

Notice of Governance and Policy Committee Meeting



MEMBERSHIP

Cr Damian Wyld (*Presiding Member*)

Cr Rob Unger
Cr Jessica Hawkvelt
Cr Irena Zagladov

Cr Lucas Jones
Cr Kimberley Drozdoff

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 WEDNESDAY 22 FEBRUARY 2023 commencing at 6.30pm

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

Members of the community are welcome to attend the meeting or listen and observe minutes via [Council's website](#).

RYAN MCMAHON
CHIEF EXECUTIVE OFFICER

Dated: 21 February 2023

CITY OF TEA TREE GULLY

GOVERNANCE AND POLICY COMMITTEE MEETING 22 FEBRUARY 2023

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 17 August 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

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

City Operations - Nil

Corporate Services - Nil

Community Services - Nil

12. Returned Policies

13. First Discussion of Policies

13.1 Australia Day Awards Policy 5

13.2 Community Wastewater Management System and Recycled Water
Customer Hardship Policy..... 33

13.3 Privacy Policy..... 44

13.4 Council's Corporate Publications Policy & Media Policy	67
13.5 Casual Hire of Civic Centre Public Meeting Rooms Policy	89
14. Notice(s) of Motion - Nil	
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 Resolutions.....	97
19. Other Business	
20. Section 90(2) Local Government Act 1999 – Confidential Items	
<i>A record must be kept on the grounds that this decision is made.</i>	
21. Date of Next Meeting	
21 June 2023	
22. Closure	

AUSTRALIA DAY AWARDS POLICY

Responsible Manager: Manager Customer and Communications

Following consideration of the 2023 Australia Day Award nominees at the 13 December 2022 Council Meeting, a motion was passed unanimously that the Governance and Policy Committee be tasked with preparing an Australia Day Awards Policy for consideration by Council.

In line with this, a draft *Australia Day Awards Policy* has been prepared for consideration by the *Governance and Policy Committee*. This policy has been developed in line with the *Citizen of the Year Awards guidance and criteria for local government authorities* provided by the Australia Day Council of South Australia Inc (ADCSA).

Aligning the Australia Day Awards Policy with the ADCSA's guidelines will provide a level of rigor, not only in relation to the process but also the assessment of the nominees.

Currently the City of Tea Tree Gully offers two awards, Citizen of the Year and Community Group of the Year. While there is alignment between Council and the ADCSA on the Citizen of the Year award, the ADCSA does not offer a Community Group of the Year Award. Instead the ADCSA offers the following:

- Citizen of the Year Award
The most outstanding Citizen for the local government authority.
- Young Citizen of the Year Award
The most outstanding Young Citizen for the local government authority
- Community Event of the Year Award
A person or group who has staged the most outstanding community event.

- Award for Active Citizenship
A person or group delivering work on an event or project for the community during the past calendar year.

In drafting this policy, the two awards currently offered has been retained however the selection criteria used by the ADCSA for the award for Active Citizenship has been used as the basis for **Council's Community Group of the Year award.**

Note, the ADCSA guidelines do allow for councils to present their own awards to reflect other community achievements.

RECOMMENDATION

That the Governance and Policy Committee recommends to Council:

That the “Australia Day Awards Policy” as reviewed by the Governance and Policy Committee on 22 February 2023 be adopted.

Summary of changes		
Page No.	Heading	Comments
Changes during or after GPC Meeting for Council Meeting [date]		

Supporting Information

Attachments

1. [DRAFT - Australia Day Awards Policy - 30 January 2023](#)8

2. Download	Citizen of the Year Guidance Document 2023 - Australia Day Council of South Australia - 19 December 2022.....	15
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Australia Day Awards Policy

1. PURPOSE

The purpose of this Policy is to establish guidelines for the administration and conduct of the City of Tea Tree Gully Australia Day Awards.

2. POLICY

Each year, Council celebrates the achievements and contributions of outstanding community members and groups through the City of Tea Tree Gully Australia Day Awards program.

Council's Australia Day Awards program comprises two award categories:

- A. Outstanding Citizen of the Year
This is presented to someone making an extraordinary contribution to the community and may recognise outstanding service over a number of years.
- B. Outstanding Community Group of the Year
This is presented to a group or sporting club making an extraordinary contribution to the community and may recognise outstanding service over a number of years.

2.1 The Australia Day Awards process

- Council promotes the City of Tea Tree Gully Australia Day Awards program through their networks and seeks nominations for the Outstanding Citizen of the year and Outstanding Community Group of the Year.
- Once nominations close, Council's Elected Members considers all eligible nominations and decides who the recipients are for the Outstanding Citizen of the year and Outstanding Community Group of the Year.

- Award recipients are announced at The City of Tea Tree Gully Australia Day Citizenship and Awards Ceremony. The date of the ceremony is at Council's discretion and may take place on or around the 26th of January.

2.2 Selection criteria

In choosing the recipient of the Outstanding Citizen of the Year and Outstanding Group of the Year awards, regard is given to the nominee's achievements in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to the community.

An individual, group or sporting club need only be nominated once to be considered. The number of nominations received per nominee will bear no weight in their selection.

The selection criteria for Outstanding Citizen:

- Significant contribution to the community above and beyond employment duties
- An inspirational role model for the Australian Community
- The scope and impact the individual's contribution has on the City of Tea Tree Gully.

The selection criteria for Outstanding Community Group:

- The group or sporting club has demonstrated leadership in and for the community
- The scope of impact the group or sporting club's work has on the local government area.
- The group or sporting club's contribution to the community

The Council will also consider the following in assessing and comparing nominations against the above criteria:

- Personal, academic and professional achievements
- Contribution in the relevant field
- Demonstrated leadership, innovation and creativity
- Contribution to development of community and/or economy
- Future goals and likely impact
- Degree of difficulty of the achievement and sacrifices made
- Previous awards and recognition
- Voluntary work beyond paid employment
- Nature and length of activity or service
- Achievements as an individual or as part of a group or organisation

- Availability and commitment to promote community pride and active citizenship throughout the year of the recipient's appointment.

2.3 Eligibility criteria

- Nominees must be Australian Citizens
- Awards will not be granted posthumously
- Self-nominations will not be accepted
- Nominees must be at least 16 years of age in the year of the Award presentation
- Sitting state and federal politicians, current vice-regal officers and current Elected members of Council are not eligible
- Retired politicians, elected members and vice-regal officers will be considered for work undertaken in addition to their official duties
- Unsuccessful nominees may be re-nominated in subsequent years
- Previous recipients of the Award may receive the award in the future, however the work that the individual made in receiving the original award may not be considered
- Council may choose to re-submit nominations that do not receive an award for future consideration in subsequent years of the program.

2.4 Ineligibility

Nominations that do not meet the eligibility and selection criteria or are not received via Council's official electronic nomination form with the appropriate supporting information will not be considered.

Nominations received after the closing date will be carried forward to the next nomination period in the following year.

2.5 Nomination process

Anyone can submit a nomination for the City of Tea Tree Gully Australia Day Awards program.

Nominations must be submitted electronically via the official City of Tea Tree Gully Australia Day Awards form on Council's website (www.cttg.sa.gov.au)

While nominations may be submitted at any time throughout the year, a targeted marketing campaign will be conducted annually between September and November.

Nominations submitted via the Citizen of The Year website (www.citizenoftheyear.com.au) may be provided to Council for consideration as part of its awards program.

2.6 Selection process

Following the close of nominations, Council's Elected Members will consider all eligible nominees based on the selection criteria. They will shortlist nominees, selecting an award recipient for each award category and may also award a commendation to one or more nominees.

While there is a risk that the claims put forward may be overstated, misleading or untrue, the information contained in the submissions made by the nominators is not factually verified.

In the event that no nominations, or no suitable nominations, are received in any award categories, Council's Elected Members reserve the right to grant the award to a citizen or group of their choice.

The decision of Council's Elected Members is final and no additional correspondence will be entered in to.

Shortlisted nominees will be invited to attend City of Tea Tree Gully Australia Day Citizenship and Awards ceremony.

2.7 Award recipients

Award recipients must be kept confidential until the awards are presented at Council's Australia Day Citizenship and Awards ceremony.

Award recipients will receive a \$250 financial contribution, certificate and medallion, and their names will be added to the Australia Day Awards honour board in the Civic Centre.

Award recipients will also be included in Council's official invitation list to attend Civic functions, opening and recognition events through-out the year (at Council's discretion) and will be invited to be part of the following years' Australia Day Citizenship and Awards ceremony.

2.8 Unsuccessful nominations

Council will write to all unsuccessful nominees and their nominators advising them of the outcome and inviting them to attend the City of Tea Tree Gully Australia Day Citizenship and Awards ceremony.

2.9 Removal of award

Council reserves the right to remove a recipient's award at any time, if:

- the recipient is found guilty of a crime or offence or has an adverse finding made against them.
- the recipient has behaved or acted in a manner that may bring disrepute on the awards program and/or Council.
- the information on which the recommendation to give the award was found to be false or misleading.

In the event that Council chooses to remove an award, the award recipient will be notified in writing of the proposed action and reason for the action.

The award recipient may lodge a formal objection in writing not more than 30 days after the date of the notice.

The Council will consider any formal objection in confidence prior to the removal of an award at the next possible Council meeting.

Should no formal objection be received, the award will be removed following the conclusion of the objection period.

3. DEFINITIONS

For the purposes of this policy the following definitions apply:

Nominee

Means a person, group or sporting club nominated for the City of Tea Tree Gully Australia Day Awards.

Nominator

Means the person nominating a person, group or sporting club for the City of Tea Tree Gully Australia Day Awards.

4. LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a policy relating to this area and there is no legislative requirement for Council to conduct an Australia Day Awards program.

4.1 Other references

This Policy is based on the Australia Day Council of SA Inc's Citizen of the Year Awards Guidance and Criteria for Local Government Authorities.

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
Community	
<i>People feel a sense of belonging, inclusion and connection with the City and the community</i>	Council's Australia Day Awards program provide an opportunity to acknowledge and reward the remarkable service individuals, groups and sporting clubs make within our community.
<i>Diversity is welcomed and celebrated</i>	Council's Australia Day Awards provides an opportunity to acknowledge the diversity within our community.
<i>There are opportunities for people to volunteer, give back and share their skills with others</i>	Council's Australia Day Awards encourages volunteerism within our community.

5.2 Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on four key themes of organisational excellence. The themes most relevant to this report are: Customer Care; Learning & Growth; Future Capability; Sustainable Operations.

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.

Record number	
Responsible Manager	Manager Customer and Communications
Other key internal stakeholders	General Manager Corporate Services
Last reviewed	February 2023
Adoption reference	
Resolution number	
Previous review dates	
Legal requirement	NA
Due date next review	2025
Delegations	Yes/No

Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.



South
Australia

CITIZEN OF THE YEAR AWARDS

Reflect. Respect. Celebrate.

