

Notice of Governance and Policy Committee Meeting



MEMBERSHIP

Cr Damian Wyld (*Presiding Member*)

Cr Lucas Jones
Cr Jessica Lintvelt
Cr Rob Unger

Cr Lyn Petrie
Cr Peter Field

NOTICE is given pursuant to Sections 87 and 88 of the Local Government Act 1999 that the next GOVERNANCE AND POLICY COMMITTEE MEETING will be held in the Civic Centre, 571 Montague Road, Modbury on TUESDAY 29 MARCH 2022 commencing at 6.30pm

A copy of the Agenda for the above meeting is supplied.

Council may restrict or limit access to members of the public physically attending the meeting to ensure compliance with current restrictions. Priority will be given to members of the public who wish to speak in the Public Forum and Deputation section of the agenda and have obtained prior approval from Council.



RYAN MCMAHON
ACTING CHIEF EXECUTIVE OFFICER

Dated: 24 March 2022

CITY OF TEA TREE GULLY

GOVERNANCE AND POLICY COMMITTEE MEETING 29 MARCH 2022

AGENDA

1. Opening and Welcome

Acknowledgement of Country Statement - to be read out as arranged by the Presiding Member

2. Attendance Record:

- 2.1 Present
- 2.2 Apologies
- 2.3 Record of Officers in Attendance
- 2.4 Record of Number of Persons in the Public Gallery
- 2.5 Record of Media in Attendance

3. Confirmation of Minutes to the Previous Meeting

That the Minutes of the Governance and Policy Committee held on 16 February 2022 be confirmed as a true and accurate record of proceedings.

4. Public Forum

Available to the public to address the Committee on policy, strategic matters or items that are currently before the Committee. Total time 10 mins with maximum of 2 mins per speaker. For more information refer to Council's website www.cttg.sa.gov.au

5. Deputations - Nil

Requests from the public to address the meeting must be received in writing prior to the meeting and approved by the Presiding Member. For more information refer to Council's website www.cttg.sa.gov.au

6. Presentations

Requests to present to the meeting must be received in writing 5 days prior to the meeting and approved by the Presiding Member. For more information refer to Council's website www.cttg.sa.gov.au

6.1 Presentation: Overview of Leases and Licences to Sporting and Community Organisations Policy and related Policies

Presentation Title:

Overview of *Leases and Licences to Sporting and Community Organisations Policy* and related Policies

Duration:

45 – 60 minutes

Presentation By:

Felicity Birch Manager Recreation and Leisure Services

Justin Robbins Manager Finance and Rating Operations

Gabby D'Aloia Manager Civil Assets

Chloe Oborn Recreation Planning and Facility Coordinator

Greg Salmon Strategic Project & Stakeholder Manager

7. Petitions - Nil

8. Declarations of Conflicts of Interest

Members are invited to declare any material, actual and/or perceived conflicts of interest in matters appearing before the Committee.

9. Adjourned Business - Nil

10. Motions Lying on the Table - Nil

11. Management Reports

Office of the Chief Executive Officer - Nil

Assets & Environment - Nil

Organisational Services & Excellence - Nil

Community & Cultural Development - Nil

12. Returned Policies

13. First Discussion of Policies

13.1 Council's Corporate Publications Policy6

13.2 Community Wastewater Management System and Recycled Water Customer
Hardship Policy14

13.3 Telecommunications Infrastructure Policy25

13.4 Elected Member Training and Development Policy33

13.5 Information Report - Leases and Licences to Sporting and Community
Organisations Policy and related Policies45

14. Notice(s) of Motion

15. Motion(s) without Notice

16. Question(s) on Notice - Nil

17. Question(s) without Notice

18. Status Report on Resolutions

18.1 Status Report on Governance and Policy Committee Resolutions48

19. Other Business

20. Section 90(2) Local Government Act 1999 – Confidential Items

A record must be kept on the grounds that this decision is made.

21. Date of Next Meeting
15 June 2022

22. Closure



COUNCIL'S CORPORATE PUBLICATIONS POLICY

Responsible Manager: Manager Customer and Communications

It is recommended that the Governance and Policy Committee change the frequency of **distribution of Council's corporate newsletter, the Gully Grapevine, from a Policy position to an operational decision.**

While we are not recommending an immediate change to the frequency of the Gully Grapevine, we are seeking the flexibility to alter its distribution should recall rates continue to decline and print and distribution costs outpace the budget allocation.

Distribution

Council has and continues to distribute the Gully Grapevine quarterly through unaddressed mail to all residential properties in the City of Tea Tree Gully. Using this low-cost distribution method has proven problematic over the past few years, with distribution zones regularly being missed.

It is becoming increasingly difficult for companies to guarantee complete distribution as they struggle to cope with a shrinking labour pool and absenteeism. In mid-2021, **Council's incumbent** supplier at the time, chose to close its residential delivery service for these reasons. Similarly, the Newscorp discontinued the production and distribution of the Messenger.

The inability to meet city-wide distribution targets has had a defined impact on the Gully Grapevine and its readership.

As measured through Council's Communications Preference Survey, we have seen a continued decline in the recall rate among residents, dropping from 80% in 2017 to 68% in 2021. While this is a concerning trend, readership rates have continued to remain strong among those who recall receiving the Gully Grapevine, measuring between 91%-94% during the same period.

| Year | Total readership (The estimated number of people aged 18+ that read the Gully Grapevine) | Recall rate (The number of people that recall receiving the Gully Grapevine) | Read rate (The percentage of those that recall receiving the Gully Grapevine that read the Grapevine) |
|------|---|---|--|
| 2017 | 59,185 | 80% | 94% |
| 2018 | 55,293 | 79% | 91% |
| 2019 | 55,293 | 75% | 91% |
| 2020 | 51,374 | 71% | 94% |
| 2021 | 47,604 | 68% | 91% |

The drop in recall is likely driven by the aforementioned distribution issues, which Council has sought to address by engaging a secondary service provider. This has seen the cost of distribution increase by about 200% since mid-2021, to around \$5,000 per edition, with distribution for the Summer 21/22 edition increasing by more than 300% to around \$8,000.

This increase in distribution cost is due in part to the pricing methodology applied by the current supplier and the need to use a targeted distribution provider to address the gaps in distribution.

It is important to note that distribution via unaddressed mail is still the most cost-effective approach, with addressed direct mail being almost four times the cost.

To curtail the impact of increasing distribution costs, Council has reduced the page count of the document from 20 pages per edition to 16 pages. The reduced weight of the document provides a more affordable distribution cost. While this cost can be managed within the existing budget allocation for proactive communication, it comes at the expense of other communication related activities.

Paper costs

At the same time distribution costs have increased, so have paper costs.

Over the last 6-8 months, due to the global pandemic, rising pulp prices, a declining Australian dollar and shipping issues, paper prices have jumped significantly.

Rising fuel prices due to the unrest in Eastern Europe will also likely see higher freight costs impact the affordability of paper.

To date, Council has protected itself somewhat from these cost increases by pre-purchasing its paper stock 12 months in advance and reducing the page count of the Grapevine. However, as we move into 2022-2023, we will likely wear the current increases as we seek to place another paper order to cover the next 12 months.

The sale of advertising is employed to offset the cost of print. At present, average annual advertising revenue sits at around \$12,000, or approximately 20-25% of the total print cost.

Communication preferences

At present, Council communicates with rate payers every six weeks through the distribution of the Gully Grapevine and a four-page rates notice insert that doubles as a mini Grapevine.

Those that subscribe to our monthly e-newsletter and follow Council on social media will receive more frequent communication.

