



AGENDA

**FOR RESOURCES AND GOVERNANCE COMMITTEE MEETING TO BE HELD
ON**

**11 DECEMBER 2017 AT CONCLUSION OF BUDGET AND FINANCE
COMMITTEE**

IN COMMITTEE ROOM 1, 12 JAMES STREET, SALISBURY

MEMBERS

Cr S Bedford (Chairman)
Mayor G Aldridge (ex officio)
Cr D Balaza
Cr B Brug
Cr D Bryant
Cr L Caruso
Cr R Cook (Deputy Chairman)
Cr D Pilkington
Cr D Proleta

REQUIRED STAFF

General Manager Business Excellence, Mr C Mansueto
General Manager City Development, Mr T Sutcliffe
Manager Governance, Mr M Petrovski
Manager Communications and Customer Relations, Mr M Bennington

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Resources and Governance Committee Meeting held on 20 November 2017.

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OTHER BUSINESS

CLOSE



**MINUTES OF RESOURCES AND GOVERNANCE COMMITTEE MEETING HELD IN
COMMITTEE ROOM 1, 12 JAMES STREET, SALISBURY ON**

20 NOVEMBER 2017

MEMBERS PRESENT

Cr S Bedford (Chairman)
Cr D Balaza
Cr B Brug
Cr D Bryant
Cr L Caruso
Cr R Cook (Deputy Chairman)
Cr D Pilkington
Cr D Proleta

STAFF

General Manager Business Excellence, Mr C Mansueto
General Manager City Development, Mr T Sutcliffe
Manager Governance, Mr M Petrovski
Manager Communications and Customer Relations, Mr M Bennington
Manager Environmental Health and Safety, Mr J Darzanos

The meeting commenced at 7:37 pm.

The Chairman welcomed the members, staff and the gallery to the meeting.

APOLOGIES

An apology was received from Mayor G Aldridge.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr L Caruso
Seconded Cr D Pilkington

The Minutes of the Resources and Governance Committee Meeting held on 16 October 2017, be taken and read as confirmed.

CARRIED

REPORTS

Administration

3.0.1 Future Reports for the Resources and Governance Committee

Moved Cr D Pilkington
Seconded Cr L Caruso

1. The information be received.

CARRIED

Corporate Governance

3.6.1 Review of Burning Policy

Moved Cr D Pilkington
Seconded Cr R Cook

1. The information be received.
2. The Burning Policy as set out in Attachment 1 to this report (Resources and Governance 3.6.1, 20/11/2017), be discontinued and replaced with the City of Salisbury Burning in the Open Information Sheet set out in Attachment 2 to this report.

CARRIED

3.6.2 Review of Elected Members Induction Policy

Moved Cr L Caruso
Seconded Cr R Cook

1. The Information be received.
2. The Elected Members Induction Policy as set out in Attachment 1 to this report (Resources and Governance 3.6.2, 20/11/2017), be endorsed.

CARRIED

3.6.3 Review of Elected Member Recognition Policy

Moved Cr D Pilkington
Seconded Cr R Cook

1. The Information be received.
2. The Elected Member Recognition Policy as set out in Attachment 1 to this report (Resources and Governance 3.6.3, 20/11/2017), be endorsed.

CARRIED

3.6.4 Updated Elected Member Allowances, Facilities and Support Policy

Moved Cr L Caruso
Seconded Cr R Cook

1. The Elected Member Allowances, Facilities and Support Policy as attached to Item 3.6.4, Resources and Governance, 20/11/2017 be endorsed.

CARRIED

3.6.5 Formal Meeting Schedule for 2018

Moved Cr D Pilkington
Seconded Cr R Cook

1. The 2018 Formal Meeting Schedule as set out in Attachment 1 to this report (Item 3.6.5, Resources and Governance Committee, 20/11/2017) be endorsed.
2. The Chief Executive Officer be delegated authority to amend the 2018 Formal Meeting Schedule should the need arise.

CARRIED

3.6.6 Draft 2016/17 Annual Report

Cr D Balaza declared a material conflict of interest on the basis of being a member of the Board of NAWMA. Cr Balaza left the meeting at 7:52 pm.

Moved Cr D Bryant
Seconded Cr D Pilkington

1. That the Draft 2016/17 Annual Report forming attachment 1 to Item Number 3.6.6 of the Resource and Governance Committee agenda dated 20 November 2017 be endorsed, subject to any amendments by Council and the inclusion of Mayor and CEO messages.

CARRIED

Cr D Balaza returned to the meeting at 7:57 pm.

OTHER BUSINESS

Nil

The meeting closed at 8:02 pm.

CHAIRMAN.....

DATE.....

ITEM	3.0.1
	RESOURCES AND GOVERNANCE COMMITTEE
DATE	11 December 2017
HEADING	Future Reports for the Resources and Governance Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	This item details reports to be presented to the Resources and Governance Committee as a result of a previous Council resolution. If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 Historically, a list of resolutions requiring a future report to Council has been presented to each committee for noting.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Report authors and General Managers.
- 2.2 External
 - 2.2.1 Nil.

3. REPORT

3.1 The following table outlines the reports to be presented to the Resources and Governance Committee as a result of a Council resolution:

Meeting Item	Heading and Resolution	Officer
22/06/2015 3.3.2 Due:	Amendments to the Dog and Cat Management Act 3. Council note that staff will review the need for a cat by-law 12 months after the implementation of the proposed Bill and provide a further report to Council. July 2019	John Darzanos
28/09/2015 3.6.1 Due:	Review of Provision of Elected Member IT Equipment 2. A revised Elected Member Allowances, Facilities and Support Policy be brought back to Council in July 2018. July 2018	Joy Rowett
30/01/2017 3.6.4 Due:	Review of the Procurement Policy to incorporate use of Australian Made steel for Council construction projects 2. A review of the implications of the adoption of a variation to the Procurement Policy to use to use Australian made steel as set out in Part 1 (Item 3.6.4, Resources and Governance Committee, 23/01/2017) be undertaken in 12 months. January 2018	Matt Harris
26/06/2017 3.3.1 Due:	Proposal to Amend the Australian Road Rules to enable parking on Council verges 4. A report be presented to Council on the impact of the changes set out in parts 1 to 3 (Item 3.3.1, Proposal to Amend the Australian Road Rules to enable parking on Council Verges, Council meeting 26/06/2017) to existing Council's policies. January 2018	John Darzanos
28/08/2017 NOM3 Due:	Provision of telephone for use in case of domestic violence/other emergency situations 1. That, as part of the consideration of White Ribbon Australia Workplace Accreditation (refer Council resolution 1893/2017), staff investigate options and costs associated with the establishment of a telephone(s) located outside of council buildings which can be used by people fleeing domestic violence or other emergencies situations to obtain assistance from relevant emergency service providers. January 2018	Julie Douglas

23/10/2017 NOM4	Shopping Trolleys 1. That staff bring back a report on what options are available for Council to collect shopping trolleys and recoup costs from major retailers for dumped trolleys. 2. That staff advise what options are available for issuing fines for dumping trolleys. Due: December 2017 Deferred to: January 2018 Reason: Staff are reviewing previous reports and reviewing practices to identify if there have been any changes in trolley collection services.	John Darzanos
23/10/2017 3.6.1	Investigation of options for changes to audio recording of Committee and Council meetings 5. The facilitation of an externally web-hosted video recording of Council and committee meetings and associated publishing be considered as part of the 2018/19 budget process. Due: February 2018	David Bevan & Mick Petrovski
23/10/2017 3.6.2	Amendments to Local Government Act and Regulations Mobile Food Vans 2. Staff provide a further report in December 2017 for Council to consider adoption of a Mobile Food Vendors Policy. Due: December 2017 Deferred to: February 2018 Reason: Staff are reviewing the State Government legislation (revised adoption date to March) and will report back in February.	Tim Starr
23/10/2017 Cnl-OB2	Safety in Parabanks Shopping Centre Carpark 1. That staff report on what current principles of development control and other provisions within the Development Plan, Building Code or Development Act are in relation to enforcing conditions on shopping centres to provide safe, light areas for shoppers, staff including provision of CCTV. Due: December 2017 Deferred to: January 2018 Reason: Staff are in discussions with the architects for the recent upgrade to the Centre and the operators of the Parabanks Shopping Centre in relation to the safety matters.	Chris Zafiroopoulos

4. CONCLUSION / PROPOSAL

- 4.1 Future reports for the Resources and Governance Committee have been reviewed and are presented to Council for noting.

