of things Building Trades maintain include:

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| ▪ door locks & new keys | shelters and picnic tables in parks |
| ▪ lights not working | fixtures such as BBQs and seats |
| ▪ power or water issues at halls | log barriers |
| ▪ broken windows or toilets | amenities maintenance (not cleaning) |
| ▪ air conditioning maintenance | taps in parks |
| ▪ walkways leading up to halls | (not trees or pathways) |

Position Name Contact Details	Volunteers Coordinator Melinda Anderson (Mon – Thurs) Jennifer Underwood (Fri) volunteers@portstephens.nsw.gov.au Phone 4988 0202
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Administration and management of 355c committees and volunteers. ▪ Promotion, recognition and recruitment of volunteers. ▪ Creation of training and development opportunities for volunteers. ▪ Management of Committees and Volunteers Register. ▪ Organisation and delivery of Forums. ▪ Preparation and delivery of annual fees and charges.
Position Name Contact Details	Facilities & Services Projects Officer Sally Wivell 355cfinancials@portstephens.nsw.gov.au Phone 4988 0455
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Receive monthly and annual financial reporting from 355c committees on behalf of Council. ▪ Provide assistance to 355c committees relating to financial record keeping and reporting to Council.
Position Name Contact Details	Finance Officer
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Financial management processes, reporting, training and assistance to 355c committees.
Position Name Contact Details	Facilities and Services Administration Officer Sharon Christensen sharon.christensen@portstephens.nsw.gov.au Phone 4988 0399
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Administration of Council managed cemeteries and memorial garden operations, including governance compliance and related administrative support. ▪ Administration assistance to Volunteers Coordinator.
Position Name Contact Details	Community & Recreation Services Officer Taylah Carney taylah.carney@portstephens.nsw.gov.au Phone 4988 0210
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Initial point of contact for any proposed works on council assets and community/recreation land, beyond a committee's regular scope of works. For these projects a "Works on Council Land Application Form" is required. <i>e.g. if a Hall Committee wishes to add storage cupboards within a Hall, or a Parks Committee wishes to install seating within a park.</i> ▪ Taylah then liaises with Council staff who manage the asset and also works with user groups to determine current and future requirements for Council's asset development.
Position Name Contact Details	Coordinator Building Trades Rodney Black <i>See front page</i>
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Majority of requests would need to go through the Building Trades email address or CRM process. ▪ Oversee tradesmen including painting, plumbing, electrical and carpentry. ▪ Building trades maintenance services (not cleaning) of park infrastructure such BBQs, public amenities, picnic shelters taps etc. ▪ Building trades maintenance services for halls and community centres.

Position Name Contact Details	<p>Parks and Reserves</p> <p>Parks Coordinator Michael Reay michael.reay@portstephens.nsw.gov.au Phone 0407 941307</p> <p>Council has two Parks Supervisor positions which are interchangeable over time. One position covers the Tomaree Peninsula, and the other covers all areas west of Tomaree, including the Tilligerry Peninsula.</p> <p>Parks Supervisor - West Brad Priestley brad.priestley@portstephens.nsw.gov.au Phone 0418 114963</p> <p>Parks Supervisor - Tomaree David Roberts david.roberts@portstephens.nsw.gov.au Phone 0409 713744</p>
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Liaison with volunteers and committees on Council projects and maintenance services. ▪ Working with volunteers and committees on the planning and implementation of park and reserve maintenance and management activities. ▪ Conduction of site inductions for volunteer projects in Council parks and reserves and ensure that activities are being carried out in a safe manner. ▪ Provision of advice, supervision and approval minor ongoing maintenance type works on Council owned land. ▪ Identification of training needs of volunteers who undertake works in Council parks and reserves, and assist with the organisation and delivery of training to meet those needs.
Position Name Contact Details	<p>Bushland & Noxious Weed Management Officer Jordan Skinner jordan.skinner@portstephens.nsw.gov.au Phone 0409 716346</p>
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Provision of advice and education opportunities to committees/volunteers on the management of Council's bushland assets and invasive species. ▪ Supervision of bush regeneration works and natural area restoration, including coordinating community groups, project management. ▪ Development and implementation of programs for the management of biodiversity habitat and bushland assets under Council control, e.g. bush regeneration, vegetation, fauna and habitat management, invasive species, assessment and ongoing monitoring of changes in bushland and vegetation condition, including the impact from invasive species. ▪ Development of grant applications and the management of external grants relating to bushland areas and invasive species, and liaison with committees and volunteers as required.
Position Name Contact Details	<p>Coast and Estuary Officer Philippa Hill (Tue, Wed, Thurs) philippa.hill@portstephens.nsw.gov.au Phone 4988 0279</p>
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Provision of technical advice to Council committees, volunteers and staff on coastal and estuarine natural resource management issues. ▪ Administration of Council's Environmental Projects Fund Grants for 355c committees.

Position Name Contact Details	Waste Management Officer Emma Penfold emma.penfold@portstephens.nsw.gov.au Phone 4988 0180		
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Design and implementation of educational programs and materials for waste management and minimisation, including material for Council committees and volunteers. ▪ Liaison with Council, community groups and other organisations regarding waste avoidance programs and initiatives. ▪ Coordination of the servicing of street and park litter bin services. ▪ Waste collection and disposal, and Waste Events e.g. drop off days etc. 		
Position Name Contact Details	Waste Projects Officer Kristen Ezzy kristen.ezzy@portstephens.nsw.gov.au Phone 4988 0134		
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Community clean up events e.g. Clean Up Australia Day. 		
Position Name Contact Details	Waste Compliance & Strategy Coordinator Nicholas Jones nicholas.jones@portstephens.nsw.gov.au Phone 4988 0218		
Role relevant to 355c Committees	<p>Contact Nick prior to touching or removing any illegally dumped waste.</p> <ul style="list-style-type: none"> ▪ Investigations of illegally dumped waste. ▪ Risk reduction consultancy and Events Waste Management Plans. ▪ Sourcing and coordination of Illegal Waste and Litter grants. ▪ Education programs and engagement of the community. ▪ Waste Management Compliance functions. ▪ Regional Capacity building/advice and training. 		
Position Name Contact Details	Compliance Rangers Phone 4988 0255		
Role relevant to 355c Committees	<p>On call 24 hours</p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> ▪ Anti-social behaviour in parks ▪ Illegal business using parks ▪ Pollution spills </td> <td> <ul style="list-style-type: none"> ▪ Livestock in parks ▪ Illegal camping ▪ Community education </td> </tr> </table>	<ul style="list-style-type: none"> ▪ Anti-social behaviour in parks ▪ Illegal business using parks ▪ Pollution spills 	<ul style="list-style-type: none"> ▪ Livestock in parks ▪ Illegal camping ▪ Community education
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Position Name Contact Details	Acting Community Development & Engagement Coordinator Elizabeth Akerman elizabeth.akerman@portstephens.nsw.gov.au Phone 4988 0405 Mobile 0438 886515		
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Information to the community, including committees and volunteers, on specific capital projects delivered by Council's Facilities & Service's group. ▪ Establishment and maintenance of a range of communication networks to help provide effective and regular communication of Council programs and projects. 		
Position Name Contact Details	Senior Community Development & Engagement Officer James Campbell james.campbell@portstephens.nsw.gov.au Phone 4988 0121 Mobile 0427 882 722		
Role relevant to 355c Committees	<ul style="list-style-type: none"> ▪ Provision of support to community groups with information and advice on engagement, funding and delivery of community based programs and initiatives. ▪ Assistance in facilitating the involvement of local community members, groups, government bodies and/or specific organisations in community engagement activities. 		