While the Gully Grapevine has struggled to remain relevant over the past few years, we have **accordingly seen a defined shift in our community's communication preferences, with residents seeking more frequent, direct, personalised communication.**

Since 2018, email has remained the preferred method for receiving information from Council. In line with this, we have seen a marked growth in subscriptions to our corporate e-newsletter, increasing from 3,570 in July 2019 to just over 21,000 in February 2022.

Despite a significant increase in subscribers, we continue to maintain strong engagement. The average open rate for our corporate e-newsletter sits at 49% (industry average 26%) and the click rate at 14% (industry average 3.2%).

In addition to this, Council's social media following has increased by 38% since July 2019 to more than 74,000 followers. About 16,000 of these follow Council's corporate Facebook page.

Conclusion

Should Council continue to experience declining recall rates and ongoing increases in distribution and paper costs over the coming 12 months, consideration would be given to reducing the frequency of the Gully Grapevine.

It is envisaged that reducing the frequency of the Grapevine or removing it all together, would have limited impact on our ability to effectively communicate with residents of the City of Tea Tree Gully given the shifting communication preference and extent of our communications ecosystem.

Should the Governance and Policy Committee approve the requested changes, should an operational decision be made to vary the frequency of the Grapevine, an Information Report would be returned to Council outlining any changes.

RECOMMENDATION

That the “Council's Corporate Publications Policy ” **as reviewed by** the Governance and Policy Committee on 29 March 2022 be adopted.

| Staff to complete table(s) – ie add list of changes made to policy and discussion points Summary of changes | | |
|--|--|--|
| Page No. | Heading | Comments |
| 2 | Corporate newsletter (currently Gully Grapevine) | Removal of words ‘distributed to residents on a quarterly basis and’. |
| 2 | Corporate newsletter (currently Gully Grapevine) | The term ‘frequency’ added to the last paragraph which covers operational matters. |
| | | |
| | | |
| | | |
| | | |
| Changes during or after GPC Meeting for Council Meeting [date] | | |
| | | |
| | | |
| | | |
| | | |
| | | |

| Supporting Information |
|------------------------|
| |
| |

Attachments

1.  Council's Corporate Publications Policy - reviewed version for GPC 29 March 202210


Council's Corporate Publications Policy



| | |
|---------------------------------|--|
| Record number | D22/13864 |
| Responsible Manager | Manager Customer & Communications |
| Other key internal stakeholders | Director Organisational Services & Excellence |
| Last reviewed | |
| Adoption reference | |
| Resolution number | |
| Previous review dates | 23/6/20, 19/6/19, 20/2/19, 28/03/18, 9/05/17, 11/06/13, 18/01/11 |
| Legal requirement | N/A |
| Due date next review | 2025 |

The electronic version of this document is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

PURPOSE

The purpose of this policy is to provide guidelines for the production of corporate (cross-organisational) publications which are used to communicate with the community in an open and transparent manner.

POLICY

The City of Tea Tree Gully produces a variety of contemporary print and electronic publications to inform residents of relevant Council decisions, projects, services and events. Advertisements are also regularly published in the local newspaper for a similar purpose.

Particulars for each communication method are –

Corporate newsletter (currently Gully Grapevine)

Council's corporate newsletter is ~~distributed to residents on a quarterly basis and is~~ to include:

- A message from Council's principal spokesperson.
- Photographs (see Council Photographs Policy) of each Elected Member and their contact details.
- Elected Members may provide a column (maximum 80 words). A nominated officer of Council is to advise Elected Members of any requirements and to proof/edit each contribution. The CEO and Council's principal spokesperson reserve the right to edit Elected Member content, in consultation with the individual Elected Member, to ensure compliance with Council policy and position.
- A community noticeboard for community, sporting and school groups to promote their events and activities. Inclusion is subject to timing, budgetary constraints and space availability, and Council reserves the right to refuse to promote any activity it considers inappropriate. Requests for inclusion in Council produced materials must be submitted in writing by either:
 - Online: www.cttg.sa.gov.au/publicity
 - Regular mail – City of Tea Tree Gully, PO Box 571, Modbury SA 5092
 - In person – at the Civic Centre, 571 Montague Road, Modbury SA 5092

Where applicable and practical, Council's principal spokesperson is to be given the opportunity to make a brief comment on articles related to major projects, developments, services and events. As per Council's Media Policy, Council's principal spokesperson may choose to delegate this opportunity to an Elected Member.

Operational matters, including content, production, [frequency](#), promotion and the sale of advertising are the responsibility of the relevant officer of Council.

Paid advertisement

Operational matters, content, production, frequency and promotion are the responsibility of the relevant officer of Council.

Electronic Newsletters

Operational matters, content, production, frequency and promotion are the responsibility of the relevant officer of Council.

LEGISLATIVE FRAMEWORK AND OTHER REFERENCES

There is no legislative requirement for Council to have a policy relating to this area.

Other references

Council's documents including:

- Fees and Charges Register
- Council Photographs Policy
- Advertising Guidelines
- Media Policy
- Promote your community event or group section on Council's website

STRATEGIC PLAN/POLICY

Strategic Plan

The following strategic objectives in Council's Strategic Plan 2025 are the most relevant to this report:

| Objective | Comments |
|--|----------|
| Community | |
| <i>People feel a sense of belonging, inclusion and connection with the City and the community</i> | |
| <i>Diversity is welcome and celebrated</i> | |
| <i>Our services are accessible to all and respond to changing community needs</i> | |
| <i>People can have a say in decisions that affect them and the key decisions of the Council</i> | |
| Environment | |
| <i>Our consumption of natural resources is minimised by reducing, reusing and recycling products and materials, and using renewable resources</i> | |
| Economy | |
| <i>Modbury Precinct is revitalised as the city's key activity</i> | |
| <i>A local economy that is resilient and thrives, where businesses are supported to grow and prosper, provide local jobs and sustain our community and visitors and utilize technology to improve the livability of our city</i> | |

| Places | |
|--|--|
| <i>Streets, paths, open spaces and parks are appealing, safe and accessible</i> | |
| <i>Opportunities exist to express and experience art and culture</i> | |
| Leadership | |
| <i>Customer service provides a positive experience for people and is based on honesty and transparency</i> | |
| <i>Planning considers current and future community needs</i> | |
| <i>Delivery of services is sustainable and adaptable</i> | |

Organisation Plan

Theme: People and leadership

Indicator: Our staff, at all levels, are engaged and make meaningful contributions.

DEFINITIONS

For the purposes of this policy the following definitions apply:

CEO

Refers to the Chief Executive Officer (including their delegate) of the City of Tea Tree Gully.

POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio director and managed in accordance with Council's scheme of delegations.

ACCESSIBILITY

This Policy and Council's Fees and Charges Register are available to be downloaded free of charge from Council's website: www.cttg.sa.gov.au

Hard copies, for a fee, can be provided in accordance with Council's Fees and Charges Register at Council's Civic Centre at 571 Montague Road, Modbury SA 5092.



COMMUNITY WASTEWATER MANAGEMENT SYSTEM AND
RECYCLED WATER CUSTOMER HARDSHIP POLICY

Responsible Manager: Manager Finance and Rating Operations

This Policy is being reviewed as part of the Policy review cycle. With the planned transition of the CWMS Network Customers to SA Water, there are no changes proposed to this policy.

The policy will remain relevant following the transition of customers to SA Water, as any outstanding debt prior to the date of transition will remain with Council to recover.