CO-ORDINATION

Officer:	EXEC GROUP	GMCID	GMCI	GMBE	GMCD
Date:	04.12.17	29.11.17	30.11.17	30.11.17	30.11.17

ITEM	3.3.1
	RESOURCES AND GOVERNANCE COMMITTEE
DATE	11 December 2017
HEADING	Dog Registration Fees 2018 - 2019
AUTHOR	John Darzanos, Manager Environmental Health & Safety, City Development
CITY PLAN LINKS	4.2 Develop strong capability and commitment to continually improve Council's performance. 4.3 Have robust processes that support consistent service delivery and informed decision making. 4.4 Embed long term thinking, planning and innovation across the organisation.
SUMMARY	Under the provisions of the Dog and Cat Management Act, Councils now have the discretion to set dog registration fees and discounts without any fee cap or approval required from the Minister. The only requirement is that the Dog and Cat Management Board is requiring a level of consistency in the category of dog registration types and concessions available to help facilitate the transition to Dog and Cats Online (DACO), the state wide dog registration database. This report presents models for consideration by Council in setting the 2018-2019 dog registration fees.
RECOMMENDATION	<ol style="list-style-type: none">1. The information be received.2. That the maximum dog registration fee be set at \$66.00 for 2018-2019, reflecting a CPI increase of, with the dog registration categories and eligible rebates as per the Dog Registration Fee Schedule Proforma 2018-2019 forming attachment 5 to the Resources and Governance Committee agenda - 11/12/17 - Item no. 3.3.1.
ATTACHMENTS	This document should be read in conjunction with the following attachments: <ol style="list-style-type: none">1. Dog Registration Category Changes and Variances 2018 20192. Dog registration revenue and registration number and type variances3. Dog Registration Modelling 2018 - 20194. Income and Expenditure Estimates5. Dog Registration Proforma 2018 - 2019

1. BACKGROUND

- 1.1 As a result of changes to the Dog and Cat Management Act 1995 (the Act) Council is required to review and reassess and reset the dog registration categories, with the biggest change resulting in a standard and non-standard dog category. A “standard dog” being a “desexed and microchipped dog” eligible for a 50% rebate and a non-standards being full or entire dogs at full fees.
- 1.2 The other significant change is that microchipping is compulsory for all dogs from 1 July 2018, and as such rebates are not required, along with compulsory desexing of all new dogs born after 1 July 2018.
- 1.3 In addition the Dog and Cat Management Board (the Board) from 1 July 2018 will introduce Dogs and Cats Online (DACO) system and dog owners will be able to pay their dog registration fees via a centralised online system in addition to payment in person at Council.
- 1.4 As a result of the changes Councils now have complete discretion to set dog registration fees, the discounts offered and what evidence is required before a discount is given, and Councils no longer need approval from the Minister.
- 1.5 Each year, DACO will enable each council to set their fee categories, to set the fee for each category and to determine what discounts it offers. DACO will also enable councils to decide when late fees apply.
- 1.6 However, in designing and building DACO, there are some requirements to ensure a consistent approach. Fees and discounts must be able to be captured by DACO and concession types need to match approved categories that can be validated online by DACO. Any changes to these parameters will mean additional administration process and an inconvenience to dog owners requiring personal attendance at Council offices to register their dogs.
- 1.7 Fees set by Council are currently \$65 for a full dog, which is under the fee cap set previously by the Minister at \$85 in 2014. Council currently offers rebates for trained (10%), de-sexed (40%) and micro-chipped (10%) dogs and has also established an additional 50% rebate for pensioners and eligible concession card holders.

2. CONSULTATION / COMMUNICATION

- 2.1 External
 - 2.1.1 Dog and Cat Management Board

3. REPORT

- 3.1 The DCM Act requires that all fees generated under the Act be utilised by Council in the provision of dog management services.
- 3.2 The services currently provided by Council include those delivered by the Inspectorate Division in the enforcement and administration of the Act. However it also includes significant support services in delivering these functions as well as the provision and maintenance of numerous council facilities provided for dog owners and for dog management. These services include:

- 3.2.1 Inspectorate Services:
- Dog attack investigations;
 - Dogs wandering at large;
 - Dog noise and nuisance complaints;
 - Dog leashing laws;
 - Guard dog register;
 - Provide information and educational material, and participate in events such as micro-chipping day, and dogs day out;
 - Dog Registrations; and
 - After hour and weekend services.
- 3.2.2 City Infrastructure and Support Services:
- Organisational overheads;
 - Customer Centre staff resources;
 - City Development Administration staff;
 - Provision and maintenance of nine dog friendly parks;
 - Provision and maintenance of dog litter bags and dispensers;
 - Installation and maintenance of signage associated with dog laws and dog friendly parks;
 - The maintenance of the dog pound; and
 - Asset depreciation costs for the pound, parks and signage.
- 3.2.3 Dog and Cat Management Plan:
- The Dog and Cat Management Plan is being reviewed and funding from dog registrations can be utilised to fund actions, strategies and additional dog management initiatives that are identified in the Plan.
- 3.3 The costs for services provided exceed the revenue generated through registration fees, expiations, fines and impounding fees.
- 3.4 Any balance of revenue generated by fees and charges under the Dog and Cat Management Act can be utilised to cover other costs associated with the dog management services and capital works and other operational activities consistent with the requirements of the Act. Dog registration fees can enable Council an opportunity to cover a proportion of the costs associated with dog management. The history of increases in fees is provided in the table below:

Year	Fee	Fee increase	Percentage change	Comments
2018/19	TBD	TBD	TBD	Council can set their own fees with no cap and must include mandatory new categories of Standard and Non Standard Dog.
2017/2018	\$65.00	\$2.50	4%	Note: Forecast CPI last year was 2.4%, actual was 0.7%. Forecast CPI for 2017 is 1.7%

Year	Fee	Fee Increase	Percentage Change	Comments
2016/2017	\$62.50	\$1.50	2.40%	Fees increased by CPI 2.4%. Maximum fee set at \$62.50
2015/2016	\$61	\$1	1.70%	Fees increased by CPI 1.7%. Maximum fee set at \$61
2014/2015	\$60	\$0	0%	Minister increases fee cap from \$60 to \$85. Council resolves not to change the fee
2013/2014	\$60	\$0	0%	Fee is capped at \$60 due to no change by Minister
2012/2013	\$60	\$5	9%	Fee is capped at \$60 due to no change by Minister
2011/2012	\$55	\$5	10%	Fee is capped at \$60 due to no change by Minister
2010/2011	\$50	\$5	11%	Minister increases fee cap from \$45 to \$60. Council endorse fee increased by \$5 each year until cap is reached
2009/2010	\$45	\$0	0%	Fee is capped at \$45 due to no change by Minister
2008/2009	\$45	\$0	0%	Fee is capped at \$45 due to no change by Minister
2007/2008	\$45	\$5	12.50%	Fee is capped at \$45 due to no change by Minister
2006/2007	\$40	\$5	14%	Minister increases fee cap from \$35 to \$45. Council endorse fee increased by \$5 each year until cap is reached
2005/2006	\$35	\$5	16.70%	Minister increases fee cap from \$30 to \$35. Council endorse fee increase.
2004/2005	\$30	\$10	50%	Minister increases fee cap from \$20 to \$30. This is as a result of amendments to the Dog and Cat Management Act. Council endorse fee increase.
2003/2004	\$20	0		Prior to 2004 registration fee is capped at \$20

Registration Categories for 2018/19

- 3.5 Prior to considering the registration fees for 2018/19 it is important to establish the category of registrations available.
- 3.6 As a result of the legislative changes the Board has advised that the only required categories are:
- 3.6.1 Standard – a desexed and microchipped dog, which must be discounted from the full registration fee, with a recommended discount of 50%, which is what Council currently offers for a desexed and microchipped dog.
- 3.6.2 Non Standard – either exempted from desexing (born after 1 July 2018) or and existing whole dog (born prior to 1 July 2018), and subject to the full registration fee.