GUIDANCE AND CRITERIA FOR LOCAL GOVERNMENT AUTHORITIES



*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

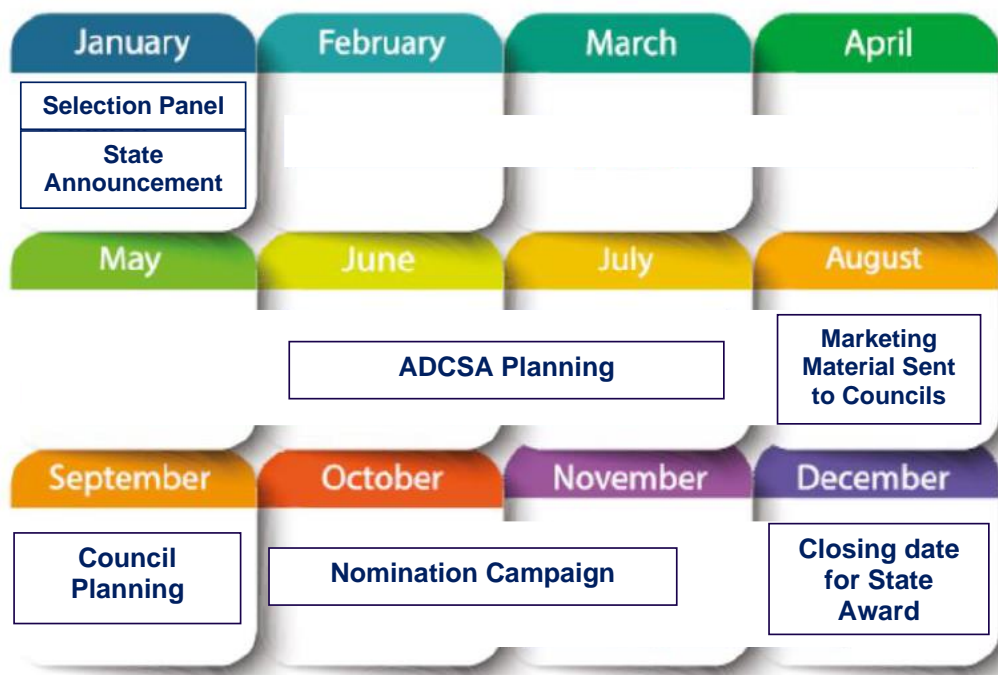
Contents

About the Awards	3
Selection Criteria	4
Eligibility Criteria.....	5
Nomination Process and Resources	6
Nomination Period and Marketing Assets	6
Ideas for Councils to Generate Nominations	7
Messaging to Use for Marketing Campaigns.....	7
Ideas for Photos to Accompany Marketing Campaign.....	10
Inspiring Community Leader Video Assets.....	10
Template: Email to Community Organisations	12
Panel Composition and Guidelines	13
Template: Initial Email to Selection Panel Members	14
Template: Thank you Email to Panel Members.....	14
Presentations of Awards	16
Certificates and Frames	16
State Awards	16
Social Media.....	16
Major Sponsor	17
Frequently Asked Questions	17

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

The Citizen of the Year Awards, Young Citizen of the Year Awards, Community Event of the Year Award and Award for Active Citizenship are presented annually to local citizens and community organisations who have made outstanding contributions to the South Australian community.

The Awards are provided by the Australia Day Council of South Australia (ADCSA) and are administered by Local Government Authorities throughout the State on behalf of the Council.



Citizen of the Year Awards Process *(this is subject to change in each Council)*

1. ADCSA and Council promote the Citizen of the Year Awards through their networks and seek nominations for their Citizen of the Year Award categories.
2. Once nominations close, Council bring together a selection panel that decides who the local recipients are for the Citizen of the Year Award categories.
3. Council Citizen of the Year Recipients are then forwarded to ADCSA to be considered for the State Citizen of the Year Award.
4. State Citizen of the Year Award Recipients are announced by Her Excellency the Honourable Frances Adamson AC, Governor of South Australia, on the grounds of Government House in January the following year.

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

About the Awards

Each year, South Australia celebrates the achievements and contributions of outstanding members of their communities through the Citizen of the Year Awards. These individuals offer remarkable service each day and so often this is invisible to us. They don't do it for the praise or for recognition – they do it simply because it makes a difference to the people of our state.

The Citizen of the Year Awards comprises of 4 major categories:

Citizen of the Year Award:

The most outstanding Citizen for the local government authority.

Young Citizen of the Year Award:

The most outstanding Young Citizen for the local government authority.

Community Event of the Year Award:

A person or group who has staged the most outstanding community event.

Award for Active Citizenship:

A person or group delivering outstanding work on an event or project for the community during the past calendar year.

Local government authorities may also present their own awards to reflect other achievement in their community.

Selection Criteria

In choosing the recipients of the Citizen of the Year Awards, regard is given to the nominee's achievements in the year immediately prior to receiving the award, as well as their past achievements and ongoing contribution to the community.

An individual need only be nominated once to be considered. The number of nominations received per nominee bears no weight in their selection.

The selection criteria for Citizen of the Year and Young Citizen of the Year are:

- Significant contribution to the community above and beyond employment duties
- An inspirational role model for the Australian community
- The scope of impact the individual's contribution has on the local government area.

The selection criteria for Community Event of the Year:

- The quality of the work for the event
- The scope of impact the work has on the local government area

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

- The event's contribution to the community.

The selection criteria for Award for Active Citizenship:

- The person or group has demonstrated leadership in and for the community
- The person or groups involvement in the community
- The scope of impact the person or groups work has on the community.

PLEASE NOTE: It is not a requirement that the individual resides in the local government area. The focus should be on their specific contribution to that local government area or community (e.g., an individual may live in a neighbouring Council but has made a significant contribution to a community organisation within the respective Council).

Selection panels will also consider the following in assessing and comparing nominations against the above criteria:

- Personal, academic and professional achievements
- Contribution in the relevant field (how has the nominee, event, or group 'given back' to benefit others)
- Demonstrated leadership, innovation and creativity
- Contribution to development of regional community and/or economy
- Future goals and likely impact
- Degree of difficulty of the achievement and sacrifices made
- Previous awards and recognition
- Voluntary work beyond paid employment
- Nature and length of activity or service
- Achievements as an individual or as part of a group or organisation
- Availability and commitment to promote community pride and active citizenship throughout the year of the recipient's appointment.

Eligibility Criteria

- Nominees must be Australian citizens (except for Award for Active Citizenship)
- Awards will not be granted posthumously
- Self-nominations will not be accepted
- Nominees must be at least 16 years of age in the year of the award presentation
- Nominees for the category of Young Citizen of the Year must be 30 years of age or under on 26 January in the year of the award presentation
- Sitting state and federal politicians, current vice-regal officers and current elected members of Council are not eligible
- Retired politicians, elected members and vice-regal officers will be considered for work undertaken in addition to their official duties
- Unsuccessful nominees may be re-nominated in subsequent years
- Groups of people, organisations or couples will not normally be eligible for Citizen of the Year and Young Citizen of the Year, though in exceptional cases the selection panels reserve the right to consider such nominations
- Both individuals and organisations should be considered for the Community Event of the Year as this recognises the organising body or committee responsible for the event

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

- Absolutely NO weight is given to the number of times a person or organisation is nominated
- Previous recipients of the award categories may receive the award in the future however the work that this person or organisation made in receiving the original award may not be considered
- Councils may choose to re-submit nominations that do not receive an award for future consideration in subsequent years of the program.

Nomination Process and Resources

There are two main ways to receive nominations for the Citizen of the Year Awards:

- Hard copy nomination forms that are sent to Council or ADCSA (ADCSA then forward to the respective Council)
- Online through the Citizen of the Year website: www.citizenoftheyear.com.au

Anyone can submit a nomination for this award program. Nominations received online will be emailed directly to the respective Council.

On the Citizen of the Year website, Council has special access to a '**Council Admin**' portal that contains resources to assist in delivering the Citizen of the Year Awards program. Please note that resources and marketing assets will be available to download from this portal in the week of the 22 August 2022.

Portal Details

Website link: www.citizenoftheyear.com.au/Council-admin/

Password: sacouncil1

Nomination Period and Marketing Assets

The following dates are recommended for the nomination period:

Nominations Open: 1 October 2022

Nominations Close: 18 November 2022

Nominations received before 1st of October will still be accepted. Nominations received after the closing date will be carried forward to the next nomination period in the following year.

The Citizen of the Year Awards rely on nominations from the public. Nominations are open all year round, but there is a targeted marketing campaign from 1 October to the 3rd Friday in November.

The Australia Day Council of South Australia will develop all marketing materials including:

- Nomination forms (printed and web)
- Posters (printed and web)
- Certificates (printed and web)
- Web banners
- Email signatures
- Social media tiles
- Media release template

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

- Accept and process nominations through the website and nominations sent directly to ADCSA.

Ideas for Councils to Generate Nominations

- Engage with committees and community groups in the nomination period to source nominations
- Encourage your networks to promote the Awards on their social media channels and website
- Mail out posters and nomination forms to local businesses, community organisations, libraries and community centres
- Invite previous recipients to promote the Awards with their networks
- Ask previous recipients to be involved in promotion by providing video content or quotes to use on Council social media
- Strongly encourage Elected Members and Councillors to promote the Awards with their networks and on social media channels
- Ask your Mayor and/or Chief Executive Officer to record a video that promotes the importance of the Awards and how to nominate (see example [here](#))
- Ask your Mayor to incorporate commentary on the importance of active citizenship in all speeches given throughout the year
- Develop a communications strategy to promote the awards
 - Talk more about WHY it is important for Council to have these awards - what do these awards mean for our community?
 - Share stories of previous recipients – where are they now and how receiving this Award has impacted them
 - Consider how your current recipients can help promote the awards – can they speak at an event?

Messaging to Use for Marketing Campaigns

Please find below some messaging that weaves together the meaning and the importance of the Citizen of the Year Awards. This messaging can be used at Council public facing events during the year, on your Councils social media channels, incorporated in your e-newsletter or on your website. We encourage you to use the following messages provided or use it as inspiration for your own messaging.

The below templates can be used all year round.

Example 1 –

[<insert image]

Each year on Australia Day, [insert Council name] acknowledge and celebrate remarkable individuals and groups who do exceptional things for our community. If you know someone making a real difference, we encourage you to put them forward for the Citizen of the Year Awards. To find out more visit citizenoftheyear.com.au
#CitizenoftheYear #COTY #NominateNow

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

Example 2 –

[insert image]

Ever wondered how you can express your gratitude to an extraordinary individual who is impacting your community? **[insert Council name]** encourage you to nominate for the Citizen of the Year Awards – awards that recognise and celebrate individuals and groups that have made an exceptional contribution to our community.

Categories for these Awards are:

- Citizen of the Year Award
- Young Citizen of the Year Award
- Community Event of the Year Award
- Award for Active Citizenship

Nominations open **[insert date]** and close **[insert date]** and you can nominate by visiting citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

Example 3 –

[insert image]

Who makes a real difference in our community?

The Citizen of the Year Awards recognise the incredible efforts of those in our community who rise to the challenge and demonstrate leadership, active citizenship and selflessness. Their influence significantly contributes to the value of **[insert Council name]** community life. To learn more visit citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

Example 4 –

[insert image]

[insert Council name] has inspiring active citizens who don't do work for praise or recognition. These individuals simply roll up their sleeves and offer their helping hand for those in need – this deep sense of community spirit and wellbeing for others is their motivation. Does this sound like someone you know? Nominate them for the Citizen of the Year Awards! To find out more visit citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

Example 5 –

[insert image]

The Citizen of the Year Awards is an opportunity to acknowledge the remarkable local individuals across our regions that place others need before their own and in doing so go above and beyond in enriching our local communities. Do you know the next **[insert Council name]** Citizen of the Year?

Nominations open **[insert date]** and close **[insert date]** and you can nominate by visiting citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

The below templates can be used while nominations are open.

Example 6 –

[insert image]

Citizen of the Year nominations are open! This is your chance to nominate someone you admire; they could be a volunteer, an advocate, an entrepreneur, a researcher, a sporting legend or a community hero! Nominating is easy – visit citizenoftheyear.com.au and tell us about who they are and how they've contributed to our community and state.

#CitizenoftheYear #COTY #NominateNow

Example 7 –

[insert image]

Does someone in your community make you proud?

The Citizen of the Year Awards are designed to acknowledge and celebrate local residents and groups for their contribution to community life and their active participation in local projects. The four awards highlight active citizenship, outstanding contribution to the local community and Australian pride and spirit. It only takes one nomination for someone to become the next Citizen of the Year. Nominate now at citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

Example 8 –

[insert image]

Every community has unsung heroes and we believe you know one of them! These individuals don't do it for the praise or for the recognition – they do it simply because it makes a difference to the people of our state. Thank those community leaders by nominating them now for the Citizen of the Year Awards by visiting citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

Example 9 –

[insert image]

Play your part in recognising South Australians who make you proud. Nominations for the Citizen of the Year Awards are closing soon – it only takes one nomination for an extraordinary community hero to be recognised. Nominate now at citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow

Example 10 –

[insert image]

The Citizen of the Year Awards remind us of how great Australians can be when we're at our best. If you know someone going the extra mile to create a better community for us all, nominate them for the Citizen of the Year Awards. Be quick - nominations close [insert nomination closing date]: citizenoftheyear.com.au

#CitizenoftheYear #COTY #NominateNow


*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

Ideas for Photos to Accompany Marketing Campaign

- Citizen of the Year marketing material (available to download from www.citizenoftheyear.com.au/Council-admin/)
- Previous recipients holding their certificate
- Previous recipients with your Council Mayor and/or Chief Executive Officer
- Images of people working together in your Council area
- Images of people in your local community centre
- Images of people in nature or playing sport
- Volunteers assisting at an event
- Volunteers participating in a community project
- Generic photos of guests at your Australia Day Awards event
- If your Council doesn't own these types of images, please contact ADCSA for images or you can download stock images from the below websites:
 - canva.com/photos
 - pexels.com
 - pixabay.com

Inspiring Community Leader Video Assets

Some of our Inspiring Community Leaders here in South Australia who have gone above and beyond in supporting others in our communities were asked why giving back is important to them and we captured their response in videos. These videos are now available to download and use by simply:

1. Visiting this link - www.citizenoftheyear.com.au/Council-admin/
2. Enter password - sacouncil1
3. Scroll down to 'Social Media Video Packages'
4. You will see the Community Leaders Name and underneath 4 options to download. You can download the videos with captions or no captions. There is also the 'Square' option, designed for Instagram use.
5. Click on your preferred option and once the video has loaded in an additional page, click on this icon  on the top right-hand side of the screen.
6. The video will then start to download onto your desktop.