RECOMMENDATION


That the “Community Wastewater Management System and Recycled Water Customer Hardship Policy
” **as reviewed by** the Governance and Policy Committee on 29 March 2022 be adopted.

| Staff to complete table(s) – ie add list of changes made to policy and discussion points | | |
|--|------------------------------------|----------|
| Summary of changes | | |
| Page No. | Heading | Comments |
| | No changes proposed to this policy | |
| | | |
| Changes during or after GPC Meeting for Council Meeting [date] | | |
| | | |

| | | |
|--|--|--|
| | | |
| | | |
| | | |
| | | |
| | | |

| |
|------------------------|
| Supporting Information |
| |
| |

Attachments

- 1.  Community Wastewater Management System and Recycled Water Customer Hardship Policy - Reviewed for GPC - 29 March 2022..... 16

Community Wastewater Management System and Recycled Water Customer Hardship Policy



| | |
|---------------------------------|---|
| Record number | D22/12312 |
| Responsible Manager | Manager Finance and Rating Operations |
| Other key internal stakeholders | Director Organisational Services and Excellence Director Assets and Environment Manager Civil and Water Operations |
| Last reviewed | |
| Adoption reference | |
| Resolution number | |
| Previous review dates | 19/6/2019, 18/10/17, 9/09/14 |
| Legal requirement | Under section 37(3) of the <i>Water Industry Act 2012</i> , a water industry entity must adopt a customer hardship policy published by the Minister under this section; or with the approval of the Commission, adopt such a policy with modifications. |
| Due date next review | 2025 |

The electronic version of this document is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

PURPOSE

This policy sets out:

- Processes to identify residential customers experiencing payment difficulties due to:
 - Hardship
 - Identification by Council
 - Self-identification by a residential customer
 - Identification by an accredited financial counsellor
 - Welfare agency
- An outline of a range of processes or programs that Council will use, or apply, to assist Council's customers who have been identified as experiencing payment difficulties.

POLICY

Identifying residential customers experiencing financial hardship

A residential customer experiencing financial hardship is someone who is identified by themselves, by Council, by an accredited financial counsellor, or by a welfare agency as having the intention, but not the financial capacity, to make required payments in accordance with Council's payment terms.

There are two types of financial hardship: ongoing and temporary. Depending on the type of hardship being experienced, hardship customers will have different needs and will require different solutions.

Residential customers that are identified as experiencing ongoing hardship are generally those on low or fixed incomes. These customers may require ongoing assistance.

Residential customers that may be identified as experiencing temporary hardship are those that have experienced a short-term change in circumstances, such as:

- Serious illness
- Disability or death in the family
- Loss or change in income
- Separation
- Divorce or other family crisis
- A loss arising from an accident
- Or some other temporary financial difficulty
- These customers generally require flexibility and temporary assistance, such as an extension of time to pay or an alternative payment arrangement.

The extent of hardship will be determined by either Council's assessment process or by an external body, such as an accredited financial counsellor.

Where Council assesses a residential customer's eligibility for hardship assistance, Council will consider indicators including (but not limited to) whether:

- The customer is on a Centrelink income and holds a Pensioner Concession Card or holds a Centrelink Low Income Health Care Card
- The customer is eligible for a South Australian Government concession
- The customer has been referred by an Accredited Financial Counsellor or welfare agency

- The customer has previously applied for emergency relief (irrespective of whether or not their application was successful)
- The customer's payment history indicates that they have had difficulty meeting their retail services bills in the past
- The customer, through self-assessment, has identified their position regarding their ability to pay.

Assisting residential customers who are experiencing financial hardship

Council will inform a residential customer of this Policy where:

- It appears to Council that non-payment of a bill for retail services is due to the customer experiencing payment difficulties due to hardship, or
- Council is proposing to install a flow restriction device.

Where a residential customer has been identified as experiencing financial hardship, we will offer the customer, as soon as is reasonably practicable, flexible and frequent payment options that have regard to the hardship customer's usage, capacity to pay and current financial situation. This is to be considered as a Payment Plan for Hardship. These options will include:

- An interest and fee free payment plan
- Centrelink's Centrepay Service
- Other arrangement, under which the customer is given more time to pay a bill or to pay in arrears (including any disconnection or restriction of charges)

Where a residential customer has been identified as experiencing financial hardship, Council will offer the customer, as soon as is reasonably practicable, flexible and frequent payment options that have regard to the hardship customer's usage, capacity to pay and current financial situation. Options may include:

- BPAY
- Direct Debit
- Councils online service
- Centrelink's Centrepay service, or
- Other arrangement, under which the customer is given more time to pay a bill or to pay in arrears (including any disconnection or restriction charges).

Recognising that some residential customers have a short-term financial hardship issue which may be resolved in the near to medium-term, where others may require a different type of assistance for ongoing financial issues.

Council will not charge a residential customer a reconnection charge where that customer is experiencing financial hardship and should have been identified as eligible for this Policy, so long as the customer agrees to participate in Council's hardship program, upon reconnection.

Council will engage in discussion with the hardship customer to determine a realistic payment option in line with the customer's capacity to pay.

Council will work with a hardship customer's financial counsellor to determine the Payment Arrangement for Hardship and instalment amount that best suits the customer and their individual circumstances.

Where a hardship customer's circumstances change, Council will work with the customer, and their financial counsellor, to re-negotiate their payment arrangement.

Council will not require a hardship customer to provide a security deposit.

Council will not restrict a hardship customer's retail services if:

- The customer has agreed to a payment arrangement and continues to adhere to the terms of that arrangement, or
- Council has failed to comply with the requirements of this Policy.

Council will also offer the hardship customer:

- Where appropriate, information about the right to have a bill redirected to a third person, as long as that third person consents in writing to that redirection
- Information about, and referral to, Commonwealth and South Australian Government concessions, rebates, grants and assistance programs
- Information about, and referral to, accredited financial and other relevant counselling and support services, particularly where a customer that is identified as experiencing ongoing financial hardship.

Where hardship customer requests information or a redirection of their bills, Council will provide that information or redirection free of charge.

Council will provide information to the hardship customer on how to reduce usage and improve water efficiency, which may include referral to relevant government water efficiency programs. This will be provided at no charge to the customer.

Council will explain to the hardship customer how and when the customer will be returned to regular billing cycles (and collection), after they have successfully completed the hardship program.

Council will also explain to the hardship customer that they will be removed from Council's hardship program, and be returned to Council's standard collection cycles, including debt recovery, should they cease to make payments according to the agreed payment arrangement or fail to contact Council for a period of greater than 90 days. In the event that a customer is able to demonstrate hardship interest and fines will be waived.

Council will not take any action to remove a customer from Council's hardship program until Council has sent the customer a written notice, allowing them 10 working days from the date of the notice to contact Council to re-negotiate their re-entry into the program.

Payment plans

Council's Payment Plan for Hardship customer will be established having regard to:

- The customer's capacity to pay and current financial situation
- Any arrears owing by the customer, and
- The customer's expected usage needs over the following 12 month period.
- Subject to a customer meeting their obligations interest and fines will be waived when on a payment plan

The payment plan will also include an offer for the hardship customer to pay for their retail services in advance or in arrears by instalment payments at a frequency agreed with the customer (e.g. weekly, fortnightly, monthly or as otherwise agreed with the customer).

Where a payment plan is offered to a hardship customer, Council will inform the customer of an agreement being reached, of:

- The duration of the plan
- The amount of each instalment payable under the plan, the frequency of instalments and the date by which each instalment must be paid
- If the customer is in arrears, the number of instalments to pay the arrears, and
- If the customer is to pay in advance, the basis on which instalments are calculated.