- 3.7 Council currently has 45 registration categories and there is the opportunity to reduce these significantly to assist in the transition to DACO and to ensure consistency as required by the Board. Fees and discounts must be able to be captured by DACO and concession types need to match approved categories that can be validated online by DACO. Any changes to these parameters will require administration processes for Council and an inconvenience to dog owners requiring personal attendance at Council offices to register their dogs.
- 3.8 All estimates in the examples below are based on a \$65 registration fee for comparison of new and old rebates.

Training Rebate

- 3.9 The training rebate at 10% was offered when the legislation was reviewed in 2004 and training was intended to assist in ensuring dogs were socialised and kept under effective control and to assist in reducing concerns from the behavior of dogs. However the compulsory training rebate has been removed from the Act as there was difficulty in establishing a recognised and accredited training regime. This resulted in people claiming the rebate for dogs trained at different levels with no consistency and with difficulty in enforcing an accredited certificate scheme. In addition the uptake in Salisbury is extremely low with only 689 dogs or 2.8% claiming the training rebate. This is also due to the time and costs associated with training a dog.
- 3.10 Whilst training is encouraged the community benefit is difficult to measure and determining if a dog has been trained to an appropriate standard is also difficult to manage. As a result it is recommended that the training rebate be removed and no longer offered. This represents an increase of \$6.50 (\$3.25 concession) for persons re-registering without the rebate.

Microchipping

- 3.11 The microchipping rebate at 10% was offered as an incentive to improve dog identification. Microchipping is now compulsory under the Act and every dog owner will be required to microchip their dog from 1 July 2018. As a result there is no longer a requirement to offer a rebate for microchipping dogs as all dog owners are required to undertake this legislative obligation. As a result it is recommended that the microchipping rebate be removed and no longer offered. This impacts approximately 2434 registered dogs and represents an increase of \$6.50 (\$3.25 concession) for persons re-registering without the rebate. However if these dog owners desex their dogs then they will be eligible for a 50 percent rebate, representing a decrease of \$26 (\$13 concession).
- 3.12 With the introduction of compulsory microchipping there will be a population of current dogs that are desexed only and will be classified as standard dogs when microchipped and as such eligible for an additional rebate. This impacts on approximately 3120 registered dogs and provides an increase in the rebate from 40% to 50%, which represents a decrease of \$6.50 (\$3.25 concession) for persons re-registering.

Various Categories

- 3.13 There are also a number of categories which have been historically introduced which are no longer legislatively required and there is an opportunity to remove some to streamline the registration process.

- 3.14 Companion Dog was the term introduced by Council, and provided a 100% rebate for dogs that were adequately trained by a recognised training provider to a level equivalent to the Caring Canine Companion – Community Visitors Scheme or Pets as Therapy, and training certificates must be provided at the time of registration. Companion Dogs must also visit suitable premises other than the owner's place of residence, where the occupants receive a benefit from the animal visits, e.g. residential aged care facilities. Adequate documentation from the premise owners must be provided to prove the dogs are actually used as companion dogs.
- 3.15 The controls that have been applied to this category are very difficult to determine and effectively enforce. As a result it is recommended that this category also be removed. This has an impact on 16 dogs currently registered, representing an increase of \$65 (\$32.50 concession) if they are not desexed and microchipped. If de-sexed and microchipped this represents a \$32.50 increase (\$16.25 concession) from the current \$0 fee.

Guide Dog/Therapeutic Dog/Disability dogs

- 3.16 Dogs in this category will be reclassified as Assistance dogs as approved by the Board and will continue to be eligible for the 100% rebate.

Greyhounds

- 3.17 Greyhounds registered with the Greyhound racing board were eligible for a 75% rebate. However this category has very low numbers and it is recommended that it be removed. All greyhounds will be eligible to be registered as standard dogs if desexed and microchipped resulting in a 50% rebate, however any full dogs will not be eligible for rebates. This currently has an impact on 34 dogs, representing an increase of \$32.50 (\$16.25 concession) for those dog owners.

Pensioner and Concessions

- 3.18 Council currently offers an additional 50% rebate to the calculated fees for pensioners and eligible concession card holders.
- 3.19 Currently, Council only validates age pension and requires all other concession holders to revalidate annually requiring a trip into the Council offices.
- 3.20 DACO will enable concession card holders to verify their status instantly, online. Once verified, DACO will then charge the owner the relevant dog registration fee. This will result in significant reductions in the number of transactions that council staff must process over the counter.
- 3.21 DACO, through the interface with Centrelink, will verify that, on the date of the transaction, the owner was entitled to a concession. Centrelink will verify if the dog owner is entitled to the following concessions:
- 3.21.1 DVA "Gold" Card;
 - 3.21.2 DVA "White" Card;
 - 3.21.3 Pensioner Card;
 - 3.21.4 Senior Health Card; and
 - 3.21.5 Health Card.

- 3.22 All concession statuses will be permanent for that owner, except the “Health Card” (which is primarily issued to unemployed people), which will require the owner to re-validate the details each registration year, in order to keep the discount.
- 3.23 The Board recommends that each Council offer the Centrelink concessions, set out above. It is recommended that Council adopts the above list of concessions to provide a consistent and seamless validation process and that the rebate be continued at 50%. However Council also has the opportunity to review this amount.

Registration Categories

- 3.24 The proposed registration categories are summarised in Attachment 1 along with the variations associated with the new rebates. If endorsed by Council this will result in the following eight categories as opposed to the current 45, simplifying the process and transition to DACO:
- 3.24.1 Business Registration;
 - 3.24.2 Assistance Dog;
 - 3.24.3 Non Standard Dog;
 - 3.24.4 Standard Dog;
 - 3.24.5 Non Standard Dog – Concession;
 - 3.24.6 Standard Dog – Concession;
 - 3.24.7 Non Standard Dog – Working; and
 - 3.24.8 Standard Dog – Working.
- 3.25 The negative financial impact for some dog owners will be met with positive financial impact for others as a result of microchipping and desexing their dogs, and as this is the desired standard the registration fee rebates support this outcome.

Dog Registration Fees 2018/19

- 3.26 With the mandatory provisions taking effect 1 July 2018, all new dogs will eventually be registered as standard dogs resulting in limited number of full fee paying dog registrations. As a result the population of non-standard dogs will eventually decline and transition to standard dogs eligible for a rebate. This is expected to impact on approximately 7967 dogs (33%) and an estimated negative budgetary impact of approximately \$260K based on current registration numbers and fees of \$65. This budget impact is expected to occur over the next 3-5 years with approximately 2000 new dogs registered each year, and the same number leaving the area or not re-registering.
- 3.27 Further financial impacts are expected with the introduction of DACO as contributions to the Dog and Cat Management Fund are increasing from 20% to 24%, from 1 July 2018. Based upon current contributions this would represent an increase of approximately \$33,000. This increase is anticipated to be offset with expenditure savings in the area of tags, printing and mail outs which will not be required representing a saving of approximately \$36,000

- 3.28 The proposed fee structure has been modelled on the number of registered dogs in 2016/17 periods which has seen a decline in the number of registered dogs since 2014/15, and also a decline in full registrations with more people claiming rebates for one or more of the available rebates (in particular “desexed and microchipped” dogs which offer a 50% rebate on fees). This combined result has seen a decline in registration revenue. The dog registration figures are presented in Attachment 2 for member’s information.
- 3.29 Observations relating to dog ownership have been associated with the current economic climate resulting in a decline in dog ownership as well as the changing demographics of the area.
- 3.30 Dog registration fee modelling has been undertaken on estimated numbers from 2016/17 registration rates and these have been converted to the proposed registration categories discussed above in the report. Any change to those categories will impact on modelling.
- 3.31 A representative fee increase has been modelled with comparisons at \$65, (current rates) \$66 (CPI increase of 1.9% or \$1.24 – rounded to \$66 equal to 1.5%), \$68, \$70, \$75, \$80 and \$85 for comparison. Attachment 3 presents the fee modeling.
- 3.32 The following table summarises the fee modelling and the impact from increases up to \$85 for comparison.

