

Councillor Maher - QoN - Issue Reporting Tools

Tuesday, 27 October 2026
Council

Council Member
Councillor Patrick Maher

Public

Contact Officer:
Anthony Spartalis, Chief Operating Officer

QUESTION ON NOTICE

Councillor Patrick Maher will ask the following Question on Notice:

Could the Administration please explain how the Report an Issue portal (customer.cityofadelaide.com.au/report) works, end-to-end, generally?

What are the typical timeframes for Administration's handling of Report an Issue user-submissions? For example, please include times from submission to assessment/validation to queue to resolution.

Are users notified of the status and outcomes of their submission?

How does Administration handle Snap Send Solve (www.snapsendsolve.com) reports? How does this third-party service integrate with the existing issue reporting system?

What changes or improvements can we expect to our issue reporting tools once the new CRM system is implemented?

REPLY

1. The Customer Service portal is Council's web-based service which provides self-service capabilities for customers to complete a variety of services: from paying rates notices and applying for permits, to reporting issues.
2. The *Report an Issue* section of the portal provides customers the ability to lodge 43 different issue types to Council. When a customer submits a form, this gets integrated with our internal customer service system and assigned to a responsible officer or business area to action.
3. Response and resolution timeframes vary depending on the type, complexity and urgency of the issue being reported. All requests lodged online with Council receive an immediate automated acknowledgement containing a reference number, and confirming the matter has been received and recorded. On average, customers receive a response/ resolution within 5 to 10 business days, although some matters may require even less, or additional assessment or investigation before a detailed response can be provided.
4. The current technology being used has some limitations and lacks an automated customer response when an issue status changes. This currently requires an employee to trigger a customer response.

5. *Snap Send Solve* is a community-based third-party issue-reporting application used across Australia. It enables residents to use their mobile phone to submit an issue they have noticed, take a photo, and submit it to Council including location data, and selected issue type. *Snap Send Solve* is not integrated with our current system resulting in manual processes to create them in our current system and assigned to the responsible officer or business area as per normal process.
6. Council has commenced a significant multi-year digital transformation program of works which will see the implementation of Salesforce. 2026/27 is year one of the program and will replace our current customer request/ *Report an Issue* process with a more streamlined end to end process. This will integrate work orders and automatically notify customers of any status changes/completion to close the loop with them. This new solution will also use artificial intelligence to review incoming *Snap Send Solve* emails and automatically categorise and workflow this issue.
7. A redeveloped City of Adelaide website and a new customer portal will support stronger digital self-service capabilities and a more connected customer experience. The new website will be launching in November 2026, and the new customer portal is scheduled to go-live at the end of July 2027.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 5.5 hours.
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