Where a hardship customer is seeking assistance in accordance with this Policy, but has failed to fulfil their obligations under an existing hardship arrangement, Council will require them to sign up for Centrepay or direct debit deductions.

Debt recovery

Council will suspend debt recovery processes while negotiating a suitable payment arrangement with a hardship customer.

Council will not engage in legal action or commence proceedings for the recovery of a debt relating to a retail service for a hardship customer if:

- The customer has agreed to a payment arrangement and continues to adhere to the terms of that arrangement, or
- Council has failed to comply with the requirements of this Policy.

Rights of residential customers experiencing financial hardship

Every residential customer experiencing financial hardship has the right to:

- Be treated respectfully on a case-by-case basis, and have their circumstances kept confidential
- Receive information about alternative payment arrangements, this Policy, and government concessions, rebates, grants and assistance programs
- Negotiate an amount they can afford to pay on a payment plan or other payment arrangement
- Consider various payment methods and receive written confirmation of the agreed payment arrangement within 10 business days
- Renegotiate their payment arrangement if there is a change in their circumstances
- Receive information about free and independent, accredited financial counselling services
- Receive a language interpreter service at no cost to the customer
- Be shielded from legal action and additional debt recovery costs, whilst they continue to make payments according to an agreed payment arrangement
- Not have retail services restricted or disconnected as long as they have agreed to a payment arrangement and continue to make payments according to an agreed plan.

General provisions

Council will ensure residential customers have equitable access to this Policy, and that this Policy is applied consistently. A copy of the documentation will be available at no charge to customers.

Council will ensure appropriate training of employees dealing with residential customers in hardship to enable them to treat customers with respect and without making value judgements. Training will also assist employees in the early identification of hardship customers, with establishing payment plans based on a hardship customer's capacity to pay, and include processes for referral to an Accredited Financial Counsellor or welfare agency for assistance.

Council will also make a copy of this policy available to a customer upon request as soon as practicable following a request to do so.

Confidentiality

Any information disclosed by a customer is confidential and will not be used for any purpose other than the assessment of an application for assistance.

Complaints handling

Council's General Complaints Policy detailing Council's customer complaints and dispute resolution process is available at Council's website www.cttg.sa.gov.au. Council will also make a copy of this policy available to a residential customer, upon request.

A residential customer experiencing hardship has a right to have any complaint heard and addressed by Council, and in the event that their complaint cannot be resolved, the right to escalate their complaint to the Ombudsman SA as outlined in Council's Internal Review of Council Decisions Policy.

LEGISLATIVE FRAMEWORK

The following legislation applies to this Policy:

[Water Industry Act 2012](#)

Under section 37(3) of this Act, a water industry entity must adopt a customer hardship policy published by the Minister under this section; or with the approval of the Commission, adopt such a policy with modifications.

Other references

Council's document including:

- Fees and Charges Register
- Customer Service Charter for Recycled Water & Sewage (CWMS) Services
- Late Payment and Sale of Land for Non-payment of Council Rates Policy
- General Complaints Policy
- Internal Review of Council Decisions Policy

External document including:

- South Australia Water Industry Regulations 2012
- Water Retail Code Draft Decision – Minor and Intermediate Retailers
- Essential Services Commission Act 2002

City of Tea Tree Gully / Community Wastewater Management System and Recycled Water Customer Hardship Policy

This Policy is based on the Customer Hardship Policy, made by the Minister for Communities and Social Inclusion, pursuant to Section 37 of the Water Industry Act 2012, under a delegation by the Minister for Water and the River Murray.

STRATEGIC PLAN/POLICY

Strategic Plan

| Theme | Objective | Comments |
|-------------------------|---|--|
| HEALTHY AND SAFE | <i>A community where people are safe during emergencies, natural disasters and during extreme climatic events, such as storms or heatwaves.</i> | Our community is healthy and safe. This policy ensures that people who are experiencing financial hardship can be assured that there is some flexibility to remain connected. |

Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on five key themes of organisational excellence. The theme most relevant to this report is: Customers and community relations.

DEFINITIONS

For the purposes of this policy the following definitions apply:

Accredited Financial Counsellor

In South Australia, means a person who holds a Diploma of Community Services (Financial Counselling), and who has worked at least 12 months as a financial counsellor under the supervision of the South Australian Financial Counsellors Association.

Consumer

As defined in the Water Industry Act 2012, means a person supplied with retail services as a consumer or user of those services.

Customer

As defined in the Water Industry Act 2012 means a person who owns land in relation to which a retail service is provided and includes:

Where the context requires, a person seeking the provision of a retail service, and

- In prescribed circumstances, a person supplied with retail services as a consumer or user of those services (without limiting the application of this definition to owners of land) and
- A person of a class declared by the regulations to be customers.

CWMS

Community Wastewater Management System.

Financial Counsellor

Accredited financial counsellor.

Financial Hardship

A circumstance of experiencing a lack of financial means, which may be either ongoing or temporary, but does not include circumstances where a person chooses not to meet a liability for an unpaid debt.

Hardship Customer

A residential customer who has been identified under, accepted into, or is eligible for assistance under Council's hardship program.

Payment Arrangement For Hardship

Anyone who meets the definition of Hardship Customer and has entered into an arrangement to pay their rates beyond the due date.

Regulations

Regulations under the Water Industry Act 2012.

Residential Customer

As defined in the Water Industry Act 2012 means a customer or consumer who is supplied with retail services for use at residential premises.

Retail Service –

As defined in the Water Industry Act 2012 means a service constituted by:

- The sale and supply of recycled water to a person for use (and not for resale other than in prescribed circumstances (if any)) where the recycled water is to be conveyed by a reticulated system, or
- The sale and supply of sewage (CWMS) services for the removal of sewage.

(even if the service is not actually used) but does not include any service, or any service of a class, excluded from the ambit of this definition.

Sewage

As defined in the Water Industry Act 2012 includes any form of waste that may be appropriately removed or dealt with through the use of a sewerage service.

Sewerage Service

As defined in the Water Industry Act 2012 means:

- A service constituted by the collection, storage, treatment or conveyance of sewage through the use of a reticulated system, or
- Any other service, or any service of a class, brought within the ambit of this definition by the regulations.

Water

As defined in the Water Industry Act 2012, includes rainwater, stormwater, desalinated water, recycled water and water that may include any material or impurities, but does not include sewage.

Water Service –

As defined in the Water Industry Act 2012 means:

- A service constituted by the collection, storage, production, treatment, conveyance, reticulation or supply of water, or
- Any other service, or any service of a class, brought within the ambit of this definition by the regulations.

POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio director and managed in accordance with Council's scheme of delegations.

ACCESSIBILITY

This Policy and Council's Fees and Charges Register are available to be downloaded free of charge from Council's website: www.cttg.sa.gov.au

Hard copies, for a fee, can be provided in accordance with Council's Fees and Charges Register at Council's Civic Centre at 571 Montague Road, Modbury SA 5092.



City of Tea Tree Gully
 Governance and Policy Committee
 Document Cover Sheet

29 MARCH 2022

TELECOMMUNICATIONS INFRASTRUCTURE POLICY

Responsible Manager: Manager Finance and Rating Operations

This Policy is being reviewed as part of the Policy review cycle. There are no changes proposed to this policy.