Fee	Percentage Increase from \$65	Estimated Revenue*
\$65.00	0.00	\$846,479
\$66.00	1.5	\$859,502
\$68.00	4.6	\$885,547
\$70.00	7.7	\$911,033
\$75.00	15.4	\$976,706
\$80.00	23.1	\$1,041,820
\$85.00	30.8	\$1,106,934

**Revenue estimated on 2016/17 registration numbers and new registration categories*

- 3.33 An increase in registration fees will ensure that the services provided for dog management are funded as much as possible from the registration fees and other associated revenue such as expiations, rather than general revenue.
- 3.34 A registration fee of \$65 for 2018/19 will see a slight increase in estimated registration revenue if the new registration categories are adopted as a result of changes to the concessions. However it is estimated that this will result in a shortfall of income versus expenditure of approximately \$410,600, required to be funded from rate revenue to cover the provision of services for the community relating to dog management. By comparison an increase of CPI will result in shortfall of approximately \$337,500 which is almost equal to 2017/18.
- 3.35 The impact of amended registration fees at various amounts and net costs of estimated services has been modeled and included in Attachment 4.

3.36 In considering the net impact from the increases it should be noted that approximately 16264 (67%) of registered dogs will be considered as standard dogs as a result of compulsory microchipping and eligible for the 50% rebate and have a maximum fee of \$32.50. The majority of the balance of the remaining 7889 (32%) dogs will eventually transition to standard dog through generational transfer and or active desexing.

Additional Rebates

3.37 The following rebates have been traditionally offered and can be accommodated within the DACO system and can be continued.

3.37.1 Puppy rebates – 50% rebate after Jan 1st and until end of current period for puppies 12 weeks old.

3.37.2 50% rebate after April 1st and until end of current period for new dogs not previously registered in the area.

Late Fees

3.38 Late fees are applied to those who do not register by the required pay by date of 31 August every year. The current late fee was set at 25% however percentages cannot be used in DACO and a single late fee is required for all registration types and rebates. It is recommended that a \$10 late fee be adopted.

Registration Fees Proforma

3.39 The proposed fees and new categories are summarised in Attachment 5 – Dog Registration Fees Proforma and includes the dog pound fees. The attachment indicates fees between \$65 through to \$85 and will need to be amended to reflect any changes to the base registration fees as recommended by Council. Attachment 4 highlights that an increase of CPI will see a shortfall in income versus expenditure almost equal to 2017/18. Whilst the registration fees no longer require the Minister's approval the proforma must be submitted to the Board.

Other legislative changes

3.40 The other significant legislative changes that will be introduced in 2018/19 include:

3.40.1 Lifetime Registration Tags – dog registration discs will be issued through DACO and the central agency and Councils will no longer need to perform this task. The discs will be State-wide and will no longer relate to a particular Council and as such the registration disc and the number issued to dogs will be for life. Replacements discs will only be made available if damaged or lost.

3.40.2 No administrative Fees for transferring a dog to a new council area - Owners will have the ability to update most information themselves including a change of address or if they sell a dog. The changes will be made in DACO and will not require any Council intervention and as the dog will retain the same dog disc and disc number DACO will not charge a transfer fee.

- 3.40.3 Breeder Registration - From 1 July 2018, all breeders of dogs and cats will be required to register as a breeder with the Board. Most breeders are expected to register online, through DACO and the Board is making arrangements with the three largest breeder associations (ie Dogs SA, the Feline Association of SA and the Governing Council of the Cat Fancy to collect breeder registration fees and remit these to the Board.
- 3.40.4 Cat Microchip database - DACO will serve as the State's cat microchip register and Council will have access to this information gaining a useful insight into the cat ownership profile in the area. This information can be used for enhancing responsible cat ownership and for identifying cats that may be causing a nuisance.

4. CONCLUSION / PROPOSAL

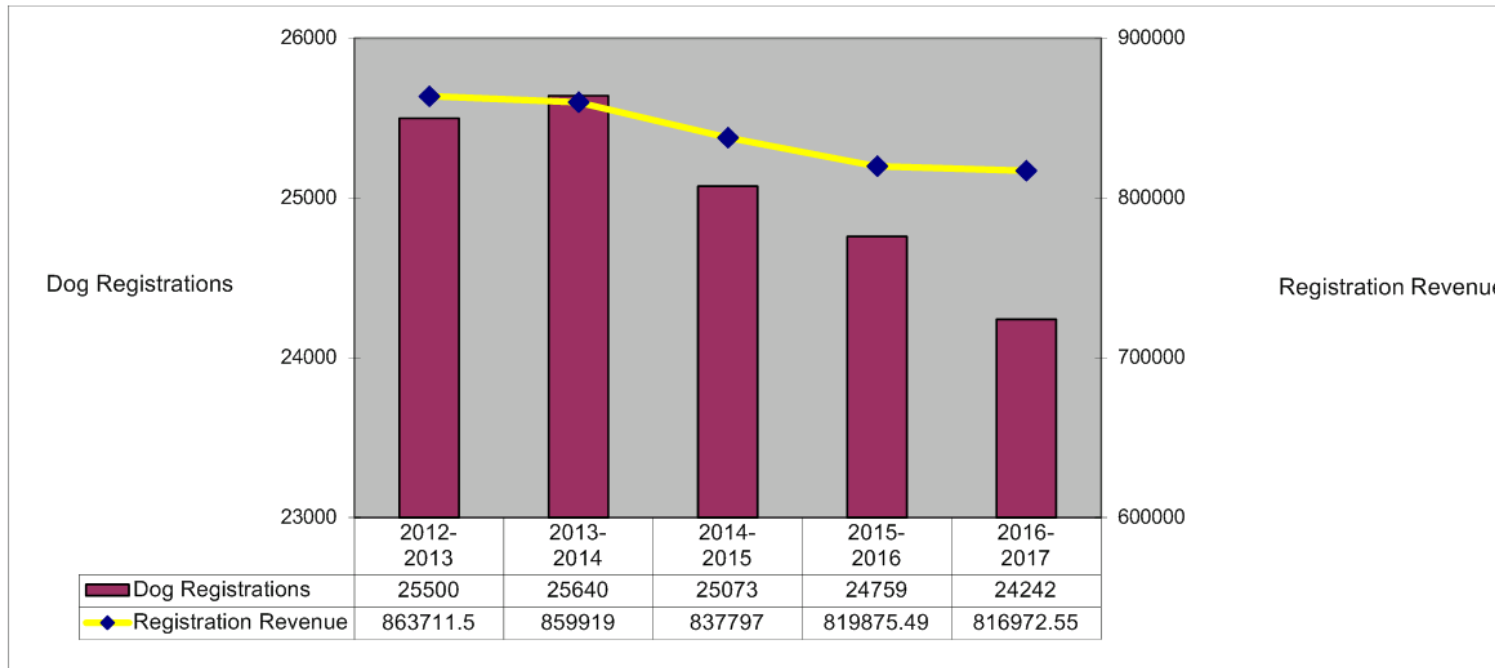
- 4.1 The services provided by Council in the area of dog and cat management are diverse, resource intensive and involve a significant budget provision and subsidization from Council's general revenue under historic fee levels. The costs for dog management services are high and registration fees contribute significantly to the provision of these services, on the 'user pays' principle.
- 4.2 The rebate structure has been reviewed and favours a standard dog with a focus on desexed and microchipped dogs as identified by the Board and the recent review of the legislation, both of which are compulsory from 1 July 2018 for new dogs.
- 4.3 An increase in registration fees will ensure that the services provided for dog management are funded as much as possible from registration fees, and the impact on general revenue is limited. However it should be recognised that with the changes to registration categories along with compulsory microchipping some owners will see an increase to their registration fees whilst others will see a decrease.
- 4.4 An annual increase to the registration fees will ensure that fees are contributing to the administration and enforcement of the Dog and Cat Management Act and to the provision of community services and facilities to support dog owners.
- 4.5 A gradual increase will also enable Council to transition the new registration fees and will ensure registration revenue is sustained as the dog population transitions into the new "standard dog registration class."
- 4.6 The report outlines options to increase registration fees and highlights the potential impacts from the 2018/19 registration fees when the legislative changes and transition to DACO.
- 4.7 It is recommended that registration fees for 2018/19 be increased by CPI from 2017/18 to maintain Council's current level of subsidy of the service from general revenue.