These assets are a wonderful enhancement of the Citizen of the Year Awards program as they bring to life what active citizenship looks like and acknowledges the vital role of volunteering within our community.

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

Example Copy to Accompany Inspiring Community Leader Video Assets

Please find below some prose that can be used to accompany these videos assets if you are showcasing these through your Council social media, e-newsletter or website.

Allan Mayfield South Australian Citizen of the Year 2020

When Allan was asked why it is important to give back to society this is his response –
"I think communities just don't function well without volunteers. I feel it's very important to have volunteers in society to have a much more worthwhile community that what you would otherwise" Allan Mayfield the South Australian Citizen of the Year 2020
Know someone like Allan? Then nominate them at citizenoftheyear.com.au

Caitlin McMahon 2020 Young Citizen of the Year for South Australia and Joseph McMahon Young Citizen of the Year for South Australia – Commendation Award 2019

When Caitlin and Joseph were asked why giving back to others is important this is their response –
"Volunteering gives me a sense of achievement and purpose and helps me feel part of the community. Being an active member of the community, especially in these tough times, provides support to everyone and encourages us to look after each other" Caitlin McMahon 2020 Young Citizen of the Year for South Australia and Joseph McMahon, Young Citizen of the Year for South Australia – Commendation Award 2019.
Know someone like Caitlin and Joseph? Then nominate them Then nominate them at citizenoftheyear.com.au

Edwards (Ned) Roberts South Australian Citizen of the Year 2018

When Ned was asked why is it important to give back to society this his is response -
"Volunteering is very important for regional communities for without them we would not have our emergency services, sporting organisations, surfer's clubs and the list goes on"
Ned Roberts the South Australian Citizen of the Year 2018
Know someone like Ned? Then nominate them at citizenoftheyear.com.au

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

Template: Email to Community Organisations

Good afternoon,

Nominations for the [insert year] Citizen of the Year Awards are open and we need your help to recognise the unsung heroes in our community.

We're looking for those individuals who continue to make a difference in our Council. Someone who contributes to our community, inspires those around them and reminds of us how great we can be when we're at our best. They could be a volunteer, an advocate, an entrepreneur, a researcher, a sporting legend or a community hero!

This is your chance to amplify someone's story and contributions by nominating them for:

- Citizen of the Year
- Young Citizen of the Year (16 to 30 years)
- Community Event of the Year
- Award for Active Citizenship

The Awards rely on members of the public to nominate, so we encourage you to consider putting someone forward and sharing this email with your networks.

Nominating is easy – visit citizenoftheyear.com.au and tell us about who they are, what they've achieved and why you'd like to see them recognised.

Thank you for your support.

Kind regards,
[Insert signature block]

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Created by the Australia Day Council of South Australia Inc.*

Reference Checking

Nomination forms request either a written reference or the contact details of a referee. The purpose of reference checks is to:

- Confirm that the nominee is doing what has been stated in the nomination
- Verify that the referee is happy to support the nomination
- Explain in further detail the nominee's achievements and contribution
- Provide an opportunity for any issues about the nominee to be raised
- Gauge whether there might be any reason the nominee would not be eligible to receive an award.

Referee reports may be useful at two points during the selection process:

- To provide additional information for the selection panel to consider when assessing nominees

Or

- Following the selection panel, to confirm selections.

Panel Composition and Guidelines

- The Local Government Authority may compose the selection panel as they see best fit however the following composition is recommended.
 - 2 Elected Members
 - 3 community representatives.

Ranking sheet templates are available to download from www.citizenoftheyear.com.au/Council-admin/. It is recommended that nominee details are entered into the ranking sheet template before sending nominations to your panel. It is recommended that Councils shortlist their nominations in each of the categories before sending to the panel.

All nominations are eligible to be considered for the Citizen of the Year Award. Anyone aged 16-30 can be also considered for Young Citizen of the Year.

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

Template: Initial Email to Selection Panel Members

Subject: [insert year] Citizen of the Year Awards Selection Panel for [insert Council]

Dear [insert name],

I understand you have been nominated as the [insert organisation]'s representative for the [insert year] Citizen of the Year Awards selection panel for [insert Council]. Thank you for volunteering your time to participate in this important program.

The selection panel meeting will be held at [insert venue name and address], on [insert date] from [insert time]. Please take the time to put this in your diary. The meeting will be chaired by [insert Chair name, position].

Prior to the selection panel meeting, you will need to read through all the shortlisted nominations across each Award category. All the nominations will be sent to you via [insert how nominations will be delivered]. It is very important that you read through the nominations before the meeting as we will discuss them in depth.

I want to take the opportunity to gently remind you that the contents of the nominations and the discussions that will occur in the meeting are to be kept in the strictest confidence.

Thank you so much once again for taking the time to participate in this important process to help us select our Citizen of the Year Award recipients. I look forward to seeing you at the meeting.

If you have any questions in the meantime, please don't hesitate to contact me on [insert phone number] or by email [insert email address].

Kind regards,

[insert signature block]

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

Template: Thank you Email to Panel Members

Subject: Thank You – Citizen of the Year Awards Selection Panel

Dear [insert name],

Thank you once again for your generous and insightful contribution to the assessment of the [insert Council] nominations for the Citizen of the Year Awards. We sincerely appreciate the time you dedicated to both reading the nominations and participating in the discussion at the selection panel meeting.

On behalf of [insert Chair name], the Chair of the meeting, and all of us working on the Awards program, we hope you found it enjoyable and a reminder of the extraordinary contribution people are making in [insert Council].

As mentioned in the meeting you will receive your formal invitation to the [insert Council] presentation in due course. Please in the meantime mark your diary with the following details –

[Insert presentation date]

[Insert venue]

[Insert time].

Also, a reminder that we value your continued confidentiality on the discussions and decisions made at the selection panel meeting. We will advise you when the recipients are made public.

Thank you so much again and look forward to celebrating these incredible individuals at our upcoming event.

Kind regards,

[insert signature block]

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Presentations of Awards

The Citizen of the Year Awards are usually presented at Australia Day events across South Australia. Consider inviting the following people to your Award Ceremony (if appropriate):

- Selection panel members
- Nominators of the finalists
- Past Citizen of the Year recipients.

Certificates and Frames

ADCSA provides frames and certificates to each Council prior to their event. **Orders are due by Friday 9 December 2022.** An online form will be sent to you in the week prior. Extra certificates or frames can also be supplied however there will be a small cost recovery charge.

State Awards

Councils can forward the details of their Award recipients to ADCSA to go in the running for the State Awards, presented by the Governor of South Australia at Government House in January. All Councils are strongly encouraged to submit their recipient in each category for the State Awards.

The closing dates for the state nominations is **Wednesday 14 December 2022** and should be forwarded via this website <https://www.citizenoftheyear.com.au/sa-state-citizen-of-the-year-awards/>

State recipients will be announced in the lead up to the event at Government House. If Councils wish to keep their recipients a surprise until Australia Day, they are welcome to submit their previous years recipient for the State Award.

Each Mayor in South Australia is invited to attend the State Award Ceremony at Government House. Should your recipient be announced as the South Australian Citizen of the Year, you may wish to encourage your Mayor to attend the announcement.

ADCSA acknowledge the tight time frame between holding Council selection panels and the final date to submit State Award nominations. If you have any concerns about the time frame, please contact ADCSA as we can be flexible with this deadline.

Social Media

When using social media channels to promote the Awards, please consider tagging ADCSA –

Facebook: @Australia Day in South Australia

Linkedin: @AustraliaDaySA

Instagram: @AustraliaDaySA

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Created by the Australia Day Council of South Australia Inc.*

Please also consider using the below hashtags

#CitizenoftheYear

#COTY

#NominateNow

Major Sponsors

The Citizen of the Year Awards are proudly presented by the Australia Day Council of South Australia, sponsored by Local Government Association of South Australia, On the Run, IWS, MGA Insurance and Sarah Constructions.

After the Award Ceremony – Suggested Ways to Support Recipients

- Recipients become your Council VIPs – invite them to events, special meetings, places on committees and networking opportunities
- Meet with recipients following the Award Ceremony to discuss what they would like to achieve and focus on during their year as an Award recipient
- Facilitate introductions with key Council figures and with people and organisations relevant to their individual goals
- Present recipients with a list of events and opportunities so that they can determine how involved they would like to be throughout the year in additional activities
- Personally invite recipients to as many events as possible and ask them to contribute when appropriate
- Some Councils give a letter of congratulations with the award – include in that letter the details of your Marketing Coordinator and ask the recipient to email them with any achievements they have throughout the year. This will give you more content to use year-round
- Ask them to be the guest speaker at Council events such as Citizenship Ceremonies – their commitment to your Council will inspire others
- Share your Award recipients stories with community organisations that you are closely associated with – they may wish to invite the recipient to speak at one of their events
- Have your previous recipients sit on the selection panel meeting
- Feature the Community Event of the Year on your Council events page.

Frequently Asked Questions

How rigid are these guidelines?

- These guidelines are exactly that, guidelines. They are developed as a standardised process for the Citizen of the Year Awards. It is recognised that some Councils are not able to fully comply with these guidelines because of their operations and may implement a minor, local modification to a particular guideline.

*Citizen of the Year Guidance Document
Created by the Australia Day Council of South Australia Inc.*

Does a person have to live in a Council area to be eligible for an Award in that Council area?

- ADCSA would prefer the person to be considered in the Council area where their work and contribution largely occurs.

Council haven't received any nominations and nominations close in a week. What do I do?

- Firstly, sit with your colleagues and brainstorm people that you know in the community who deserve to be recognised for their tireless efforts. Once you have identified a few people, find someone who would be willing to nominate the individuals and ensure you offer them support in completing the nomination.
- If there is still no movement with nominations, please contact ADCSA as we can consider extending your nomination deadline.

Can a person win an Award in more than one Council?

- Yes, however the selection panel must only be considering the contribution the nominee has made in their Council, and not in any other Council areas.

What if my Award recipient declines the Award?

We encourage you to emphasise to the Award Recipient that this program inspires those within the local community. Being acknowledged and recognised through the Citizen of the Year Awards is not only about the individual, this award program amplifies their work, contribution, and impact within their local community.

Try to ascertain their reservations regarding participating in the Awards program. Some common reasons that individuals are reluctant to participate are:

- They feel uncomfortable being associated with Australia Day or the date
- The work was achieved in a team environment, and they don't feel comfortable in being singled out
- They don't do the work for recognition and do not wish to have the spotlight on them.

Please contact ADCSA for support if the Award recipient continues to decline.

FOR MORE INFORMATION PLEASE CONTACT:

Australia Day Council of South Australia Inc.
Office 18, 240 Currie St, Adelaide SA 5000

Email: adcsa@adcsa.com.au
Ph: (08) 8212 3999

COMMUNITY WASTEWATER MANAGEMENT SYSTEM AND RECYCLED WATER CUSTOMER HARDSHIP POLICY

Responsible Manager: Manager Finance & Rating Services

The purpose of the Community Wastewater Management System (CWMS) and Recycled Water Customer Hardship Policy was to set out a process to identify residential customers experiencing payment difficulties and to outline a range of processes and programs to be put in place to assist with these customers.

The Community Waste Water Management System was transferred to the State Government on 1 July 2022. The City of Tea Tree Gully has no further residents with funds outstanding due to CWMS related debt. Based on this this policy is no longer required and can be revoked.

RECOMMENDATION

That the Governance and Policy Committee recommends to Council:

That the “Community Wastewater Management System and Recycled Water Customer Hardship Policy” as reviewed by the Governance and Policy Committee on 22 February 2023 be revoked, on the basis that Council no longer own the CWMS or has any CWMS related debt.