It should be noted that the Commonwealth Government has released for consultation an updated Telecommunications Code of Practice. It replaces the current 2018 version with an updated code that modernises and improves the operation of the carrier powers and immunities framework. The **Exposure Draft does not incorporate any changes that impact Council’s Telecommunications Infrastructure Policy.**

RECOMMENDATION

That **the “Telecommunications Infrastructure PolicyTelecommunications Infrastructure Policy** as reviewed by the Governance and Policy Committee on 29 March 2022 be adopted.

| Summary of changes | | |
|--|--|----------|
| Page No. | Heading | Comments |
| | No changes are proposed to this policy | |
| Changes during or after GPC Meeting for Council Meeting [date] | | |

| | | |
|--|--|--|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

| |
|------------------------|
| Supporting Information |
| |
| |

Attachments

1. [↓](#) Telecommunications Infrastructure Policy - Reviewed for GPC - 29 March 202227



Telecommunications Infrastructure Policy



| | |
|---------------------------------|--|
| Record number | D22/12323 |
| Responsible Manager | Manager Finance and Rating Services |
| Other key internal stakeholders | Director Organisational Services and Excellence |
| Last reviewed | |
| Adoption reference | |
| Resolution number | |
| Previous review dates | 16/10/19, 18/01/17, 8/10/13, 19/01/10, 10/10/06, 25/02/03, 13/03/01 |
| Legal requirement | NA |
| Due date next review | 2025 |

The electronic version of this document is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

PURPOSE

The purpose of this policy is to state Council's position in regard to the installation of telecommunications infrastructure on Council property.

POLICY

Use of Council Property for Telecommunications Infrastructure

Council supports the use of its facilities for the purpose of installing telecommunications facilities where access to appropriate modern telecommunications coverage would not otherwise be available to our community. Access to these facilities is essential to ensure that our community wellbeing is enhanced and facilities are available for emergencies.

Council will generally consider proposals for the installation of telecommunications infrastructure on Council property in the following circumstances:

- The proposed infrastructure is 'Low Impact' or, in the case where the facility requires approval under the Development Act 1993, the development is not listed as 'non-complying' within the relevant zone in Council's Development Plan
- It has been clearly demonstrated that co-location with another existing facility has been considered by the proponent, but rejected on technical/practical grounds
- The infrastructure will not adversely impact adjoining users to a significant degree
- The proponent can demonstrate that there are unlikely to be implications for the health and safety of Council employees or members of the public engaged in the use of the land in question, or other properties within the local area
- The site (land and/or building) is not being held by Council for a stated strategic purpose / future development
- The site has not been identified for potential sale, disposal or other exclusive use by another party
- An appropriate commercial lease fee is able to be negotiated.

Any telecommunications infrastructure installed on Council property remains the property and responsibility of the relevant telecommunication provider, who must comply with any applicable Council licence/authorisation conditions.

Where infrastructure is proposed to be installed on a road as opposed to Local Government land, subject to any laws to the contrary, Council may grant an authorisation for such infrastructure under the Local Government Act 1999.

Council will assess proposals to lease / licence land classified as Community Land in accordance with its Community Land Management Plan. Wherever necessary, the Council will ensure it complies with its public consultation obligations as required by the *Local Government Act 1999* and in accordance with Council's Community Engagement (Public Consultation) Policy (in respect of a telecommunication infrastructure proposal, licence or lease). This may occur concurrently with any public notification required by the Development Act 1993.

The matter (including the results of community consultation) will then be brought before a meeting of the Council for a final decision on whether the Council land will be made available for the proposal.

Note: Telecommunication infrastructure that requires a development approval under the Development Act 1993 is subject to the statutory processes set out within this legislation. Assessment of the proposal will be against the relevant policies in Council's Development Plan. Depending on the circumstances, public notification of the proposal may also be required under the Act. Council does not have any powers to regulate such infrastructure on property it does not own or manage.

Installation of Low Impact Facilities over Council Land

The installation of a Low Impact Facility over Council land does not require the approval of Council as the land owner, and is exempt from requiring development approval under the *Development Act 1993*.

Notwithstanding the above, in accordance with the Telecommunications Code of Practice 2018, the carrier is required to notify Council of any low impact facility installed over public land. Where appropriate, Council may submit an objection to the activity proposed.

Any objection must be submitted at least 5 days before the carrier intends to commence the activity and the objection must relate to one of the following matters:

- The use of Council land to engage in the activity
- The location of the low impact facility on the land
- The dates the carrier proposes to start, engage in or cease the activity
- The likely effect of the activity on Council land (e.g. impact on trees, footpaths, street furniture etc.)
- The carriers proposals to minimise any detriment and inconvenience, and to do as little damage as practicable to Council land.

LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a policy relating to this area.

The following legislation applies to this policy:

[Telecommunications Act 1997 \(Cth\)](#)

This Act, which is Commonwealth legislation, provides the legislative framework for the installation of telecommunication infrastructure. The Act provides that carriers have certain rights concerning the installation of telecommunications infrastructure. Furthermore the Act provides certain immunities from legislative obligations which would otherwise need to be met at the State, Territory and local government level.

[Telecommunications \(Low-Impact Facilities\) Determination 2018 \(Cth\)](#)

This Determination identifies a range of facilities deemed to be Low-Impact Facilities, which are exempt from State planning legislation.

Low Impact Facilities must be installed in accordance with the Telecommunications Code of Practice 2018.

[Telecommunications Code of Practice 2018](#)

This Code clarifies the process to be followed for the installation of telecommunications infrastructure, including infrastructure determined to be of a low impact nature as defined within the Telecommunications (Low-Impact Facilities) Determination 2018.

As required by clause 4.24 of this Code, before engaging in a low-impact facility activity, the carrier must give written notice of its intention to do so to:

- The owner of the land; and
- If the land is occupied by someone other than the owner, the occupier of the land.

Pursuant to Clause 4.30 of the Code, the owner or occupier of land who received notification of the installation of a low-impact facility may confirm in writing their objection to the activity in accordance with the process contained within the Code.

[Local Government Act 1999](#)

Section 202 of this Act makes provision for Council to grant a lease or licence over community land. In prescribed circumstances, public consultation is required before a lease or licence (including one relating to telecommunication infrastructure) is entered into.

Under section 217, Council has the power to order the owner of infrastructure on a road to carry out specified maintenance or repair work.

[Development Act 1993](#)

Development approval will be required under this Act and the Development Regulations 2008, if the facility is not determined to be a low-impact facility. Council advises all potential applicants to seek advice from Council in this regard. If a development approval is required under this Act, the telecommunications facility may be subject to public notification.

Other references

Council's document including:

- [Community Engagement \(Public Consultation\) Policy](#)
- [Community Land Management Plan](#)
- [Fees and Charges Register](#)
- [Road Alteration and Encroachment Policy](#)
- [Development Plan](#)

STRATEGIC PLAN/POLICY

Strategic Plan

| Theme | Objective | Comments |
|--------------------------|--|--|
| HEALTHY AND SAFE | <i>A community where people are safe in our public places and spaces.</i> | Our community is healthy and safe. |
| PROSPEROUS AND CONNECTED | <i>A community where people have the resources and capacity to achieve goals.</i> | Our local economy prospers and people feel a sense of purpose and belonging. |
| VIBRANT AND LIVEABLE | <i>A sustainable city that has a healthy natural environment and is resilient to climate change.</i> | Our city is a desirable and sustainable place to live. |

With additional initiatives that focus on upgrading the public realm, attracting future target markets, investment and housing development we will be better focused to deliver the kinds of outcomes for the precinct that are listed in the above objectives

Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on five key themes of organisational excellence. The themes most relevant to this report are: People and Leadership; Customers and community relations; Governance; Finance and systems, Continuous improvement

DEFINITIONS

For the purposes of this policy the following definitions apply:

Community land

All local government land (except roads) that is owned by Council or under Council's care, control and management and has been classified as community land

Council property

Land owned by Council or under Council's care, control and management

POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio director and managed in accordance with Council's scheme of delegations.