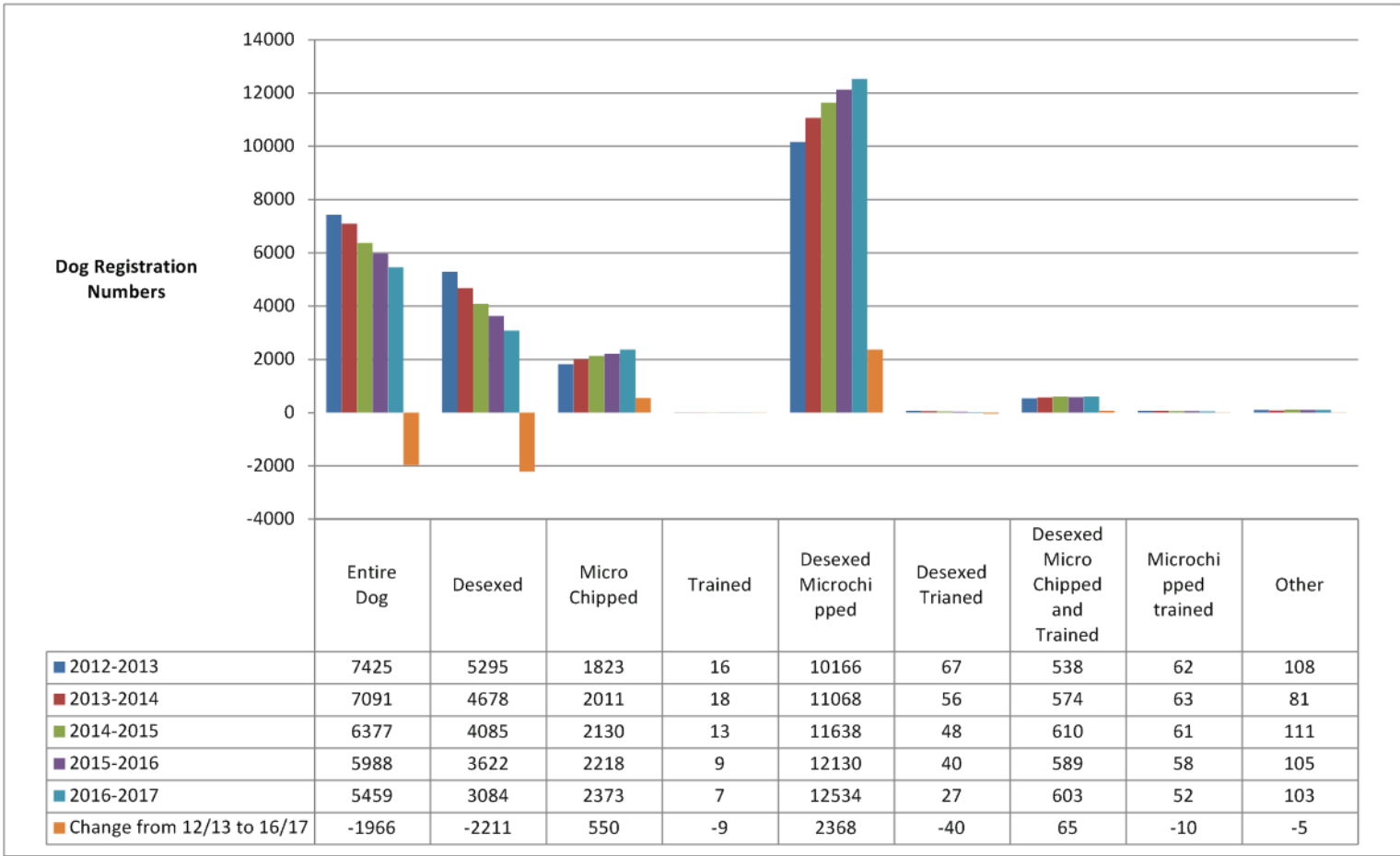
CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 04.12.17