Summary of changes		
Page No.	Heading	Comments

Changes during or after GPC Meeting for Council Meeting [date]		

Supporting Information

Attachments

1. [!\[\]\(85340a62468ddcd9ab72c6f09fcb826d_img.jpg\)](#) Community Wastewater Management System and Recycled Water Customer Hardship Policy - Reviewed for GPC - 22 February 2023 35

Community Wastewater Management System and Recycled Water Customer Hardship Policy



Record number	D22/12312
Responsible Manager	Manager Finance & Rating Operations
Other key internal stakeholders	General Manager Strategy & Finance General Manager City Operations Group Coordinator, Water Waste & Environment
Last reviewed	29/3/2022
Adoption reference	Governance and Policy Committee
Resolution number	160
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	March 2026

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

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>	<p>Our community is healthy and safe.</p> <p>This policy ensures that people who are experiencing financial hardship can be assured that there is some flexibility to remain connected.</p>

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

22 FEBRUARY 2023

PRIVACY POLICY

Responsible Manager: Manager IT Solution and Manager Finance & Rating Operations

As a government organization, we are fully aware of the public trust placed in us and the critical role which privacy plays in maintaining that trust. The Privacy Policy aims to uphold this trust by formalizing our commitment to protecting the personal information of all individuals in accordance with best practices and relevant privacy laws and regulations.

This policy outlines Councils approach to collecting, using, storing, and disclosing personal information in a transparent, secure, and respectful manner. The goal is to ensure that we handle personal information with the utmost care and attention, and that individuals have confidence in our ability to protect their privacy.

Aspiring to best practices, a staff committee have reviewed practices and recommendations outlined by the Australian Privacy Principles (APP) in order to align Council policy to the structure and recommendations provided.

This policy has been re-written to closely align to the APP and balances best practice recommendations, balanced with the practical ability of Council staff, processes and systems to manage information and data in accordance with privacy principles.

This in an incremental maturity step for Council in the way it handles privacy, there will continue to be room for maturity growth and incremental improvements leading up to the next review of this policy.

RECOMMENDATION

That the Governance and Policy Committee recommends to Council:

That the “Privacy Policy” as reviewed by the Governance and Policy Committee on 22 February 2023 be adopted.

Summary of changes		
Page No.	Heading	Comments
N/A		Re-written policy
Changes during or after GPC Meeting for Council Meeting [date]		

Supporting Information		

Attachments

1. [Privacy Policy - Reviewed version for GPC Meeting - 22 February 2023](#).....46
2. [Previous Privacy Policy - 30 November 2020](#)58

Privacy Policy



1. PURPOSE

The purpose of this Policy is to formally state Council's position in regard to the collection, use, storage and disclosure of personal information by Council. Within democratic societies, privacy is critical for strong, trusted government institutions and is a key component of public trust in the democratic processes. Council commits to treat personal information as a valuable asset to be respected, managed and protected.

1.1 Privacy Rights

Privacy is acknowledged as a fundamental human right. In Australia, the *Privacy Act 1988* (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) set out requirements that must be followed by certain organisations, including Commonwealth Government agencies.

The Privacy Act does not bind Council except where the Council is a 'contracted service provider' for a Commonwealth or State Government contract (as defined in the Privacy Act).

It is the intention of the Council that its policies and practices in relation to privacy should be, so far as is reasonably practicable, consistent with the APPs.

The *Privacy (Tax File Number) Rule 2015* sets out the requirements in relation to the security and handling of Tax File Numbers (TFNs) where Council need to notify the Australian Information Commissioner and affected individuals of an eligible data breach concerning TFN information.

Anyone that has a question or concern regarding how Council handles personal information, or would like further information can contact Council's privacy officer. Privacy enquiries may be directed to customerservice@cttg.sa.gov.au.

If the person concerned cannot be satisfied, they may lodge a formal complaint in writing to:

Chief Executive Officer
City of Tea Tree Gully
571 Montague Road
MODBURY SA 5092

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.

These matters will be addressed in accordance with Council's General Complaints Handling Policy.

2. PRIVACY PROMISE

The City of Tea Tree Gully exists to serve our community. Everything we do aims to benefit our residents and community. We can give you more of what you want when we understand you better. To do that, we may ask you to sign in to some of our products, validate details we hold or provide personal information for us to be able to deliver services to you. We use this information and data to benefit you in two ways:

A more personal City for you

It helps us make the City of Tea Tree Gully more personal for you. It means we can:

- Provide services that are relevant to where you live and places you go,
- Make sure facilities and services are appropriate for your needs,
- Recommend services we think will benefit you.

A better City for everyone

As more of our services are consumed online, it helps to understand who is consuming our services so that we can:

- Check we really are offering something for everyone,
- Learn more about what you like so that we can offer more of it,
- Make sure your personal, private data stays safe and secure.

We are committed to helping you make informed decisions about your information and data. We want everyone to get the best out of their experiences and your trust is very important to us, so we are committed to keeping your data safe and secure. Our values and behaviours guide our ethics in all of our dealings and our privacy promise is based on the same principles of customer care, trust, teamwork and growth.

3. DEFINITIONS

For the purposes of this Policy the following definitions apply:

Access

The provision of personal information to a person in any manner the Council deems fit and in accordance with this Policy.

Collection

Gathering, acquiring or obtaining personal information from any source and by any means, including information that Council has come across by accident or has not asked for.

Consent

Voluntary agreement to some act, practice or purpose.

Disclosure

The release of information to persons or organisations outside Council. It does not include giving individuals information about themselves.

Personal Information

Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about a natural living person whose identity is apparent, or can reasonably be ascertained, from the information or opinion, including a photograph or other pictorial representation of a person, but does not include information that is:

- a. Generally available publications
- b. Material kept in public records and archives such as the Commonwealth or State archives
- c. Anything kept in a library, art gallery or museum for the purpose of reference, study or exhibition.

Sensitive Information

- o Information or an opinion about an individuals':
 - Political opinions;
 - Membership of a political association, a professional or trade association or a trade union;
 - Religious beliefs or affirmations;
 - Philosophical beliefs;
 - Sexual orientation or practices; or
 - Criminal record.
- b. Health information;
- c. Genetic information about an individual that is not otherwise health information;
- d. Biometric information that is to be used for the purpose of automated biometric verification or biometric identification;
- e. Biometric templates

Use

Processing of personal information within Council for the delivery of services and undertaking of Council business and functions. e.g. accessing and reading the personal information, searching records, making decisions, providing data to another department within Council. Use could also include providing personal information to a contractor performing services on behalf of the Council or between systems used to deliver Council services.

4. COLLECTION AND CONSENT

4.1 Why we collect

Council endeavours to take an anonymous first approach to system and process design, and to collect your personal information only where it is either reasonably necessary to deliver the Council's services, functions or activities, or required by law.

Council uses your personal information for the primary purpose for which it is collected. It should only be used for any secondary purpose in the circumstances set out in clauses 5.1 and 5.2 of this Policy.

Council delivers a wide array of services across different systems, some of which are isolated or operated by different business areas. For this reason, records may occasionally be duplicated, details requested more than once or validated during communications.

4.2 What we collect

Council may collect personal information for the purposes of delivering a service, function or activity to its customers where it is not possible to provide the service anonymously or through a pseudonym.

Council services, functions or activities include but are not limited to:

- Complaint management
- Debt collection
- Dog and cat management
- Environmental health management
- Facility hire
- Library services
- Permits, leases and licences
- Planning and building
- Property rating
- Volunteering

The type of personal information that is collected and held will depend on the service, function or activity provided, and may include:

- your name;
- login details;
- contact details including telephone numbers, postal and residential addresses and email addresses;
- age and/or date of birth;
- financial information
- preferences, interests and circumstances (e.g. details of partner or spouse, property ownership or occupier details and pet ownership);

- user generated content;
- electoral roll information;
- research or survey responses; and
- payment details.

Some of the personal information collected about you may be sensitive information. Personal information which is classified as sensitive will have stricter access controls applied and will be subject to increased security measures.

Council will endeavour to review systems and processes to ensure that more personal information is not being collected than needed.

4.3 How we collect

Council collects your personal information when;

- a) You directly provide it us;
This could be in person, by telephone, in writing or electronically such as email or digital forms.
- b) Someone else provides it to us on your behalf;
This could be a parent, relative or friend, authorised agent or it could be provided to us by another government agency. For example, the Australian Electoral Commission will provide the names and addresses of registered voters in our Council area.
- c) When Council collects it in relation to your use of digital services;
Council may collect information about your use of our digital services through the use of technologies including cookies, beacons and device or system identifiers. Digital, demographic or system related information is not collected for the purpose of identifying any individual.

Council makes every effort to de-identify digital information received, nor collect data when it is not required to deliver a service. Council does not collect personal information from social media.

4.4 Consent

If Council is legislatively required to collect, disclose or share personal information, Council may notify you of this in place of seeking your consent, where practical.

Council may share your information other than as described in this Policy if you consent to the sharing.

4.5 Accuracy and Quality

Accuracy and quality of data is important to Council. Reasonable effort is taken to verify accuracy and quality of data held by Council, however, in many cases, Council relies on the information provided to it.

Council may obtain information concerning persons from a number of external sources such as Centrelink, Electoral Commission SA, Officer of the Valuer-General, SA Water, Revenue SA, Community/Health care organisations and from individuals or their agents.

While Council endeavours to verify sources of information, in the collection and use of personal information it is assumed that:

- a. Any personal information provided is free from errors and omissions, is not misleading or deceptive and complies with all relevant laws
- b. Customers have the necessary authority to provide any personal information submitted to Council.

It is the responsibility of persons to provide the Council with details of any changes or corrections to their personal information as soon as reasonably practicable.

5. USE AND DISCLOSURE

5.1 Use

Council is committed to only using the personal information we collect for the purpose of carrying out a Council service, function or activity.

Personal information collected for one purpose may only be used for a secondary purpose if:

- the person has consented to the use or disclosure of the information; or
- the person would reasonably expect that Council would use or disclose the information for the secondary purpose, as it is directly related to the primary purpose;
- the use or disclosure of the information is required or authorised by law; or
- Council reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by Council.

Council does not use facial recognition or similar technology to identify an individual. Any automated, digital or technical solution used by Council which may collect information in public spaces or facilities does so anonymously, except where identity validation is required to provide the service, or it primarily relates to public safety.

5.2 Disclosure

Council will not disclose personal information about a person to a third party, except where:

- a. The person has made a written request for personal information to be provided to the third party, or approval to release personal information to a third party;
- b. The provision of personal information to a contracted service provider (such as a lawyer, economic advisor, auditor or IT service provider) is required to undertake Council business;
- c. Council is required or authorised by law to provide personal information to a third party;
- d. The person would reasonably expect that Council would disclose the information for a secondary purpose related to the primary purpose;
- e. A document or discussion containing personal information is disclosed at a Council or a Council Committee meeting;
- f. Disclosure is required to prevent or lessen a serious threat to the life or health of some person.

When Council provides personal information to a third-party service provider that is subject to the provisions of the Privacy Act or some other legislation, that supplier will be expected to be bound, as relevant, to comply with the Privacy Act and the APPs in respect to the collection, use and handling of personal information supplied by Council.

As a matter of principle, Council will de-identify information included within public reports and rather extract a summary of the contents for use in the report, unless the relevant legislation requires such information to be declared. When a person elects to bring a matter to Council, their personal or demographic information may be used in public reports. This is in accordance with open and transparent meeting and reporting principles, ensuring that any decision is fully informed.

5.3 Public Access to Information

Some documents containing personal information are legislatively required to be available for public access.

These include:

- Property Assessment Records
- Adjoining Property Owner Requests
- All Council Agenda items which have not been subject to a confidentiality order under Section 90(3) of the *Local Government Act 1999* (SA)
- Public Consultation documents under the *Planning, Development and Infrastructure Act 2016* (SA)
- Voters Roll

5.4 Statistics / Contracts / Tenders

During procurement processes, Council may receive confidential information from third parties wishing to form contractual relationships with Council for the provision of goods, works and services. In accordance with the *Local Government Act 1999* (SA) and the *Freedom of Information Act 1991* (SA), certain contract or tender information may become publicly available. Refer to Council's Procurement Policy and clause 5.5 of this Policy for further information.