ACCESSIBILITY

This Policy and Council's Fees and Charges Register are available to be downloaded free of charge from Council's website: www.cttg.sa.gov.au

Hard copies, for a fee, can be provided in accordance with Council's Fees and Charges Register at Council's Civic Centre at 571 Montague Road, Modbury SA 5092.

ELECTED MEMBER TRAINING AND DEVELOPMENT POLICY

Responsible Manager: Manager Governance and Policy

This Policy is being reviewed as part of the Policy review cycle.

As part of local government reform, significant changes have been made to *the Local Government Act 1999* which will be implemented in a number of stages. The first stage of changes commenced on 16 September 2021. The second stage of changes commenced on 10 November 2021.

As part of the reform, informal gatherings (referred to as Elected Member workshops at City of Tea Tree Gully), which involves deleting section 90(8) to (8e) and inserting a new section 90A – Information or briefing session.

RECOMMENDATION

That the Governance and Policy Committee recommends to Council:

That the “Elected Member Training and Development Policy ” as reviewed by the Governance and Policy Committee on 29 March 2022 be adopted.

| Summary of changes | | |
|--|--|--|
| Page No. | Heading | Comments |
| 2-3 | Mandatory Training | The Mandatory Training modules have been included in full in anticipation for the new sections being introduced as part of the Local Government Reform process. |
| 4 | Information or Briefing Session | This section has been reviewed and amended as part of legislative changes from the Local Government Reform. |
| 5 | Application for Training and Development | Streamlined wording in first paragraph which is duplicated throughout the section. Reporting requirements in CEO delegation have been moved to 'Reporting' section. |
| 5 | Application for Training and Development | Discussion Point: Suggested by some Elected Members that these amounts be reviewed for the CEO delegation. |
| 5 | Application for Training and Development | Removed reporting requirements for individual members to complete post training session. This removes Council's delegate and refers to the Elected Member Support Policy. This removes the risk of the Policy being incorrect should the Elected Member Support Policy be amended. |
| 6 | Reporting | The reporting has been amended from quarterly to annually in order to streamline the process. All reporting requirements have been moved to this section from elsewhere in the policy. |
| Changes during or after GPC Meeting for Council Meeting [date] | | |
| | | |
| | | |
| | | |
| | | |

| Supporting Information | | |
|------------------------|--|--|
| | | |
| | | |

Attachments

- 1.  Elected Member Training and Development Policy - reviewed version for GPC meeting - 15 December 2021 36

Elected Member Training and Development Policy



| | |
|---------------------------------|---|
| Record number | D21/92501 |
| Responsible Manager | Manager Governance & Policy |
| Other key internal stakeholders | NA |
| Last reviewed | |
| Adoption reference | |
| Resolution number | |
| Previous review dates | 14/5/19, 28/2/18, 10/03/15, 24/09/14, 12/08/14, 12/02/13 (Previously titled: Training and Development Policy for Elected Members), 10/04/12, 09/08/11, 10/08/10, 10/11/09, 11/08/09, 14/10/08, 28/2/06 |
| Legal requirement | It is a requirement under Section 80A of the Local Government Act 1999 to have this policy |
| Due date next review | 2024 |

The electronic version of this document is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

1. PURPOSE

The purpose of this Policy is to state Council's position with regard to induction, training and development for Elected Members.

Council recognises its responsibility to develop and adopt a training and development policy to ensure that mandatory training requirements under the LGA Training Standards for Council Members (developed by the Local Government Association) and other opportunities are made available to all Elected Members relevant to their roles and functions.

2. POLICY

2.1 Education and Awareness

A Training and Development Plan will be developed each financial year in consultation with Council Staff and Elected Members to be considered by Council. In a general election year, particular emphasis will be given to the mandatory training requirements for all Elected Members to comply with ~~the Regulations~~ legislative requirements in the first 12 months of the Council term. A range of methods will be utilised for the preparation of the Training and Development Plan to identify the needs of its Elected Members and match those needs against its strategic and good governance objectives.

The Training and Development Plan is a flexible living document, subject to being updated, when required.

2.2 Induction - Mandatory Training

Elected Members who are new to Council, will be required to undertake all four modules of the LGA Training Standards. The LGA Training Standards consist of:

2.2.1 Module 1 – Introduction to Local Government (Minimum requirement-1.5 hours)

Elected Members will gain an understanding of the Australian System of Government and the composition, structure and operational functions of Councils in South Australia.

1. The Australian System of Government
 - a. The three spheres of government and their functions
 - b. Relationships between the three spheres of government
2. Roles and Functions of Local Government
 - a. Role, functions and objectives of Local Government
 - b. Composition and structure of Councils
 - c. Community engagement and consultation
 - d. Strategic Planning
3. Elected/Staff Structures
 - a. Role of Council Members
 - a-b. Role of Staff
4. Services Provided by Councils
 - b-a. Mandatory
 - c-b. Discretionary

~~2.2.2 Module 2 – Legal Responsibilities~~

~~Module 3 – Council and committee meetings~~

~~Module 4 – Financial Management and Reporting~~

Legal Responsibilities (Minimum requirement – 2 hours)

Elected Members will gain an overview of their duties as a Council Member under the Local Government Act 1999 and related legislation. The module will describe the roles of the Independent Commissioner Against Corruption, the Minister for Local Government and the Ombudsman regarding individual and Council performance, with an emphasis on investigations of maladministration, corruption and misconduct.

1. Role of a Council Member
2. Delegations
3. General Duties
4. Code of Conduct for Council Members
5. Conflict of Interest
6. Register of Interests
7. Responsibilities concerning the provision of support and resources
8. Legal Protections for Council Members
9. External Oversight
 - a. Ombudsman SA
 - b. Independent Commissioner Against Corruption
 - c. Minister for Local Government
 - d. District Court

2.2.3 Council and Committee Meetings (Minimum requirement – 1.5 hours)

Elected Members will have a greater understanding of the meeting procedures established to guide Council decision making.

1. Council and Committee Meeting Procedures
 - a. Overview
 - b. Council Meetings
 - c. Committee Meetings
 - d. Public Access to Council and Committee Meetings
 - e. Informal Gatherings
 - f. Agendas
 - g. Motions and Voting
 - h. Minutes
 - i. Public Access to documents
 - a.j. Chairing meetings

2.2.4 Financial Management and Reporting (Minimum requirement – 2.5 hours)

Elected Members will gain an understanding of a Council's responsibilities for financial and asset management planning, setting rates and monitoring budgets.

1. [Overview of financial governance responsibilities of individual elected members and the elected body](#)
2. [Long term financial planning](#)
3. [Long term asset management planning](#)
4. [Audit Committees](#)
5. [Rating](#)
6. [Budgets and Annual business plans](#)

Returning Elected Members will be required to undertake refreshers or updates on Modules 2 and 4 as a minimum and any appropriate modules identified through a gap analysis of their skills and training needs, in consultation with the CEO.

2.3 Additional Training

Other training needs will emerge that are directly related to specific service areas and other community issues and address environmental, social and economic challenges facing the community. The CEO may determine that training of a particular kind is required, at their discretion or in response to a request from Elected Member(s).