Registration Category	New Category	Number registered in each class	% rebate off Standard fee	% rebate 2018/2019	Variance in rebates	2017-2018 \$65 fee	2018-2019 \$65 fee	Variance in registration fee	Estimated Income at \$65 rego fees	Estimated Income at \$65 rego fees 2018/19	Variance in Income
Business Registration	Business Registration	38	0	0	0	\$65.00	\$65.00	\$0.00	\$2,470.00	\$2,470.00	\$0.00
Companion Dog	Standard Dog	16	100	50	-50	\$0.00	\$32.50	\$32.50	\$0.00	\$520.00	\$520.00
Greyhound Reg'd with SAGRBCB	Non Standard Dog	31	75	0	-75	\$16.25	\$65.00	\$48.75	\$503.75	\$2,015.00	\$1,511.25
Greyhound Reg'd with SAGRBCB - Desexed	Standard Dog	3	75	50	-25	\$16.25	\$32.50	\$16.25	\$48.75	\$97.50	\$48.75
Guide Dog/Therapeutic Dog/Dis. Dog - Desexed & M/C	Assistance Dog	21	100	100	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Guide Dog/Therapeutic Dog/Disability Dog	Assistance Dog	13	100	100	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Guide Dog/Therapeutic Dog/Disability Dog - Desexed	Assistance Dog	6	100	100	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Guide Dog/Therapeutic Dog/Disability Dog - Microch	Assistance Dog	9	100	100	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other Concession	Non Standard Dog - Concession	1884	50	50	0	\$32.50	\$32.50	\$0.00	\$61,230.00	\$61,230.00	\$0.00
Other Concession - Desexed Trained - Dog	Standard Dog - Concession	3	75	75	0	\$16.25	\$16.25	\$0.00	\$48.75	\$48.75	\$0.00
Other Concession - Desexed - Dog	Standard Dog - Concession	659	70	75	5	\$19.50	\$16.25	-\$3.25	\$12,850.50	\$10,708.75	-\$2,141.75
Other Concession - Desexed - Puppy	Standard Dog - Concession	0	70	75	5	\$19.50	\$16.25	-\$3.25	\$0.00	\$0.00	\$0.00
Other Concession - Desexed Mchipped Trained - Dog	Standard Dog - Concession	50	80	75	-5	\$13.00	\$16.25	\$3.25	\$650.00	\$812.50	\$162.50
Other Concession - Desexed Microchipped - Puppy	Standard Dog - Concession	5	75	75	0	\$16.25	\$16.25	\$0.00	\$81.25	\$81.25	\$0.00
Other Concession - Desexed Microchipped - Dog	Standard Dog - Concession	2007	75	75	0	\$16.25	\$16.25	\$0.00	\$32,613.75	\$32,613.75	\$0.00
Other Concession - Microchipped	Non Standard Dog - Concession	547	55	50	-5	\$29.25	\$32.50	\$3.25	\$15,999.75	\$17,777.50	\$1,777.75
Other Concession - Microchipped - Puppy	Non Standard Dog - Concession	22	55	50	-5	\$29.25	\$32.50	\$3.25	\$643.50	\$715.00	\$71.50
Other Concession - Microchipped Trained	Non Standard Dog - Concession	8	60	50	-10	\$26.00	\$32.50	\$6.50	\$208.00	\$260.00	\$52.00
Other Concession - Puppy	Non Standard Dog - Concession	14	50	50	0	\$32.50	\$32.50	\$0.00	\$455.00	\$455.00	\$0.00
Other Concession - Trained - Dog	Non Standard Dog - Concession	1	55	50	-5	\$29.25	\$32.50	\$3.25	\$29.25	\$32.50	\$3.25
Pensioner	Non Standard Dog - Pensioner	675	50	50	0	\$32.50	\$32.50	\$0.00	\$21,937.50	\$21,937.50	\$0.00
Pensioner - Desexed - Dog	Standard Dog - Pensioner	629	70	75	5	\$19.50	\$16.25	-\$3.25	\$12,265.50	\$10,221.25	-\$2,044.25
Pensioner - Desexed - Puppy	Standard Dog - Pensioner	0	70	75	5	\$19.50	\$16.25	-\$3.25	\$0.00	\$0.00	\$0.00
Pensioner - Desexed Microchipped - Dog	Standard Dog - Pensioner	1957	75	75	0	\$16.25	\$16.25	\$0.00	\$31,801.25	\$31,801.25	\$0.00
Pensioner - Desexed Microchipped - Puppy	Standard Dog - Pensioner	1	75	75	0	\$16.25	\$16.25	\$0.00	\$16.25	\$16.25	\$0.00
Pensioner - Desexed Microchipped Trained - Dog	Standard Dog - Pensioner	81	80	75	-5	\$13.00	\$16.25	\$3.25	\$1,053.00	\$1,316.25	\$263.25
Pensioner - Desexed Trained - Dog	Standard Dog - Pensioner	7	75	75	0	\$16.25	\$16.25	\$0.00	\$113.75	\$113.75	\$0.00
Pensioner - Microchipped	Non Standard Dog - Pensioner	204	55	50	-5	\$29.25	\$32.50	\$3.25	\$5,967.00	\$6,630.00	\$663.00
Pensioner - Microchipped - Puppy	Non Standard Dog - Pensioner	10	55	50	-5	\$29.25	\$32.50	\$3.25	\$292.50	\$325.00	\$32.50
Pensioner - Microchipped Trained	Non Standard Dog - Pensioner	3	60	50	-10	\$26.00	\$32.50	\$6.50	\$78.00	\$97.50	\$19.50
Pensioner - Puppy	Non Standard Dog - Pensioner	8	50	50	0	\$32.50	\$32.50	\$0.00	\$260.00	\$260.00	\$0.00
Pensioner - Trained	Non Standard Dog - Concession	1	55	50	-5	\$29.25	\$32.50	\$3.25	\$29.25	\$32.50	\$3.25
Standard Fee	Non Standard Dog	2806	0	0	0	\$65.00	\$65.00	\$0.00	\$182,390.00	\$182,390.00	\$0.00
Standard Fee - Desexed - Dog	Standard Dog	1794	40	50	10	\$39.00	\$32.50	-\$6.50	\$69,966.00	\$58,305.00	-\$11,661.00
Standard Fee - Desexed Microchipped Trained - Dog	Standard Dog	472	60	50	-10	\$26.00	\$32.50	\$6.50	\$12,272.00	\$15,340.00	\$3,068.00
Standard Fee - Desexed - Puppy	Standard Dog	2	40	50	10	\$39.00	\$32.50	-\$6.50	\$78.00	\$65.00	-\$13.00
Standard Fee - Desexed Microchipped - Dog	Standard Dog	8528	50	50	0	\$32.50	\$32.50	\$0.00	\$277,160.00	\$277,160.00	\$0.00
Standard Fee - Desexed Microchipped - Puppy	Standard Dog	33	50	50	0	\$32.50	\$32.50	\$0.00	\$1,072.50	\$1,072.50	\$0.00
Standard Fee - Desexed Trained - Dog	Standard Dog	17	50	50	0	\$32.50	\$32.50	\$0.00	\$552.50	\$552.50	\$0.00
Standard Fee - Microchipped	Non Standard Dog	1462	10	0	-10	\$58.50	\$65.00	\$6.50	\$85,527.00	\$95,030.00	\$9,503.00
Standard Fee - Microchipped - Puppy	Non Standard Dog	97	10	0	-10	\$58.50	\$65.00	\$6.50	\$5,674.50	\$6,305.00	\$630.50
Standard Fee - Microchipped Trained	Non Standard Dog	41	20	0	-20	\$52.00	\$65.00	\$13.00	\$2,132.00	\$2,665.00	\$533.00
Standard Fee - Puppy	Non Standard Dog	70	0	0	0	\$65.00	\$65.00	\$0.00	\$4,550.00	\$4,550.00	\$0.00
Standard Fee - Trained	Non Standard Dog	5	10	0	-10	\$58.50	\$65.00	\$6.50	\$292.50	\$325.00	\$32.50
Working Dog	Non Standard Dog - Working	2	75	0	-75	\$16.25	\$65.00	\$48.75	\$32.50	\$130.00	\$97.50
Working Dog - Desexed	Standard Dog - Working		75	50	-25	\$16.25	\$32.50	\$16.25	\$0.00	\$0.00	\$0.00
		24242							\$843,345.75	\$846,478.75	\$3,133.00

Item 3.3.1 - Attachment 1 - Dog Registration Category Changes and Variances 2018 2019





New Category	Number registered in each class	% rebate 2018/2019	2018-2019 \$65 fee	Estimated Income \$65 fees	2018-2019 \$66 fee	Estimated Income \$66 fee	2018-2019 \$68 fee	Estimated Income \$68 fees	2018-2019 \$70 fee	Estimated Income \$70 fees	2018-2019 \$75 fee	Estimated Income \$75 fees	2018-2019 \$80 fee	Estimated Income \$80 fees	2018-2019 \$85 fee	Estimated Income \$85 fees
Business Registration	38	0	\$65.00	\$2,470.00	\$66.00	\$2,508.00	\$68.00	\$2,584.00	\$70.00	\$2,660.00	\$75.00	\$2,850.00	\$80.00	\$3,040.00	\$85.00	\$3,230.00
Assistance Dog	49	100	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Non Standard Dog	4512	0	\$65.00	\$293,280.00	\$66.00	\$297,792.00	\$68.00	\$306,816.00	\$70.00	\$315,840.00	\$75.00	\$338,400.00	\$80.00	\$360,960.00	\$85.00	\$383,520.00
Standard Dog	10865	50	\$32.50	\$353,112.50	\$33.00	\$358,545.00	\$34.00	\$369,410.00	\$35.00	\$380,275.00	\$37.50	\$407,437.50	\$40.00	\$434,600.00	\$42.50	\$461,762.50
Non Standard Dog - Concession	3377	50	\$32.50	\$109,752.50	\$33.00	\$111,441.00	\$34.00	\$114,818.00	\$35.00	\$118,195.00	\$37.50	\$126,637.50	\$40.00	\$135,080.00	\$42.50	\$143,522.50
Standard Dog - Concession	5399	75	\$16.25	\$87,733.75	\$16.50	\$89,083.50	\$17.00	\$91,783.00	\$17.50	\$94,482.50	\$18.75	\$101,231.25	\$20.00	\$107,980.00	\$21.25	\$114,728.75
Non Standard Dog - Working	2	0	\$65.00	\$130.00	\$66.00	\$132.00	\$68.00	\$136.00	\$70.00	\$140.00	\$75.00	\$150.00	\$80.00	\$160.00	\$85.00	\$170.00
Standard Dog - Working	0	50	\$32.50	\$0.00	\$33.00	\$0.00	\$34.00	\$0.00	\$35.00	\$0.00	\$37.50	\$0.00	\$40.00	\$0.00	\$42.50	\$0.00
	24242			\$846,478.75		\$859,501.50		\$885,547.00		\$911,592.50		\$976,706.25		\$1,041,820.00		\$1,106,933.75