5.5 Freedom of Information

Council may release personal information to others if requested in accordance with the *Freedom of Information Act 1991* (SA) (FOI Act). In some circumstances, the FOI Act requires Council to consult with a person to obtain their opinion on release of the information. Any applicant has the right to request a review of a decision to release personal information prior to the information being released.

6. RETENTION AND SECURITY

6.1 Retention

Council will retain personal information in accordance with the *State Records Act 1997* (SA) and other legislative and legal instruments that apply to Council business and the delivery of its services.

6.2 Security

The security, integrity and confidentiality of customer information is extremely important to Council. Council will take reasonable steps and use appropriate security mechanisms (including technical, administrative and physical security measures) to protect personal information from unauthorised access, disclosure, use and modification.

Credit card information is handled by approved service providers that meet PCI (Payment Card Industry) standards and have appropriate safeguards in place.

Although Council regularly reviews our security procedures and evaluates new technology and methods to make our collection and storage of personal information safer, no security measures are perfect or impenetrable.

In the event of a data breach involving TFN information, Council will manage the breach in accordance with its obligations under the Notifiable Data Breach Notification Scheme set out in Part IIIC of the *Privacy Act 1988* (Cth).

6.3 Transfer out of Australia

Information and data held by Council is stored in on-site data centres or by the software provider. Software providers' security is reviewed and providers are requested to store data within Australia.

Any storage or transfer outside of Australia is risk assessed for security, integrity and confidentiality of that data is guaranteed by appropriate legal and contractual controls.

7. ACCESS AND AMENDMENT

7.1 Access

Persons wishing to access the personal information that Council holds in relation to them can do so by contacting customerservice@cttg.sa.gov.au. Requests for access to personal information will be responded to in a timely manner, having regard to the nature of the information requested.

7.2 Amendment

Persons wishing to amend personal information held by Council in relation to them can do so by contacting the Council. The amendment process may be subject to verification of identity and must retain the minimum amount of information to meet legislative requirements.

Should the Council decline to amend the person's personal information on reasonable grounds, the Council will inform the person of its decision and the reasons for refusing to make the amendment.

The FOI Act provides a formal method by which a person can apply to access and amend their personal information in certain circumstances beyond this Policy.

7.3 De-Identification / Suppression

An individual's personal information may be suppressed from Council's Assessment Record and from Council's Voters Roll, on application by that individual, if the CEO is satisfied that inclusion on the assessment record and/or roll would place at risk the personal safety of a person, a member of their family, or any other person.

Enquiries regarding suppression of personal information should be directed to the Finance and Rating Operations department at the Civic Centre in the first instance.

8. LIMITATIONS AND EXTERNAL FACTORS

Council does not accept any responsibility for any loss or damage suffered by a person because of their reliance on any personal information provided to them by Council or because of Council's inability to provide persons with any requested personal information.

9. LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a privacy policy. This Policy is an internal control tool, which promotes best practice in the view of Council.

The following legislation applies or may relate to this Policy:

Freedom of Information Act 1991 (SA)
Local Government Act 1999 (SA)
Planning, Development and Infrastructure Act 2016 (SA)
Privacy Act 1988 (Cth)
State Records Act 1997 (SA)
Surveillance Devices Act 2016 (SA)
Telecommunications (Interceptions) Act 1988

9.1 Other references

Council's documents including:

- a. Access to Documents Relating to Development Applications Policy
- b. Fees and Charges Register
- c. Internal Review of Council Decisions Policy
- d. Procurement Policy

10. STRATEGIC PLAN/POLICY

10.1 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>	Customers can rely on the integrity of the information and services they receive.
<i>Diversity is welcome and celebrated</i>	
<i>There are opportunities for people to volunteer, give back and share their skills with others</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>	
Economy	
<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 liveability of our city</i>	Information and data is available to support the wellbeing of the community
Leadership	
<i>Leadership and advocacy is focused on the long term interests of the community</i>	Customers are at the centre of all services provided.
<i>Customer service provides a positive experience for people and is based on honesty and transparency</i>	
<i>Decision making is informed, based on evidence and is consistent</i>	

10.2 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

11. 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.

Record number	D20/77441
Responsible Manager	Manager IT Solutions Manager Finance and Rating Operations
Other key internal stakeholders	General Manager Corporate Services General Manager Strategy and Finance Manager Governance and Policy
Last reviewed	
Adoption reference	
Resolution number	
Previous review dates	30/11/20, 13/3/18, 8/3/16 (amended), 16/07/14, 09/04/13, 09/06/09, 28/2/06
Legal requirement	NA
Due date next review	2025

Privacy Policy



Record number	D20/77441
Responsible Manager	Manager IT Solutions Manager Finance and Rating Operations
Other key internal stakeholders	Director Organisational Services & Excellence Manager Governance and Policy
Last reviewed	30 November 2020
Adoption reference	Policy and Strategic Development Committee
Resolution number	98
Previous review dates	13/3/18, 8/3/16 (amended), 16/07/14, 09/04/13, 09/06/09, 28/2/06
Legal requirement	NA
Due date next review	2023

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1. PURPOSE

The purpose of this Policy is to formally state Council's position in regard to the collection, use, storage and disclosure of personal information by Council. This Policy outlines how the Council will adopt a best practice approach to the management of personal information and data to ensure the protection of privacy.

2. POLICY

The City of Tea Tree Gully is committed to a culture that protects privacy and will endeavour to protect the personal information it collects, stores, discloses and uses.

The provisions of the Privacy Act 1988 do not apply to this Council or any other local council. In collecting, using, storing and disclosing personal information, Council acknowledges that the Australian Privacy Principles contained within the Privacy Act sets an appropriate standard for privacy protection and this Policy is intended to achieve best practice consistency with those standards. Council recognises that there will be occasions when other legislative requirements may cause personal information to be included in public documents.

2.1 Collection and Use of Personal Information

All personal information collected by Council is to be used only for the purpose of conducting business in accordance with the Local Government Act 1999 (and other relevant Acts under which Council is charged with any responsibility) and in the provision of Council services to its residents and/or ratepayers.

The type of personal information that is collected and held will depend on the services provided to residents and ratepayers, and may include but is not limited to:

- a. Telephone numbers
- b. Name and address (both postal and residential addresses and e-mail addresses)
- c. Age and/or date of birth
- d. Property ownership and/or occupier details
- e. Details of resident's/ratepayer's spouse or partner, or family members
- f. Health and disability information
- g. Dog ownership
- h. Electoral roll details
- i. Pensioner/Concession information
- j. Payment history and financial information, including bank account details.

Although development applications are not considered to be personal in nature, they often contain documents such as professional drawings and expert advice. It is contrary to the Copyright Act 1968 (Cth) for Council to reproduce such documents without the written approval of the owner of the copyright-protected documents. See Council's Access to Documents Relating to Development Applications Policy for more information on Council's position.

All information will be collected in a fair and lawful manner and as required/permitted by Local Government legislation and any other legislation relevant to Local Government services. Where reasonable to do so, information will be collected directly from the people to whom the information relates. Collection may be undertaken:

- a. When an inquiry or request is made, including through Council's website
- b. In administering services to ratepayers, residents and other relevant persons
- c. When an individual contacts Council via telephone, email or facsimile, or make an online submission through our Council's website
- d. In person
- e. From correspondence (whether in writing or electronically)
- f. While conducting customer satisfaction and market research surveys; and
- g. As otherwise required to undertake and manage Council's business in accordance with relevant legislation.

Council is committed to ensuring that persons are aware of the purpose of collection of the information and aware that the collection is authorised or required by law. Council is committed to only using the information for the purpose of carrying on Council business. Personal information collected in one department of Council may be used in another department if it is for the purpose of delivering Council services and carrying out Council's duties and responsibilities under various legislation.

In satisfying the collection and use of personal information obligations, which Council has to its residents and/or ratepayers, Council assumes that:

- a. Any personal information provided by residents and/or ratepayers is free from errors and omissions, is not misleading or deceptive and complies with all relevant laws
- b. Residents and/or ratepayers have the necessary authority to provide any personal information submitted to Council.

Council relies on the personal information provided to it. Council may obtain information concerning persons from a number of external sources such as Centrelink, Electoral Commission SA, Officer of the Valuer-General, SA Water, Revenue SA, Community/Health care organisations and from individuals. Council will not check or verify the accuracy of any personal information it obtains from residents and/or ratepayers or other persons, except if required and expedient for Council to carry out its functions and duties.

In some instances the personal information held by Council about residents and/or ratepayers may incorporate or summarise views, guidelines or recommendations of third parties. Council will endeavour to assemble and record such personal information in good faith, but cannot guarantee that it will necessarily involve a considered review of the information.

Council will make every effort to ensure that its records of an individual's personal information are up to date and accurate, but Council is aware this may not always be the case. It is the responsibility of residents and/or ratepayers to provide Council with details of any changes to their personal information as soon as reasonably practicable following such change.

Council will collect a person's email address and other required details to respond to their enquiry if they choose to contact Council via the Internet or other electronic means for the purpose of communicating with them on a matter, if they accessed a secure, registered user area, or have granted specific approval for other uses, apps and digital providers.

2.2 Distribution of Personal Information

Council will not provide personal information it holds about a person to a third party, except where:

- a. The person (the owner of the personal details) has made a written request for personal information to be provided to the third party, or approval to release personal information to third party
- b. The provision of personal information is for the purpose of distributing materials on behalf of Council, in furtherance of Council business (e.g. the provision of address data for use by a mailing service provider for such activities as Rate Notice distribution)
- c. The third party has been contracted by Council to provide advice or services for the sole purpose of assisting Council to undertake its business and/or provide benefits to residents and/or ratepayers (e.g. Electoral Commission SA, Office of the Valuer-General, insurers etc.)
- d. Council is required by Court order or legislation to provide personal information to a third party (e.g. provision of personal information to the Electoral Commission SA, Ombudsman enquiries or the provision of making available the Assessment Record, Dog Register, Building Application Register etc.) or to the public at large in accordance with the Local Government Act 1999 or to an applicant under the *Freedom of Information Act 1991* where the provision of information is not otherwise exempt
- e. Council is required to under a funding agreement
- f. The person has been advised of Council's usual practice of disclosing personal information to that third party or a third party of that type for a particular purpose and the disclosure is consistent with that purpose
- g. A document containing personal information is tabled at a Council or a Council Committee meeting (which will be publicly available on Council's website)
- h. Disclosure is required to prevent or lessen a serious threat to the life or health of some person.

Public notification is required and related to lodgement of a Development Assessment. Before Council will provide personal information to a third party service provider that is subject to the provisions of the Privacy Act, that supplier will be required to provide a signed Privacy Undertaking to Council that it will comply with the Privacy Act and the Australian Privacy Principles in respect to the collection, use and handling of personal information supplied by Council.

Council may supply personal information about an individual to that individual as part of a standard communication or pursuant to a request made by the individual.

Council does not accept any responsibility for any loss or damage suffered by a person because of their reliance on any personal information provided to them by Council or because of Council's inability to provide persons with any requested personal information.

As a matter of principle, Council will not include personal details in public reports but rather extract a summary of the contents for use in the report, unless the relevant legislation requires such information to be declared (e.g. respondents to a development application under the *Development Act 1993*). When a person elects to bring a matter to Council, their name and address may be used in public reports as required under Council, using open and transparent meeting and reporting principles, to ensure Council is fully informed.

Council, through the provision of programs and services to children, young people and their families collects personal information. This information will not be shared without the individuals/groups consent unless there is a legitimate reason to share information without consent if it is believed that failure to share information will lead to risk of serious harm.

2.3 Maintenance and Storage of Personal Information

Council will take reasonable steps to protect the personal information it holds from loss, unauthorised access, use, modification, disclosure and other misuse, and to maintain systems to ensure that all personal information collected is up to date, accurate and complete.

Council uses the latest technology to protect credit card personal information transmitted via Council's online services and web pages.

2.4 Information and Data Sharing

Council aims to proactively share and publish non-sensitive or personal information and data which can be used and reused for the benefit of individuals, the community, other government agencies and businesses. This includes information from datasets and databases owned and held by the Council and stored in formats including hardcopy, electronic (digital), audio, video, image, graphical, cartographic, physical sample, textual, geospatial or numerical form.