Council will use a range of delivery methods to support the training and development needs of Elected Members, including:

- a. Informal (briefing) sessions conducted by Council with appropriate guest speakers and trainers
- b. Attendance at seminars and conferences offered by the LGA of South Australia and other relevant agencies
- c. Purchase of training booklets and discussion papers that could be distributed to Elected Members for information
- d. Online training delivery
- e. Circulation of information
- f. In-house sessions with key internal / external speakers
- g. Information placed on the Elected Member Hub.

2.4 Information or Briefing Sessions/gatherings

~~Informal gatherings~~ [Information or Briefing Session](#) provisions may be applicable to training and development. See [Informal Gatherings Policy for more information](#) [90A of the Act for more information](#).

2.5 Application for Training and Development

~~Elected Members will be informed of upcoming Training Sessions via Council's Weekly Summary, email or internal mail. Where access is requested for training programs not directly conducted by Council, Elected Members are required to complete the Elected Member Training and Development Application Form (available through the Elected Member Hub) and obtain the required approval. an application for approval must be submitted and the training must link to the necessary or expedient to the performance or discharge of official duties or functions, unless otherwise agreed by Council.~~

~~Elected Members are required to complete the Elected Member Training and Development Application Form (available through the Elected Member Hub) and obtain the required approval.~~

Council supports Elected Members' attendances at relevant Training Sessions subject to allocated budget funds being available.

The total allowance limitation to be incurred by each individual Elected Member for Training and Development must not exceed \$5,000 for the position of the Mayor and \$3,000 for each councillor in the relevant financial year unless otherwise approved by Council.

In the financial year leading up to a general election, training and development limits will be proportionate for the period July - November. The capped amounts are:

| | | |
|------------|--------------------------------|---------------------------------|
| Mayor | 5 months /12 months of \$5,000 | Proportional amount: \$2,083.33 |
| Councillor | 5 months /12 months of \$3,000 | Proportional amount: \$1,250 |

Council approval is generally required before any such attendance may occur. In order to improve efficiency and simplify the approval for minor Training Sessions, Council has adopted the following approval process.

The CEO may approve the attendance and commitment of expenditure for an Elected Member to attend a Training Session provided all of the following conditions are met:

- a. Estimated cost for the Mayor is not greater than \$3,000 and per Councillor is not greater than \$2,000 per application
- b. The total costs to be incurred by Council for each individual Elected Member for Training and Development has not exceeded the financial year allowance (as mentioned above)
- c. Sufficient funds are available within the budget line for Elected Member Training and Development to fund the application
- d. The provision of the relevant Training Session is ~~necessary or expedient~~ relevant to the performance or discharge of official duties or functions

~~e. All delegations made under this section are to be reported to Council after the approval has been granted on a quarterly basis.~~

Commented [TD1]: DISCUSSION POINT: Suggested by some Elected Members that these amounts be reviewed for the CEO delegation.

Requests for approval will not be approved under delegation on the basis of carrying forward an Elected Member training and development allowance limitation from one financial year to the next. Where the claim extends beyond the delegated limitation for an Elected Member as detailed in this Policy, the application will be referred to Council for consideration.

~~After attending Training Sessions, whether approved by Council or the CEO under delegation, Elected Members must submit a report outlining their learnings and/or outcomes of the attended conference or seminar within 60 days of their return. If an Elected Member attends a Training Session held by the LGA, Australian Local Government Association or a similar organisation, they are not required to provide a report on their learnings.~~

~~The reporting requirement will not be required for newly appointed Elected Members who are undertaking induction training or training as part of their role on a Committee (i.e. training in accordance with the LGA Training Standards, Audit Committee, presiding member or chairing skills etc.)~~

If it is an accredited Training Session, a certified copy of results or a completion certificate must be provided at the completion of the subject / course to Council.

Council has an Elected Member Support Policy ~~that stipulates Council's delegate~~ ~~that nominates the Mayor or the Mayor's delegate~~ to attend meetings of the LGA, Local Government Finance Authority of South Australia, Australian Local Government Association and other local government related events where ~~Council the Mayor~~ is expected to attend or is invited to attend.

2.6 Payments / Reimbursements

Where approval has been granted for attendance at a Training Session, Council acknowledges that an Elected Member may seek reimbursement of expenses in accordance with the relevant provisions of the Act, its Regulations and this Policy. The following reimbursements are considered to be appropriate:

- a. Registration fees
- b. Travelling costs to and from the Training Session including taxis, airfares, private car and car parking
- c. Accommodation (inclusive of breakfast)
- d. Meals (maximum of \$60 per day, where the Training Session does not provide for it)
- e. Incidental costs (maximum of \$20 per day for attendance at approved regional and interstate Training Session, such as telephone costs).

Costs may only be claimed for expenses incurred by Elected Members. Council will not reimburse any costs incurred by an Elected Member's spouse, partner, family member etc.

All requests for reimbursements must be forwarded to the Council with the following:

- a. The relevant reimbursement application form
- b. A receipted tax invoice being received for the incurred expense
- c. Any relevant conditions and relevant policies relating to Elected Members being met.

Where a receipted tax invoice is not provided as proof of purchase with the reimbursement application, the reimbursement will not be approved.

Note: Council may elect to pay the provider directly to obtain any purchase or discount, rather than reimburse the relevant Elected Member.

~~The costs incurred with the training and development will be allocated against each specific Elected Member in the relevant register in accordance with section 79 of the Act and Council's Elected Member Support Policy.~~

~~2.7 Allowances and Benefits Register~~

~~Any cost associated with the mandatory training and other additional training will be allocated in the Allowances and Benefits Register against the Elected Member (whether the Elected Member attends or not). If an additional session is required due to a non-attendance this additional cost will also be recorded against the relevant Elected Members in the Allowances and Benefits Register in accordance with section 79 of the Act and Council's Elected Member Support Policy.~~

2.8 Annual Budget Allocation

A budget allocation will be provided to support the training and development activities undertaken by Council.

2.9.2.9 Reporting

2.9.1 Training and Development Register

A record of Elected Member training and development will be maintained. ~~Progress against expenditure of the budget allocation will be reported on a quarterly on an annual basis to Council.~~

2.9.2 Training and Development Reporting

~~Progress against expenditure of the budget allocation will be reported on an annual basis to Council. This will include any reporting on training and development approved to be undertaken within CEO delegation. All delegations made under this section are to be reported to Council after the approval has been granted on a quarterly basis.~~

Council's annual report will include a segment regarding the operation of this Policy, the nature of matters raised in the Training and Development Plan and expenditure total spent during the financial year.

2.79.3 Allowances and Benefits Register

~~Any cost associated with the mandatory training and other additional training will be allocated in the Allowances and Benefits Register against the Elected Member (whether the Elected Member attends or not). If an additional session is required due to a non-attendance this additional cost will also be recorded against the relevant Elected Members in the Allowances and Benefits Register in accordance with section 79 of the Act and Council's Elected Member Support Policy.~~

2.10 Independent Members

Independent Committee or Panel Members will have the opportunity to attend relevant training and development.

3. DEFINITIONS

For the purposes of this policy the following definitions apply:

Act
Local Government Act 1999

CEO

Refers to the Chief Executive Officer (including their delegate) of the City of Tea Tree Gully

Elected Members

Includes the Councillors and the Mayor

LGA

Local Government Association

LGA Training Standards

LGA Training Standards for Council Members

Regulations

Local Government (General) Regulations 2013

Training Sessions

Includes conferences, seminars, training courses and workshops

4. LEGISLATIVE FRAMEWORK

The following legislation applies to this Policy:

[Local Government Act 1999](#)

Section 78 of the Act states Council may provide facilities and other forms of support to its members to assist the members in performing or discharging official functions and duties.