Attachment 4

Budget Estimates	2016/17 \$62.50 fee	Revenue as % of Total Expenditure	2017/18 Estimates with \$65 fee	Revenue as % of Total Expenditure	2018/19 Estimates with \$65 fee	Revenue as % of Total Expenditure	2018/19 Estimates with \$66 fee	Revenue as % of Total Expenditure	2018/19 Estimates with \$68 fee	Revenue as % of Total Expenditure	2018/19 Estimates with \$70 fee	Revenue as % of Total Expenditure	2018/19 Estimates with \$75 fee	Revenue as % of Total Expenditure	2018/19 Estimates with \$80 fee	Revenue as % of Total Expenditure	2018/19 Estimates with \$85 fee	Revenue as % of Total Expenditure
Operating Revenue - Registration Fees	(\$815,685)	58	(\$835,000)	56	(\$846,479)	54	(\$859,502)	57	(\$885,547)	59	(\$911,033)	60	(\$976,706)	64	(\$1,041,820)	68	(\$1,106,934)	71
Operating Revenue - Other	(\$277,627)	20	(\$306,000)	21	(\$300,000)	19	(\$300,000)	20	(\$300,000)	20	(\$300,000)	20	(\$300,000)	20	(\$300,000)	19	(\$300,000)	19
Total Operating Revenue	(\$1,093,312)	78	(\$1,141,000)	77	(\$1,146,479)	74	(\$1,159,502)	77	(\$1,185,547)	79	(\$1,211,033)	80	(\$1,276,706)	84	(\$1,341,820)	87	(\$1,406,934)	90
Operating Expenditure	\$1,201,053		\$1,267,806		\$1,340,738		\$1,280,716		\$1,286,967		\$1,293,084		\$1,308,846		\$1,324,473		\$1,340,100	
Capital Expenditure	\$0		\$0		\$0		\$0		\$0		\$0		\$0		\$0		\$0	
Estimated Other Items Expenditure**	\$207,965		\$212,124		\$216,367		\$216,367		\$216,367		\$216,367		\$216,367		\$216,367		\$216,367	
Total Expenditure	\$1,409,018		\$1,479,930		\$1,557,105		\$1,497,083		\$1,503,334		\$1,509,451		\$1,525,213		\$1,540,840		\$1,556,467	
Net Deficit / (Profit)	\$315,706		\$338,930		\$410,626		\$337,582		\$317,787		\$298,418		\$248,506		\$199,020		\$149,533	

** Estimated Expenditure (Other items to be formally quantified)

- Organisational overheads (IT, HR, Administration, Accommodation costs)
- Customer Centre staff resources to provide animal management services, (customer requests, registrations)
- Regular maintenance of 9 dog friendly parks
- Provision and maintenance of dog signs (approximately 700 signs throughout the City)
- Provision and maintenance of dog litter bags and dispensers
- Maintenance of the dog pound
- Asset depreciation costs for the pound, parks and signage, 9 dog parks built @ \$60K to \$90K each and \$250,000 spent over the last 2 years for upgrades.
- The endorsed Dog and Cat Management Plan identifies a range of actions, strategies and additional dog management initiatives which can have financial implications for the organisation.
 - Additional dog friendly parks to be considered
 - By Law reviews and potential cat controls
 - Pound renewal and or pound services review

Dog Registration Fee Schedule Proforma 2018-2019

Registration Category	% rebate 2018/2019	2018-2019 \$65 fee	2018-2019 Including Late fee +\$10
Business Registration	0	\$65.00	\$75.00
Assistance Dog	100	\$0.00	\$10.00
Non Standard Dog	0	\$65.00	\$75.00
Standard Dog	50	\$32.50	\$42.50
Non Standard Dog - Concession	50	\$32.50	\$42.50
Standard Dog - Concession	75	\$16.25	\$26.25
Non Standard Dog - Working	0	\$65.00	\$75.00
Standard Dog - Working	50	\$32.50	\$42.50

Alternate Fees

2018/2019 \$66 fee	2018-2019 Including Late fee +\$10	2018-2019 \$68 fee	2018-2019 Including Late fee +\$10	2018-2019 \$70 fee	2018-2019 Including Late fee +\$10	2018-2019 \$75 fee	2018-2019 Including Late fee +\$10	2018-2019 \$80 fee	2018-2019 Including Late fee +\$10	2018-2019 \$85 fee	2018-2019 Including Late fee +\$10
\$66.00	\$76.00	\$68.00	\$78.00	\$70.00	\$80.00	\$75.00	\$85.00	\$80.00	\$90.00	\$85.00	\$95.00
\$0.00	\$10.00	\$0.00	\$10.00	\$0.00	\$10.00	\$0.00	\$10.00	\$0.00	\$10.00	\$0.00	\$10.00
\$66.00	\$76.00	\$68.00	\$78.00	\$70.00	\$80.00	\$75.00	\$85.00	\$80.00	\$90.00	\$85.00	\$95.00
\$33.00	\$43.00	\$34.00	\$44.00	\$35.00	\$45.00	\$37.50	\$47.50	\$40.00	\$50.00	\$42.50	\$52.50
\$33.00	\$43.00	\$34.00	\$44.00	\$35.00	\$45.00	\$37.50	\$47.50	\$40.00	\$50.00	\$42.50	\$52.50
\$16.50	\$26.50	\$17.00	\$27.00	\$17.50	\$27.50	\$18.75	\$28.75	\$20.00	\$30.00	\$21.25	\$31.25
\$66.00	\$76.00	\$68.00	\$78.00	\$70.00	\$80.00	\$75.00	\$85.00	\$80.00	\$90.00	\$85.00	\$95.00
\$33.00	\$43.00	\$34.00	\$44.00	\$35.00	\$45.00	\$37.50	\$47.50	\$40.00	\$50.00	\$42.50	\$52.50

Other Fees	2017/18	2018/19
Transfer of Registration	\$10.00	N/A
Replacement Disc Fee	\$10.00	N/A (to be determined by DCMB)
Late Registration Penalty (applies 3 clear business days from last day to pay annual registration)	Varies (25% of fee)	\$10.00
Percentage Rebate after Jan 1 st and until end of current period for puppies 12 weeks old	Varies (50% of fee)	Varies (50% of fee)
Percentage Rebate after April 1 st and until end of current period for new dogs not previously registered in the area	Varies (50% of fee)	Varies (50% of fee)
Fees Unrelated to Registrations		
Seizure Fee (Dog Wandering at large)	\$74.00	\$75.00
Fees for Keeping Dog at Pound daily (or part thereof)	\$43.00	\$44.00
Certified Extract from register (per page)	\$10.00	N/A

ITEM	3.6.1
	RESOURCES AND GOVERNANCE COMMITTEE
DATE	11 December 2017
HEADING	Review of Internal Review of Council Decisions Procedure
AUTHOR	Joy Rowett, Governance Coordinator, CEO and Governance
CITY PLAN LINKS	4.4 To ensure informed and transparent decision-making that is accountable and legally compliant
SUMMARY	This report provides information with respect to the review of the Internal Review of Council Decisions Procedure and seeks Council endorsement.

RECOMMENDATION

1. The information be received.
2. The Internal Review of Council Decisions Policy and Procedure as set out in Attachment 1 to this report (Resources and Governance 3.6.1, 12/12/2017), be endorsed.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Internal Review of Council Decisions Procedure

1. BACKGROUND

- 1.1 Council's Policy Framework provides for Council Policies/Procedures to be reviewed within 12 months of a general election and thereafter every two years.
- 1.2 The Internal Review of Council Decisions Procedure were last endorsed by Council September 2015 and is now due for review.

2. CONSULTATION / COMMUNICATION

2.1 Internal

- 2.1.1 Consultation with the Responsible Officer has occurred as to the continuing relevance of the Procedure and any changes that may be required.

2.2 External

- 2.2.1 Nil

3.

4. REPORT

- 4.1 The Internal Review of Council Decisions Procedure was last reviewed in 2015 at which time it was rewritten in line with the Local Government Association model Procedure, incorporating amendments to the provisions of section 270 of the *Local Government Act 1999* (the ‘Act’) and also satisfying the outcomes of the recent audit by Ombudsman SA to ensure that Councils’ Internal Review Procedures are compliant with the Act.
- 4.2 The Internal Review of Council Decisions Procedure has now been reviewed by the Responsible Officer as to its continuing relevance.
- 4.3 Since last reviewed, there have been no amendments to legislation requiring changes to the Internal Review of Council Decisions Procedure.

5. CONCLUSION / PROPOSAL

- 5.1 The Internal Review of Council Decisions Procedure as contained within Attachment 1 is recommended to Council for endorsement.