Information and data will not be released if it breaches privacy, confidentiality, public safety, security and law enforcement, public health or compliance with the law. Only data owned by the Council or sufficiently licensed to the Council will be released under this policy. Information and data will not be released, or not released in full, where any of the following conditions cannot be avoided:

- a. Privacy- where personal information is unreasonably disclosed;
- b. Security- because of the nature of the data which may lead to increased risk in some form at any level of jurisdiction;
- c. Confidentiality- because of the nature of the data or because contractual promise has been made in relation to the data;
- d. Legal privilege- attaches to legal advice; or
- e. Public interest- where public interest considerations against disclosure outweigh public interest considerations in favour of disclosure.

Information and data sharing will be governed by a declared purpose of any intention or request to share, this policy, and procedures set out by Council such as the Information Sharing Guidelines. This policy and intention to share information and data is in alignment with the Australian Privacy Principles and State Government of South Australia Information Sharing Guidelines.

2.5 Disability Claims and Financial Hardship Applications

Personal information obtained in relation to claims for disability benefits and financial hardship claims will be used solely for the purposes of facilitating the claim to which the personal information relates, unless the person has specifically given permission in writing for it to be used for other applications or to be provided to a third party.

2.6 Access to Personal Information

Persons wishing to access the personal information that Council holds in relation to them can do so by contacting the Council. Requests for access to personal information that is not publicly available will be responded to in a timely manner, having regard to the nature of the information requested.

If the resident and/or ratepayer can show that the personal information held by Council is not accurate or complete, Council will take the appropriate steps to have it amended.

2.7 Suppression of Personal Information

Personal information may be suppressed from Council's Assessment Record and from Council's Voters Roll, if the CEO is satisfied that inclusion on the assessment record and/or roll would place at risk the personal safety of a person, a member of their family, or any other person.

Enquiries regarding suppression of personal information should be directed to the Finance and Rating Operations department at the Civic Centre in the first instance.

2.8 Contract and Tender Information

During procurement processes Council may receive confidential information from third parties wishing to form contractual relationships with Council for the provision of goods, works and services. In accordance with the *Local Government Act 1999* and the *Freedom of Information Act 1991*, certain contract or tender information may become publicly available. Refer to Council's Procurement Policy for further information about disclosure.

2.9 Freedom of Information

Council may release personal information to others if requested in accordance with the *Freedom of Information Act 1991* (FOI). The FOI applicant will need to satisfy Council as to his/her identity, purpose for the request and pay the applicable a fee. In some circumstances, this Act requires Council to consult with a person to obtain their opinion on release of the information. Persons have the right to request a review of a decision to release personal information prior to the information being released.

2.10 Grievance

Persons that have any concerns regarding how Council handles personal information or requires further information should contact the Council's IT Solutions department at the Civic Centre in the first instance.

If the person's concerns cannot be satisfied, the person may lodge a formal complaint in writing to:

Chief Executive Officer
City of Tea Tree Gully
571 Montague Road
MODBURY SA 5092

These matters will be addressed in accordance with Council's Internal Review of Council Decisions Policy.

3. DEFINITIONS

For the purposes of this policy the following definitions apply:

Access

The provision of personal information to a person in any manner the Council deems fit and in accordance with this Policy.

Collection

Gathering, acquiring or obtaining personal information from any source and by any means, including information that Council has come across by accident or has not asked for.

Consent

Voluntary agreement to some act, practice or purpose.

Disclosure

The release of information to persons or organisations outside Council. It does not include giving individuals information about themselves.

Personal Information

Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about a natural living person whose identity is apparent, or can reasonably be ascertained, from the information or opinion, including a photograph or other pictorial representation of a person, but does not include information that is in:

- a. Generally available publications
- b. Material kept in public records and archives such as the Commonwealth or State archives
- c. Anything kept in a library, art gallery or museum for the purpose of reference, study or exhibition.

Sensitive Information

Information or an opinion about an individual's:

- a. Racial or ethnic origin
- b. Political opinions
- c. Membership of a political association, a professional or trade association or a trade union
- d. Religious beliefs or affirmations
- e. Philosophical beliefs
- f. Sexual preferences or practices
- g. Criminal record
- h. Health
- i. Employment
- j. Financial Status.

Use

The handling of personal information within Council including the inclusion of information in a publication.

4. LEGISLATIVE FRAMEWORK

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

The South Australian Government has not implemented a statutory scheme that applies privacy legislation (including the Australian Privacy Principles) to Local Government. Therefore, this Policy is an internal control tool, which promotes best practice in the view of Council.

The following legislation applies to this Policy:

Freedom of Information Act 1991

This Act provides for public access to official documents and records.

Privacy Act 1988 (Cth)

Sets out the principles that must be followed by Commonwealth, certain State Government agencies and many private organisations in relation to the collection, use, storage and disclosure of personal information

4.1 Other references

Council's documents including:

- Access to Documents Relating to Development Applications Policy
- Fees and Charges Register
- Internal Review of Council Decisions Policy
- Procurement Policy

External document including:

- Information Sharing Guidelines

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
Community	
<i>People feel a sense of belonging, inclusion and connection with the City and the community</i>	Customers can rely on the integrity of the information and services they receive.
<i>Diversity is welcome and celebrated</i>	

<i>There are opportunities for people to volunteer, give back and share their skills with others</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>	
Economy	
<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 liveability of our city</i>	Information and data is available to support the community
Leadership	
<i>Leadership and advocacy is focused on the long term interests of the community</i>	Customers are at the centre of all services provided.
<i>Customer service provides a positive experience for people and is based on honesty and transparency</i>	
<i>Decision making is informed, based on evidence and is consistent</i>	

5.2 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

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.

COUNCIL'S CORPORATE PUBLICATIONS POLICY & MEDIA POLICY

Responsible Manager: Manager Customer and Communications

In March 2022, Council endorsed changes to Council's Corporate Publications Policy. As part of these changes, the following was included on page two in the aforementioned policy:

Where applicable and practical, Elected Members are to be given the opportunity to make a brief comment on articles related to major projects, developments, services and events.

This change runs counter to section 2.7.1 of the Media Policy which prescribes the role of Council's spokespersons in proactive communications.

To address the inconsistency that exists between the Media Policy and Council's Corporate Publications Policy, two policies have been merged.

Sections 2.1, 2.2 and 2.3 of Council's Corporate Publications Policy have been incorporated into the Media Policy under section 2.6 Corporate publications to form the draft Communications Policy.

It is intended that the proposed draft Communications Policy, which covers the extent of Council's proactive and reactive communications, replaces both the Media Policy and Council's Corporate Publications Policy.

To ensure alignment between the content of the two policies, the amendment made to Council's Corporate Publications Policy in March 2022 has been amended and incorporated under section 2.4 of the draft policy. This amendment aligns with the role of Council's spokespersons and provides a level of clarity in regards to the process for making comment. Section 2.4 states:

In line with section 2.8.1 of this policy, Council's spokespersons may delegate to Elected Members the opportunity to make a brief comment on ward specific news stories concerning major projects, developments, services and events or an initiative that a Councillor has initiated in the Chamber. Comments are to be limited to Council's involvement in the project, development, service and event.

Minor grammatical alterations have also been made throughout the Policy document.

RECOMMENDATION

That the Governance and Policy Committee recommends to Council:

That the “Council's Corporate Publications Policy & Media Policy be revoked and replaced by the draft “Communications Policy” as reviewed by the Governance and Policy Committee on 22 February 2023 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
3	2.4 Proactive Media	<p>Heading changed to 'Proactive communications'.</p> <p>As discussed in the document cover sheet, the following has been included in this section:</p> <p>In line with section 2.8.1 of this policy, Council's spokespersons may delegate to Elected Members the opportunity to make a brief comment on ward specific news stories concerning major projects, developments, services and events or an initiative that a Councillor has initiated in the chamber. Comments are to be limited to Council's involvement in the project, development, service and event.</p>
5 & 6	2.6 Corporate Publications	Sections 2.1, 2.2 and 2.3 of Council's Corporate Publications Policy have been incorporated into the media policy under section 2.6 Corporate publications to form the draft Communications Policy. Reference has also been made to the rates notice insert.
11	4.1 Other references	The reference documents referred to in Council's Corporate Publications Policy and Media Policy have been combined.

Changes during or after GPC Meeting for Council Meeting [date]		

Supporting Information

Attachments

1. Download	Council's Corporate Publications Policy	70
2. Download	Draft Communications Policy	75



Council's Corporate Publications Policy

1. 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.

2. 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 –

2.1 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.
- Councillors may provide a column:
 - Mayor may provide a maximum of 80 words
 - Maximum of 160 words per ward to be agreed between the ward councillors
- A nominated officer of Council is to advise Elected Members of any requirements and to proof/edit each contribution. The CEO reserves 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

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- 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, Elected Members are to be given the opportunity to make a brief comment on articles related to major projects, developments, services and events.

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

2.2 Paid advertisement

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

2.3 Electronic Newsletters

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

3. 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.

4. LEGISLATIVE FRAMEWORK

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

4.2. 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

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
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>	

5.2 Organisation Plan

Theme: People and leadership

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

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.

7. 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.

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	29/3/22, 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	2026

Communications Policy



1. PURPOSE

Council recognises that traditional and digital media (including social media and Council's website) provide opportunities for the City of Tea Tree Gully to proactively communicate and engage with its community and stakeholders in a professional, timely and positive manner.

This policy formalises Council's position on the creation and dissemination of official content by Elected Members and employees, and applies to all traditional and digital spaces where people may comment, contribute, create, forward, post, upload and share official content on, as individuals or on behalf of the City of Tea Tree Gully.

The policy is not intended to curtail (nor be construed as curtailing) an individual's right to free speech or the publication of information in their personal capacity.

As it is not possible to expressly refer to or list all traditional and digital media, the absence of any reference does not limit the application of this policy.

2. POLICY

Council requires a professional approach when liaising with the media and the community, whether it is through traditional mechanisms or online. Council owned and non-Council owned mediums will be used in a coordinated manner for strategic external communications, with the aim to:

- inform, communicate and initiate community involvement and discussion
- extend the reach of our communications and direct the community to Council information
- provide a convenient, accessible and flexible form of service delivery, and
- build and enhance relationships with the community and stakeholders.

When representing Council in traditional or digital media, employees must:

- act with honesty, integrity and transparency
- use Council information and resources appropriately
- not put forward their own personal commentary or opinions, and

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- d. not present themselves as official representatives without appropriate authorisation and training.

Use of traditional and digital media must not intentionally:

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- a. damage Council's reputation
- b. disclose sensitive or confidential Council information
- c. use Council's intellectual property or copyrighted materials or otherwise reproduce material in a manner that gives rise to breach of copyright, and
- d. communicate offensive or defamatory information or commentary – particularly about Council, employees or Elected Members.

Most Council decisions, except those deemed confidential, are public documents and public property which are accessible on our [website](http://www.cttg.sa.gov.au) (www.cttg.sa.gov.au).

Confidential employee matters and matters discussed at an 'in camera' Council session (subject to the resolution of the 'in camera' Council session) cannot be conveyed externally in any form.

2.1 Administration

All traditional and digital media are administered by the Customer & Communications Department. This ensures the City of Tea Tree Gully is able to monitor and respond to issues and provide a consistent and professional message and image.

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2.2 Traditional media

As delegated by the CEO, the Communications Team is responsible for handling all media enquiries (including photograph and filming requests) and providing prompt and professional response in partnership with the authorised media representative(s). This extends to seeking proactive media coverage, a key element in our [communications approach](#).

Deleted: media strategy

Where the size or complexity of a topic requires it (e.g. the budget and annual business planning, strategic planning and rates processes), relevant employees will provide Elected Members with information and/or corporate key messages to assist with media and/or community contact.

2.2.1 Media enquiry

When a media enquiry is received, it is to be directed to the Communications Team who will determine the appropriate method and level of response. Responses may be in the form of a news release, email, written or verbal statement.

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Elected Members are **encouraged** to contact the Communications Team about any media enquiries they receive. In most cases, notification will be to the Media Advisor.

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Employees must also advise the Communications Team where an event or issue is likely to generate significant public and/or media interest. This ensures Council is prepared to respond to public and media enquiries.

2.4 Proactive communications

Where a proactive news story is generated by the Communications Team, the appropriate representative will work with the relevant people to ensure information is correct and appropriately approved.

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In line with section 2.8.1 of this policy, Council's spokespersons may delegate to Elected Members the opportunity to make a brief comment on ward specific news stories concerning major projects, developments, services and events or an initiative that a Councillor has initiated in the chamber. Comments are to be limited to Council's involvement in the project, development, service and event.

