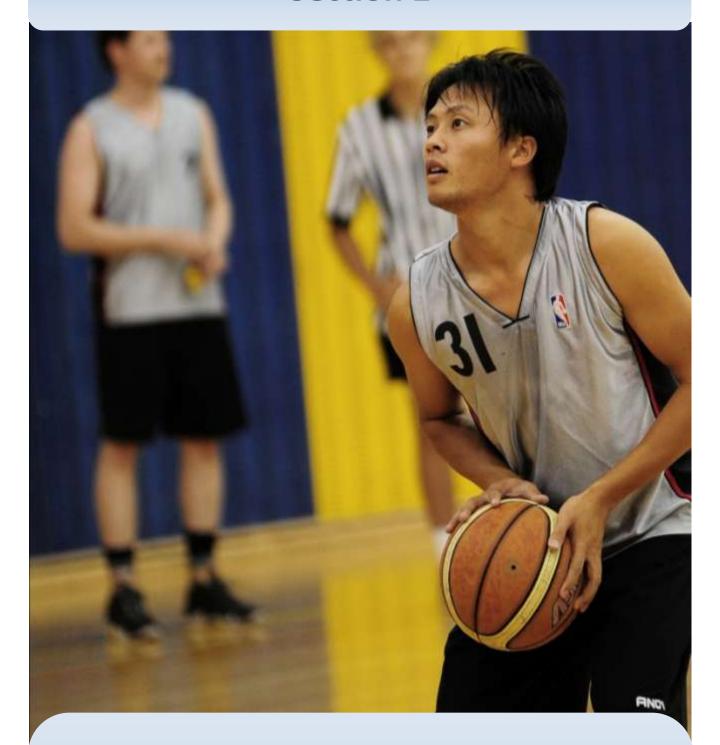
Section 2



Communication - Who to Contact

Knowing who to contact and when can sometimes be a bigger challenge than coordinating your teams!!! Having a list of emergency and day to day Council contacts will help you access the services you require more effectively. Hopefully this will mean that you can spend less time chasing things up and more time on the field, track, court, pitch, rink, etc.

The following section will give your club a list of emergency contacts and an overview of the Leisure Services department within Council.

Emergency Contacts 2.1

Name	Number
Police, Fire, Ambulance	000
Origin	
Electricity	132 412
Natural Gas	132 771
AGL	
Electricity	131 626
Gas	132 771
Western Water	9218 5400
City West Water	131 691
Poisons Information Centre	131 126
Melton Shire Council After Hours Emergency Assistance	*9747 7200

Clubs requiring emergency assistance outside business hours should call this number and follow the prompts. The relevant department will be contacted and the appropriate course of action will be taken based on the issue raised.

2.2 Council Contacts and Flowchart

The following flowchart indicates the internal Council process when your club makes a call or inquiry.

The Leisure Services Officers will field the initial call, email or letter and if other Council departments are required to be involved, Leisure Services will contact the correct department in regards to your club's query.

Club calls Council Customer Service Centre

- •9747 7200
- •csu@melton.vic.gov.au

Call forwarded to Leisure Services Department

•Leisure Services Officer

Leisure Services Officers discuss the query with the appropriate department within Council

- •Community Infrastrucutre
- Planning Department
- •Events Department
- •Club Development
- Community Facilities

Your club may be issued with a Customer Action Request (CAR) number (depending on the nature of the enquiry, eg. facility maintenance requests).

Quote this number when you call Council to check the status of your request.

Leisure Services Officer contacts the Club with the required information, advice, confirmation of any maintenance required Once the Leisure Services Officer has heard back from the relevant Council Department, they will contact your club. This way you only have to deal with one person in Council, which should make your life a lot easier!!!

For example:

A nominated person from your club contacts Council and discuss' with the Leisure Services Department. You will need to have as much information as possible such as: how many globes need to be replaced, by when (i.e. you might have finals coming up), etc.

Leisure Services Officer contacts the Community Infrastructure Department and advises them that the globes need to be replaced and passes on your information.

The Leisure Services Officer will provide you with a Customer Action Request number. This will allow you to follow the progress of your request and get an update at any time throughout the process.

Facilities Maintenance Team schedules the works to be undertaken as part of their workload and advise the Leisure Services Officer when the works will be undertaken.

The Leisure Services Officer will contact your club contact and advise when the works have been completed (if requested)

Voila!!! Your lights are brighter and you can get out there and play!!!

More Information

- <u>www.melton.vic.gov.au/leisure</u>
- Contact Leisure Services 9747 7200
- Come into Council's Customer Service Centre at Melton - 232 High Street Melton or Caroline Springs - 193 Caroline Springs Boulevard Caroline Springs

2.3 Council Officers

<u>Leisure Services Officers</u> - Darren Tucker & Vacant

Phone 9747 7200

Emaildarrent@melton.vic.gov.auInternetwww.melton.vic.gov.au/leisureRoleCouncil contact for all sports groups

Seasonal lease / licence agreements

Ground allocations

Ground and building maintenance requests

Water Restrictions

Council's Leisure Services Officers are dedicated to assisting sporting clubs in the areas of ground allocations, reserves and pavilions maintenance requests, water restrictions and are the main club contact.

The Leisure Services Officers are your first point of contact with Council. They will be able to discuss your questions, issues, concerns, etc in "Council language" with other staff and come back to you with a response that you can understand!!!

Recreation Development Officer - Chris Lunn

Phone 9747 7200

Email <u>chrisl@melton.vic.gov.au</u>

Internet www.melton.vic.gov.au/leisure

Role Club Development

Volunteer Training
Marketing Opportunities
Club Network Newsletter

You may also have some contact with the Recreation Development Officer at Council. This person is primarily responsible for the development of clubs and recreation opportunities with the Shire. Generally, you will be referred to the Recreation Development Officer if your query relates to club development. From time to time you may be contacted with information about new programs, club development opportunities, grant information or volunteer training opportunities.

The organisational chart provided in Section 1.2 Leisure Services Organisational Chart, provides a brief overview of the members of the Leisure Services Team.

Leisure Centre Contact

Indoor tenants Caroline Springs Leisure Centre / Melton Indoor Recreation Centre

Direct Contact Numbers CSLC: 9747 5327 MIRC: 9743 1011