

MEDIA RELEASE

COUNCIL INTRODUCES AFTER HOURS CONTACT SERVICE

As of Friday 31 May 2019, Council will be providing 24-hour, 7 days a week customer support through an after hours phone answering service. The community will now be able to log after hours service requests for all Council services including fallen tree branches, blocked toilets, wandering dogs and illegal dumping.

The service will escalate emergency calls to relevant staff who are on call to assist in times of community emergency and need. Non-urgent calls will be forwarded to Council for action by the relevant department on the next business day.

At the City of Port Lincoln we welcome any comments or suggestions you may have. We can't have eyes on every footpath, pavement or public space at all times and we rely on our community to report issues such as graffiti, damaged roads or footpaths and other common problems.

If you have a works request please use the submission form provided on our website at www.portlincoln.sa.gov.au/worksrequest or contact the Council main office phone number 08 8621 2300.

This number will become the single point of contact for all after hours calls, with the Council Animal Management mobile phone to be transitioned over to the service as well.

All media enquiries to be directed to the undersigned on 8621 2325 or via email plcc@plcc.sa.gov.au.

Stephen Rufus
Chief Executive Officer

Release Date: 27 May 2019