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If an Elected Member identifies a news opportunity that they intend to release as an official communication, using Council resources, it is their responsibility to notify the Communications Team before releasing any information.

For **Council** employees, all identified news opportunities must be approved by the Communications Team before any information is released.

The Communications Team, in consultation with the relevant Director will determine whether to proceed with the opportunity, and if so, how best to engage the media. The decision will be based on:

- Alignment with Council's Strategic Plan
- Timeliness
- Newsworthiness
- Audience reach and relevance
- Media appeal

f. Competing priorities

Any media release being issued as an official communication, using Council resources, requires the approval of Council's spokespersons prior to being issued. The appropriate corporate leader of the area under discussion must also provide prior approval. During this process, Council's spokespersons and the corporate leader can request changes to content and representation.

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Copies of every media release issued must be sent to the Elected Members and the Executive Leadership Team.

2.5 Social media

Only authorised and trained employees may provide information via Council owned and non-Council owned Social Media platforms. Authorisation and training is administered by the Customer and Communications Department.

Social media is administered in accordance with Council's Social Media procedures and guidelines, including Council's Social Media User Guide. The Customer & Communications Department is responsible for its procedures and guidelines and for the maintenance and review of the m.

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Teams that operate Social Media Accounts are responsible for their accounts and must use the approved publishing and monitoring system to administer their account. To develop a new social media account, a business case must be submitted and endorsed by the relevant manager and approved by the Manager Customer & Communications.

Accounts that do not meet the needs of the community or cannot be adequately administered will be closed on instruction from the CEO.

All accounts operate under a uniform terms and conditions framework, which must be utilised by all platforms. Terms and conditions will be inclusive of information relating to monitoring hours and appropriate communications.

Where unauthorised employees engage with and/or comment on Council decisions, information or news, whether it is within a Council owned or non-Council owned social media platform, the employee must clearly identify that it is his/her own personal view. If the Council decision, information or news relates directly to the employees role and/or work, the employee is encouraged not to comment if their personal opinion is contrary to Council's position.

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2.5.1 Moderation

The City of Tea Tree Gully retains the right to remove content that does not adhere to the guidelines identified in this policy or other associated policies.

Posts containing the following will not be responded to, and will likely be removed from the relevant page:

- a. Racist, sexist or sexual discrimination
- b. Harassment or bullying
- c. Incitement to unlawful conduct
- d. Profanity; utilised as abuse
- e. Personal, confidential, or copyrighted material
- f. Potential defamatory material
- g. Threatening or abusive behaviour
- h. Spam, junk or advertising
- i. Political or election-related lobbying.

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2.6 Corporate publications

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. Particulars for each communication method are –

2.6.1 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.
- Councillors may provide a column:
 - Mayor may provide a maximum of 80 words
 - Maximum of 160 words per ward to be agreed between the ward councillors
- A nominated officer of Council is to advise Elected Members of any requirements and to proof/edit each contribution.
- The CEO reserves 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:

- o Online: www.cttg.sa.gov.au/publicity
- o Regular mail – City of Tea Tree Gully, PO Box 571, Modbury SA 5092 o In person – at the Civic Centre, 571 Montague Road, Modbury SA 5092

Operational matters, including content, production, promotion and the sale of advertising are the responsibility of the relevant officer of Council.

2.6.2 Rates notice insert

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

2.6.3 Electronic Newsletters

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

2.6.4 Paid advertising

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

2.8 Authorisation

2.8.1 Spokespersons

The spokespersons for the City of Tea Tree Gully are Council's nominated principal spokesperson and the CEO.

- The principal spokesperson is responsible for all political, policy matters and decisions.
- The CEO is responsible for responding to all overarching organisational and operational matters and decisions.

Authority may be delegated and another person nominated to act in place of or represent him/her. This applies to traditional media, social media and corporate publications.

The Principal Spokesperson of Council is the Mayor. In the absence of the Mayor, the Acting principal spokesperson should be nominated in the following order:

- a. Deputy Mayor, and
- b. Any other Elected Member at the discretion of the Mayor.

The principal spokesperson is responsible for communicating information that is consistent with the views and decisions of Council. Where the principal spokesperson's views are counter to the views and decisions of Council, the principal spokesperson must identify that it is his/her personal view.

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¶
The City of Tea Tree Gully retains the right to remove content that does not adhere to the guidelines identified in this policy or other associated policies. ¶
¶
Posts containing the following will not be responded to, and will likely be removed from the relevant page:¶
Racist, sexist or sexual discrimination¶
Harassment or bullying¶
Incitement to unlawful conduct ¶
Profanity; utilised as abuse¶
Personal, confidential, or copyrighted material¶
Potential defamatory material¶
Threatening or abusive behaviour¶
Spam, junk or advertising¶
Political or election-related lobbying.

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The CEO will be Council's Principal Spokesperson for all matters from the final declaration of a periodic election.

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2.8.2 Elected Members

Elected Members may respond to media enquiries concerning public debate in the Council Chambers. However, they must abide by the Code of Conduct for Council Members. If an Elected Member communicates a personal opinion or makes a public comment, he/she must make it clear that it is his/her own personal view, which does not necessarily reflect the position of Council.

Moved up [1]: The principal spokesperson is responsible for all political, policy matters and decisions. The CEO is responsible for responding to all overarching organisational and operational matters and decisions.¶

Moved up [2]: The principal spokesperson is responsible for communicating information that is consistent with the views and decisions of Council. Where the principal spokesperson's views are counter to the views and decisions of Council, the principal spokesperson must identify that it is his/her personal view.

Elected Members will not engage in an official capacity with Council social media, except where authorised by the Mayor.

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When any social media conversations are about a debate held in the Council Chamber or about comments made by Elected Members in their personal capacity, authorised employees will avoid involvement and, instead, encourage participants to contact the relevant Elected Members.

2.8.3 Media representative

The departmental manager is the default media representative for a specific area. Following a media enquiry, the Communications Team will liaise directly with the relevant media representatives or employee to generate an appropriate response.

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It is the responsibility of the media representative or staff member to ensure the accuracy of their information and to obtain all relevant departmental approvals prior to responding to the Communications Team. Responses to media enquiries must be made within two working days.

If the media representative is not available to respond to an urgent media enquiry, the Communications Team can decide who is the next most appropriate and available person to approach.

While media representatives have been authorised to represent Council, they must not comment on areas outside of their expertise.

All media representatives will undergo training or guidance relevant to the expertise required.

2.8.4 Authorised employees

Employees must be authorised and trained to post on social media and to publish content on Council's website (www.cttg.sa.gov.au) on behalf of Council. Authorisation and training is administered by the Customer and Communications Department. The operational management of social media is governed by the User Guide for Corporate Social Media Administrators.

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2.8.5 Caretaker period

Employees and Elected Members cannot engage in Media activity that contravenes the caretaker period requirements during periodic council elections. These requirements are set out in the Council's Caretaker Policy.

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2.9 Records management

Records management will comply with the requirements pursuant to the *State Records Act 1997* and Council's Records Management Policy.

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2.10 Monitoring and reporting

Traditional media and social media activity is monitored on an ongoing basis by the Customer & Communications Department as well as by authorised employees. Relevant information is forwarded in a timely manner to the Mayor, Elected Members, CEO, appropriate directors and other relevant staff.

Our corporate media monitoring system provides a variety of reports that can be customised based on the end user need and interest.

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2.11 Third party endorsements

From time to time, Council may be approached for testimonials and endorsements of third-party businesses, products and services. Employees must seek approval before committing to and/or providing a third party testimonial and endorsement.

Approval must be obtained from the Manager, Customer and Communication, Directors or another nominated employee under delegation from the CEO.

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3. DEFINITIONS

For the purposes of this policy the following definitions apply:

Authorised employee

A content creator who has been approved and trained to post on Social Media on behalf of Council.

CEO

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

Employee(s)

A person that works for Council and includes employees, contractors, volunteers, work experience placements, students or any other person who has access to Council's electronic systems and services either in a permanent or temporary role.

Media

Media channel employees, such as reporters and editors.

Media Advisor(s)

An employee identified by the CEO, who is responsible for liaising with and distributing media material through different channels.

Media channels

The distribution stream(s) for different media material. These can be mainstream channels (e.g. newspapers and website) or social media (e.g. Facebook and Twitter).

Media material

A piece of proactive information such as a media statement, news release or a video statement.

Media representative(s)

An employee identified by the CEO to represent the organisation due to their expertise in a specific area.

Digital media

Group term for a range of online communication platforms that enable interaction, content sharing, and collaboration. These platforms include but are not limited to:

- a. Council's website
- b. Social networking sites (e.g. Facebook, Google+ and LinkedIn)
- c. Microblogging sites (e.g. Twitter)
- d. Blogs
- e. Podcasts and video podcasts
- f. Photo sharing sites (e.g. Flickr, Instagram and Pinterest)

- g. Forums and discussion boards
- h. Sites that facilitate public content
- i. Wikis

Social media account

The profile an organisation or individual adopts on a platform. There are two types of accounts that are used:

- a. *Social media corporate account* - A centrally managed social media account used to communicate cross-organisational matters

Social media targeted account

A de-centrally managed social media account used to communicate select information to a targeted audience

4. LEGISLATIVE FRAMEWORK

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

Local Government Act 1999

Section 58 under the Act specifies that the Mayor is Council's principal spokesperson, unless otherwise resolved by the Council.

Section 62(3) of the Act establishes that Elected Members are not to make improper use of information acquired by virtue of their office as members of the Council.

Section 63 of the Act states that the Code of Conduct must be observed by all Council Members.

4.1 Other references

Council's document including:

- a. Advertising Guidelines
- b. Caretaker Policy
- c. Code of Conduct for Council Members
- d. Community Engagement Framework
- e. Council's Community Engagement (Public Consultation) Policy determines the nature and extent of community engagement required for this matter
- f. Council Photographs Policy
- g. Employee Conduct Policy
- h. Fair Treatment Policy and Procedure
- i. Fees and Charges Policy
- j. Information and Communications Technology Appropriate Use Principles
- k. Promote your community event or group section on Council's website

1. Records Management Policy

External document including:

- a. Code of Conduct for Council Members
- b. Criminal Law Consolidation Act 1935
- c. Defamation Act 2005
- d. Fair Trading Act 1997
- e. Fair Work Act 1999
- f. Freedom of Information Act 1991
- g. Local Government (Elections) Act 1999
- h. Equal Opportunity Act 1984
- i. Australian Human Rights Commission Act 1986 (Cth)
- j. Spam Act 2003 (Cth)
- k. Privacy Act 1988 (Cth)
- l. State Records Act 1997
- m. Civil Liability Act 1936

This policy is based on a model policy developed by the Local Government Association.

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
Community	
<i>People feel a sense of belonging, inclusion and connection with the City and the community</i>	Proactively engaging with the community through traditional and social media helps build and enhance Council's relationship with the community and other key stakeholders. It also assists in creating a positive perception of Council and our City.
<i>Our services are accessible to all and respond to changing community needs</i>	Proactively engaging with the community through traditional media and social media allows council to amplify its message and deliver important information to thousands of people.
<i>People can have a say in decisions that affect them and the key decisions of the Council</i>	Proactively engaging the community through traditional and social media allows Council to inform, communicate

	and initiate community involvement and discussion.
Leadership	
<i>Customer service provides a positive experience for people and is based on honesty and transparency</i>	All traditional media and social media interactions are based on honesty, integrity and transparency.
<i>Delivery of services is sustainable and adaptable</i>	Proactively engaging with the community through traditional media and social media provides a convenient, accessible and flexible form of service delivery.

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5.2 Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on five key themes of organisational excellence. One of these themes is "Governance" which deals with how Council defines roles, powers and responsibilities within the organisation with the aim of modelling best practice in local government.

Delegations helps streamline Council's operations and leads to a much faster decision making process than would otherwise be the case and making more efficient use of Elected Member and staff time.

The other theme which applies directly to this policy is "Customer and Community Relations", which deals with overall community satisfaction and the provision of information that is relevant, current and meaningful through accessible communication channels.

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.