Section 80A of the Act states:

- a. Council must prepare and adopt a training and development policy for its Elected Members that assists in their performance and discharge of their functions and duties
- b. Council may from time to time alter its policy, or substitute a new policy.

[Local Government \(General\) Regulations 2013](#)

Regulation 8AA of the Regulations states:

- a. Council must ensure that its training and development policy provides that members must undertake regular training in accordance with the policy and complies with the LGA training standards
- b. LGA training standards means the document entitled LGA training standards for council members approved by the Minister for the purposes of the regulation and published on a website maintained by the LGA.

4.1 Other references

Council's documents including:

- a. Elected Member Support Policy
- b. Elected Members Allowances and Benefits Register
- c. Fees and Charges Register.

External documents including:

- a. Code of Conduct for Council Members
- b. [LGA Training Standards for Council Members](#)

5. STRATEGIC PLAN/POLICY

5.1 Strategic Plan

The following strategic objectives in Council's Strategic Plan 2025 are the most relevant to this report:

| Objective | Comments |
|---|---|
| Leadership | |
| <i>Decision making is informed, based on evidence and is consistent</i> | <u>Providing Training and Development for Elected Members ensure that they can make informed decisions based on what is best for the Community and Council.</u> |

6. POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio director and managed in accordance with Council's scheme of delegations.



REPORT FOR

GOVERNANCE AND POLICY
COMMITTEE

MEETING DATE

29 MARCH 2022

RECORD NO:
REPORT OF:
TITLE:

D22/21002
COMMUNITY & CULTURAL DEVELOPMENT
INFORMATION REPORT - LEASES AND LICENCES TO
SPORTING AND COMMUNITY ORGANISATIONS POLICY
AND RELATED POLICIES

The following information is provided in support of the presentation to the Governance and Policy Committee titled “*Overview of Leases and Licences to Sporting and Community Organisations Policy and related Policies*” and dated 29 March 2022.

A website link to view the Policies listed below is [here](#).

A website link to view the Plans listed below is [here](#).

| Policy or Plan Title | Purpose |
|--|--|
| Leases and Licences to Sporting and Community Organisations Policy | <p>The purpose of this policy is to establish a set of clear guidelines for the consideration of applications for the granting of leases or licenses to sporting and community groups on community land.</p> <p>This policy will determine the criteria Council Administration use to assess and grant a lease; or renewal of lease, for up to a total five year term. All community or sporting groups that seek leases longer than the five years, or seek additional special conditions, will be considered by Council prior to proceeding to community engagement if required under the Local Government Act 1999.</p> |
| Policy or Plan Title | Purpose |

| | |
|---|--|
| Sports Field Floodlighting Policy | The purpose of this policy is to establish Council's position in regard to the installation and maintenance of sports floodlighting to Council owned properties, including the level of financial contribution that will be made by Council and the relevant sporting and community organisations. |
| External Grant Funding Policy | The purpose of this Policy is to establish criteria for effective and efficient management of applications for grants funded by external organisations, to ensure consistent and objective analysis that is aligned to corporate objectives prior to applying for external grant funding. |
| Community Engagement (Public Consultation) Policy | <p>The purpose of this policy is to foster and support a culture of effective community engagement to enhance decision making and ensure that Council meets its obligations under the Local Government Act 1999 and other relevant Acts.</p> <p>This policy will outline the principles by which the City of Tea Tree Gully will communicate with, consult and involve its Community in regards to decisions that have an impact on or are of importance to the community.</p> |
| Debt Recovery Policy | The purpose of this policy is to set out Council's principles in regard to the management of debt to ensure that money owed to Council is collected as soon as possible through efficient and effective debt recovery practices. |
| Open Space Policy | <p>This policy describes the principles and framework that guides the provision, development and management of open spaces.</p> <p>The Policy seeks to maintain and improve both the natural and built environments for the benefit of the community and the individual and collective health and wellbeing of our residents.</p> |
| Policy or Plan Title | Purpose |

| | |
|----------------------------------|--|
| Asset Management Policy | The purpose of this policy is to establish a set of guidelines for the management of Council's assets. The existence of this policy will assist to implement consistent asset management processes throughout the City of Tea Tree Gully. |
| Open Space Asset Management Plan | <p>The primary purpose of our open space assets are to provide fun and engaging leisure and recreational areas as well as vibrant open spaces for the City of Tea Tree Gully community.</p> <p>This asset management plan is used to guide the planning, construction, maintenance and operation of Council's open space assets and infrastructure.</p> |
| Buildings Asset Management Plan | <p>The primary purpose of our building assets is to facilitate and support the delivery of community services and associated benefits to our community.</p> <p>This asset management plan is used to guide the planning, construction, maintenance and operation of Council's building assets.</p> |

Attachments

N/A

Report Authorisers

Felicity Birch

Manager Recreation and Leisure Services

8397 7234

Carol Neil

Director Community & Cultural Development

8397 7341

Status Report on Governance and Policy Committee Resolutions 29 MARCH 2022



Note: This report is provided as information only. Actions relating to confidential minutes may not be included in the Status Report.

Note: This report will be presented on a monthly basis, to the first meeting each month.

Pending Actions

| Minute No. | Meeting Date | Officer | Subject | Estimated Completion |
|---|--------------|------------------|---|----------------------|
| 149 | 15/12/2021 | Cooper, Ilona | Process for Handling Code of Conduct Complaints against Council Members | 15/06/2022 |
| D21/104524 | | | | |
| 06 Jan 2022 3:51pm Harrison, Gill - Target Date Revision | | | | |
| Target date changed by Harrison, Gill from 16 February 2022 to 17 February 2022 - This Policy is being returned to the Governance and Policy Committee Meeting of 16 February 2022. | | | | |
| 22 Mar 2022 8:53am Taglierini, Deana - Target Date Revision | | | | |
| Target date changed by Taglierini, Deana from 17 February 2022 to 15 June 2022 - The process has been rescheduled for the GPC meeting on 15 June 2022. | | | | |

Completed Actions

| Minute No. | Meeting Date | Officer | Subject | Completed |
|--|--------------|-------------------------|---------------------------|------------|
| | 16/02/2022 | Gustafson, Catherine | General Complaints Policy | 25/02/2022 |
| D22/10987 | | | | |
| 25 Feb 2022 9:03am Gustafson, Catherine - Completion | | | | |
| Policy adopted and published on Council's website | | | | |

| Minute No. | Meeting Date | Officer | Subject | Completed |
|--|--------------|-------------------------|-------------------------------|------------|
| | 16/02/2022 | Gustafson, Catherine | Advertising Guidelines Policy | 25/02/2022 |
| D22/10987 | | | | |
| 25 Feb 2022 9:03am Gustafson, Catherine - Completion | | | | |
| Policy adopted and published on Council's website | | | | |

| Minute No. | Meeting Date | Officer | Subject | Completed |
|---|--------------|-------------------------|---|------------|
| 152 | 16/02/2022 | Gustafson, Catherine | Children and Vulnerable Persons Safe Environment Policy | 25/02/2022 |
| D22/10987 | | | | |
| 25 Feb 2022 9:03am Gustafson, Catherine - Completion Policy adopted and published on Council's website | | | | |

| Minute No. | Meeting Date | Officer | Subject | Completed |
|---|--------------|-------------------------|------------------------|------------|
| 15 | 16/02/2022 | Gustafson, Catherine | Flag Management Policy | 25/02/2022 |
| D22/10987 | | | | |
| 25 Feb 2022 9:03am Gustafson, Catherine - Completion Policy adopted and published on Council's website | | | | |