Record number	D21/11041
Responsible Manager	Manager Customer & Communication
Other key internal stakeholders	Director Organisational Services & Excellence
Last reviewed	
Adoption reference	
Resolution number	
Previous review dates	(merges Social Media Policy) 22/6/21, 19/01/21, 23/06/2020, 09/05/17, 08/10/13, 13/12/11
Legal requirement	Nil
Due date next review	2025

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CASUAL HIRE OF CIVIC CENTRE PUBLIC MEETING ROOMS POLICY

Responsible Manager: Manager Customer & Communication

Council often has requests from businesses and community groups to hire meeting rooms at Council. The policy has been updated to encourage greater use of the Civic Centre meeting rooms which are often vacant.

RECOMMENDATION

That the Governance and Policy Committee recommends to Council:

That the “Casual Hire of Civic Centre Public Meeting Rooms Policy” **as reviewed by** the Governance and Policy Committee on 22 February 2023 be adopted.

Summary of changes		
Page No.	Heading	Comments
1	2	Inclusion of Civic Foyer to the available spaces
1	2.1	Civic Centre spaces can now be hired by the general public (if appropriate)
2	2.1	Adding to the purposes for hiring Civic Centre space including community, business, corporate groups. Hire costs apply but can be waived by Council

		Bookings out of hours require security.
4	4.1	Update of Strategic Plan
5	4.2	Inclusion of Organisation Plan objectives
Changes during or after GPC Meeting for Council Meeting [date]		

Supporting Information

Attachments

1. [↓](#) Casual Hire of Civic Centre Public Meeting Rooms Policy 91

Casual Hire of Civic Centre Public Meeting Rooms Policy



1. PURPOSE

The purpose of this Policy is to state Council's position in regards to the hiring of its Civic Centre public meeting rooms to external groups. This Policy outlines the criteria that will apply to the booking and use of Council's Civic Centre public meeting rooms, which is aimed at assisting Council in its response to the various requests that it receives.

2. POLICY

This Policy will apply to the following Civic Centre public meeting rooms:

- Corporate Area (Ground Floor):
 - The Corporate Area includes the rooms and maximum occupancy rates as listed below referenced within the approved floor plan forming part of the Development Authorisations:
 - o Public Gallery and Chambers (90 persons)
 - o Acacia Room (commonly referred to as the Immunisation Waiting Room) (75 persons)
 - o Banksia Room (100 persons)
 - o Civic Foyer (100 persons)
 - The maximum occupancy rate for all of the above-mentioned areas opened up into one room will not exceed 365 persons.
- Library Area (Lower Ground Floor):
 - Community Learning Centre (70 persons)

The prescribed uses of the Civic Centre public meeting rooms nominated within this Policy are in accordance with the two current Development Authorisations for the building.

2.1 Corporate Area

As a priority, the Corporate Area is used for Council and Committee meetings, council workshops, civic functions, council arranged meetings and delivery of council services.

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Deleted: It is recognised that at times external groups may submit requests to book or use the Civic Centre public meeting rooms. It is not intended that these rooms be available for use by the general public as there are other facilities available for hire for this purpose. Booking of these meeting rooms will be restricted to groups/organisations nominated within this Policy.

Bookings may be refused on this basis. If available, the Corporate Area can be booked on a first-in-first-served basis, subject to any criteria within this Policy.

The Corporate Area may be booked and used by external groups for the following purposes:

- Local Government - For meetings called for Local Government purposes by external groups who deliver services on behalf of Council (e.g. St John Ambulance) or are linked to Local Government
- State and Australian Government - For State or Australian Government initiatives that involve the City of Tea Tree Gully community (not for non-community related purposes such as training). In these instances, Elected Members are to be advised of the function.
- [Community groups from the local City of Tea Tree Gully area](#)
- [Business or corporate groups from any location](#)
- [Civic Park hiring groups using the facility as headquarters for events](#)

Hire costs apply but can be waived at the discretion of Council.

Bookings outside of Council business hours require one or more security guards to be present, which will be procured and arranged by Council. Costs will be passed on to hirers.

Deleted: When this occurs, it will be at no hire cost although the relevant costs relating to booking requirements may apply.

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In order for Council to continue to be politically neutral, particularly during an election campaign period, Council occupied buildings (e.g. Civic Centre, Recreation Centres and Community Houses) are not to be booked for political purposes by individual candidates or parties related to any level of Government. This does not include hiring of facilities by Electoral Commission SA for polling booth purposes during an election.

The General Conditions of Permit on the Hire Application Form and the Guidelines Governing the Hiring of Council Owned Facilities govern the use of the Corporate Area meeting rooms.

2.2 Library Area - Community Learning Centre

As a priority, the Community Learning Centre adjacent to the Library Area is used for community learning opportunities and activities contributing to the role and purpose of the Community Learning Centre (e.g. community group activities, seminars and workshops, discussion groups, interactive displays, public meetings, skills development programs, and information evenings).

Local not-for-profit community groups can book the Community Learning Centre free of charge pending completion of the accreditation process, although relevant costs relating to additional booking requirements may apply.

To make an application, these community groups/organisations must submit a Community Learning Centre Accreditation Application Form. To be eligible to receive

accreditation, the organisation or group must be a non-profit group (as identified by the Australian Taxation Office) and based within the community of the City of Tea Tree Gully. The group or organisation must be able to demonstrate they are providing services that directly and significantly benefit the Community, or provide opportunity for community engagement through open membership in the quest for linking leisure and learning.

These groups/organisations that have received accreditation are to have priority use of this area. External groups that meet the criteria to book the Corporate Area meeting rooms may also use the Community Learning Centre subject to meeting room availability. The Community Learning Centre Permit primarily governs the use of the Community Learning Centre meeting rooms, as well as any other criteria within this Policy.

2.3 Additional Booking Requirements

Where the appropriate external groups or organisations request use of the meeting rooms, the following requirements will apply:

- Applications to book meeting rooms cannot be submitted more than three months in advance.
- The applicant will be required to pay all additional costs incurred in the use of the meeting room(s) including:
 - Security bond(s) (where applicable)
 - Preparation and set up by Council employees (only available for Corporate Area meeting rooms) e.g. room setup and dismantle
 - Cleaning (if required)
 - Payment for security guard(s) which will be required for all use outside of business hours
 - Other unintended costs e.g. call out fee for accidental activation of monitored alarm.

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Credit card details may be required to be supplied at the time of booking, which will be utilised to cover these costs.

Further information may be provided regarding specific parking requirements.

3. LEGISLATIVE FRAMEWORK

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

3.1 Other references

Council's document including:

- Fees and Charges Register
- Hire Application Form - Casual Hire
- Hire Application Form - Regular Hire
- Community Learning Centre Permit
- Planning Consent 070/17915/1993 – Civic Centre and Offices
- Building Consent 070/61641/1994 - Civic Centre and Offices

- Development Authorisation 070/78167/2001 - Leisure and Learning Centre

4. STRATEGIC PLAN/POLICY

4.1 Strategic Plan

Objective	Comments
Community	
<i>People feel a sense of belonging, inclusion and connection with the City and the community</i>	To provide a range of high quality facilities that are appealing and easy for members of the community to access
<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>	Our local economy prospers and people feel a sense of purpose and belonging. Providing spaces and access for the community to feel connected and have a warm and inviting space to learn and experience the different skills offered through the community and achieve their individual and group goals.

4.2 Organisation Plan

Customer Care	We have the skills and capabilities to deliver positive, streamlined and personalised customer experiences which are inclusive and accessible	We increase available spaces available for the community to connect.
Future Capability	Planning and advocacy is focussed on the long term interests of current and future community needs	The Civic Centre should facilitate a hub for economic and business prosperity in CTTG now and in the future.

6. DEFINITIONS

For the purposes of this policy the following definitions apply:

Development Authorisations

Refers to any approval granted under the Development Act 1993 relating to the use of the Civic Centre and as referred to within this Policy. A Development Authorisation may only be issued when planning and building consent has been obtained.

7. 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.

8. 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.

Record number	D19/44184
Responsible Manager	Manager Customer & Communications Manager Library Services Arts & Culture
Other key internal stakeholders	General Manager Community Services General Manager Corporate Services Manager City Strategy Manager Governance & Policy <u>Manager Customer & Communications</u>
Last reviewed	<u>10 February 2023</u>
Adoption reference	▼
Resolution number	▼
Previous review dates	<u>21/8/19</u> , 29/08/17, 12/08/14, 16/05/12 (Previously titled: Use of Council Civic Centre Public Meeting Rooms Policy), 09/10/07 (Previously titled: Use of Council Civic Centre Public Meeting Rooms by External Groups Policy), 25/02/03, 13/03/01
Legal requirement	N/A
Due date next review	<u>2025</u>

Deleted: Customer Relations Team

Deleted: 21 August 2019

Deleted: Policy and Strategic Development Committee

Deleted: 29

Deleted: 2023

Status Report on Governance and Policy Committee Resolutions 22 FEBRUARY 2023

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

Nil

Completed Actions

Minute No.	Meeting Date	Officer	Subject	Completed
175	25/07/2022	Harrison, Gill	Property Identification Policy	24/08/2022
D22/56369				
10 Aug 2022 11:16am Harrison, Gill				
This Policy is being returned to the GPC Meeting of 17 August 2022				
24 Aug 2022 4:57pm Taglierini, Deana - Completion				
This Policy was provided to Governance and Policy Committee on 17 August 2022 for consideration. It was endorsed and has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
174	25/07/2022	Harrison, Gill	Control of Election Signs Policy	24/08/2022
D22/56369				
10 Aug 2022 11:16am Harrison, Gill				
This Policy is being returned to the GPC Meeting of 17 August 2022				
24 Aug 2022 4:56pm Taglierini, Deana - Completion				
Completed by Taglierini, Deana on behalf of Harrison, Gill (action officer) on 24 August 2022 at 4:56:09 PM - This Policy was endorsed by Council on 23 August 2022 and updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
184	17/08/2022	Harrison, Gill	Cemeteries Management Policy	24/08/2022
D22/68028				
24 Aug 2022 5:44pm Taglierini, Deana - Completion				

This Policy was endorsed by Council on 23 August 2022 and has been updated on Council's website.

Minute No.	Meeting Date	Officer	Subject	Completed
183	17/08/2022	Harrison, Gill	Sponsorship Policy	24/08/2022
D22/68028				
24 Aug 2022 5:04pm Taglierini, Deana - Completion				
This Policy was adopted by Council on 23 August 2022 and has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
185	17/08/2022	Harrison, Gill	Community Wasterwater Management System Infrastructure Management Policy	24/08/2022
D22/68028				
24 Aug 2022 4:54pm Taglierini, Deana - Completion				
This Policy was revoked by Council on 23 August 2022 and has been removed from Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
187	17/08/2022	Taglierini, Deana	Cancellation of 19 October 2022 Meeting	24/08/2022
D22/68028				
24 Aug 2022 11:32am Taglierini, Deana - Completion				
Meeting has been cancelled as per resolution.				

Minute No.	Meeting Date	Officer	Subject	Completed
186	17/08/2022	Harrison, Gill	Recycled Water Policy	24/08/2022
D22/68028				
24 Aug 2022 5:27pm Taglierini, Deana - Completion				
This Policy was endorsed by Council on 23 August 2022 and has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
182	17/08/2022	Harrison, Gill	Major Events Policy	24/08/2022
D22/68028				
24 Aug 2022 5:19pm Taglierini, Deana - Completion				
This Policy was endorsed by Council on 23 August 2022 and has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
178	17/08/2022	Taglierini, Deana	Property Identification Policy	24/08/2022
D22/68028				
24 Aug 2022 11:31am Taglierini, Deana - Completion				
The Policy has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
177	17/08/2022	Harrison, Gill	Control of Election Signs Policy	24/08/2022
D22/68028				
24 Aug 2022 4:52pm Taglierini, Deana - Completion				
This Policy was endorsed by Council on 23 August 2022 and has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
179	17/08/2022	Taglierini, Deana	Order Making Policy	24/08/2022
D22/68028				
24 Aug 2022 11:31am Taglierini, Deana - Completion				
The Policy has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
181	17/08/2022	Taglierini, Deana	Public Disclosure Policy	24/08/2022
D22/68028				
24 Aug 2022 11:31am Taglierini, Deana - Completion				
The Policy has been updated on Council's website.				

Minute No.	Meeting Date	Officer	Subject	Completed
180	17/08/2022	Taglierini, Deana	Community Engagement (Public Consultation) Policy	24/08/2022
D22/68028				
24 Aug 2022 11:31am Taglierini, Deana - Completion				
The Policy has been updated on Council's website.				