CO-ORDINATION

Officer:	Executive Group	MG
Date:	05/12/2017	24/11/2017



Internal Review of Council Decisions Procedure

Policy Type:	Procedure		
Approved By:	Council	Decision No:	0618/2015
Approval Date:		Last Reapproval Date:	28 September 2015 November 2017
Review Date:	28 September 2017 November 2019	Internal Reference No.:	
Department:	CEO and Governance	Division:	Governance
Function:	9 - Governance	Responsible Officer:	Manager, Governance

A - PREAMBLE

1. The City of Salisbury is committed to transparency in decision making, and to providing access to a fair and objective procedure for the internal review of decisions.
2. Grievances may arise as a result of dissatisfaction with a decision made by Council, or its employees, on a wide range of issues including policy, procedure, service, fee, etc. All attempts will be made to resolve grievances quickly and efficiently, without the need for a formal request for review.
3. This procedure provides information on formal requests for internal review of decisions of Council, its employees, and other people acting on behalf of Council.
4. Dealing with grievances at the local level is the most effective way of resolving matters quickly. Applicants for review of decisions will be encouraged to participate in the review handling process cooperatively. However, nothing in these procedures negates citizen's rights to seek external review through the State Ombudsman, other legal appeal processes, or the Courts at any time during the internal review process.

B - SCOPE

The Local Government Act

1. The City of Salisbury's Internal Review of Council Decisions Procedure has been adopted in accordance with Section 270 of the Local Government Act 1999. The procedure is one aspect of Council's customer focussed approach to service delivery. It provides a further opportunity to review the way Council provides services to the community, and to identify areas for improvement.
2. The Internal Review of Council Decisions Policy and Procedure applies when reviewing decisions of Council as outlined below and applies to all Council staff who may be involved in receiving and dealing with an application for review of a Council decision.

Relationship with other Council Policies and Procedures

3. Council also has a Customer Compliments, Comments and Complaints Policy for dealing with complaints and requests for service. As a general rule, Council will promote that

Policy with its associated procedures in the first instance as it offers the potential for immediate resolution.

4. An Internal Review of a Council Decision is the third tier in Council's complaints handling process and will commence at the point where:
 - A request for the review of a Council decision is received; or
 - A complaint escalates to Tier 3 under Council's Customer Compliments, Comments and Complaints Policy.

Matters outside the scope of the Policy

5. Other provisions in the *Local Government Act 1999* prescribe appeal arrangements in certain circumstances. For example, objections to valuations made by a Council and appeals against orders made pursuant 254 of the Act (Power to make orders).
6. In addition, the Internal Review of Council Decisions Policy and Procedure will not apply when an alternative statutory process for a review or appeal exists in other legislation. Examples of other legislation containing unique statutory processes include:
 - *Development Act 1993* and appeals to the Environment, Resources and Development Court;
 - *Freedom of Information Act 1991*;
 - *Ombudsman Act 1972*;
 - The Act in respect to Section 255 Order to the Environment, Resources and Development Court;
 - Expiation of Offences Act 1996. Although there is no external procedure, a review of a decision relating to the issue of an expiation notice must be undertaken in accordance with this Act by a properly delegated Office;
 - Control Order under the *Dog and Cat Management Act 1995*;
 - A section 92 notice under the *South Australian Public Health Act 2011*.
 - Environmental Protection Act 1993;
 - Food Act 2001;
 - Electoral Act 1985;
 - Expiation of Offences Act 1996;
 - Fair Work Act 1994;
 - Road Traffic Act 1961 & Australian Road Rules;
 - Fire and Emergency Services Act 2005;
 - Matters relating to HACC services, where specific complaint/review mechanisms are identified.
7. While Council prefers to work with its customers to resolve requests for review quickly and effectively, an applicant will always retain the right to seek other forms of resolution, such as contacting the Ombudsman, or taking legal action at any time. Note that as a general rule, the Ombudsman prefers that matters be addressed by Council in the first instance, unless that is not appropriate in the circumstances.
8. Full cooperation with any such authority will be afforded as necessary, in order to resolve the matter as quickly as possible.

C – POLICY PURPOSE/OBJECTIVES

1. The purpose of the Internal Review of Council Decisions Policy and Procedure is to provide open, responsive and accountable government and access to a fair, consistent and structure process for any party dissatisfied with a decision which has been made by Council or its agents with confidence that these matters will be dealt with objectively, fairly and in a timely manner.

2. Section 270 of the Local Government Act 1999 (the Act) requires Council to maintain “policies, practices and procedures” for dealing with request for service and complaints including a procedure about the “review of decisions” of-
 - a. The Council;
 - b. Employees of the Council;
 - c. Other persons acting on behalf of the Council.
3. An internal review of a Council decision enables Council to reconsider all the evidence relied on to make a decision, including new evidence if relevant.

D - DEFINITIONS

Alternative Dispute Resolution includes mediation, conciliation or neutral evaluation as set out in section 271 of the *Local Government Act 1999*.

Applicant is any party lodging the request for review of a decision and could be an individual or a group, including residents, ratepayers, business owners, users of Council facilities and visitors to the area.

Business Day means a day when the Council is normally open for business, i.e. Monday to Friday, excluding public holidays.

CEO is the Chief Executive Officer of City of Salisbury.

Council refers to City of Salisbury

Council Decision is a formal decision of the Elected Council or a section 41 Council Committee, a decision made under delegation by an employee of Council, or a decision by other persons acting on behalf of Council.

Decision-maker refers to the individual or entity responsible for the decision under review.

Employee includes a person employed directly by the Council in a full time, part time or casual capacity (whether a that position is permanent or contractual) and persons providing services to, or on behalf of, the Council even though they may be employed by another party.

Reviewer refers to the individual or entity responsible for resolution of a request for review of a decision.

Vexatious request is any request from an applicant who has consistently, over a period of time, complained about minor matters or the same matter, which have previously been dealt with and no new information has been provided by the applicant and/or is considered by the reviewing officer to be mischievous, without sufficient grounds or serving only to cause annoyance.

E - POLICY STATEMENT

1. Council is committed to open, responsive and accountable government. This includes providing processes by which citizens, who feel they have been adversely affected by a decision of Council, can have their grievances considered.

Equity of Treatment

2. The Internal Review of Council Decisions Policy and Procedure is based on five principles, which are fundamental in the way Council approaches applications for review of Council decisions. They are:
 - Fair treatment: which requires impartiality, confidentiality and transparency at all stages of the process;
 - Accessibility: to be accessible there must be broad public awareness about Council’s policies and procedures and a range of contact options;

- Responsiveness: this will be achieved by providing sufficient resources, well trained staff and ongoing review and improvement of the systems;
- Efficiency: requests and complaints will be resolved as quickly as possible, while ensuring that they are dealt with at a level that reflects their level of complexity;
- Integrated approach to issues under review which have overlapping functional responsibilities.

Applications for Review of a Decision

Making an application

3. An application for a review of a Council decision provides Council with an opportunity to revisit a decision which has aggrieved an interested party, which may include an individual or group, ratepayer, resident or business owner. Depending on the particular circumstances, it may also include a person who is not the direct subject of the decision. (For example, where Council issues a permit for a person to keep more than the maximum number of dogs permitted under a by-law, a neighbour may seek an internal review of the decision.) Council will determine whether a person has a sufficient interest to apply for an internal review of a decision, on a case-by-case basis.
4. An application must be in writing within 6 months of the original decision, preferably using the Application Form found in Attachment 1, including:
 - Name and residential address of the applicant
 - Postal address if different from above
 - Daytime telephone number
 - The reasons for applying for the review (that is, why the applicant believes that the decision is wrong).
5. An application must be address to the Chief Executive Officer or the Mayor depending on the following circumstances:
 - If the request for a review of a decision made by Council as the elected body, or a decision made by an employee of Council, or other person acting on behalf of Council, the application should be addressed to the Chief Executive Officer of the City of Salisbury; or
 - If the request is for a review of a decision made by the Chief Executive Officer, the application should be addressed to the Mayor.

By post or hand-delivered:

Internal Review Request
 Chief Executive Officer *or* Mayor
 City of Salisbury
 12 James Street
 SALISBURY SA 5108

or

By email:

Internal Review Request
 Chief Executive Officer *or* Mayor
city@salisbury.sa.gov.au

or

By facsimile:

Internal Review Request
The Chief Executive Officer *or* Mayor
City of Salisbury
(08) 8281 5466

6. Although Council can be expected to have information and material relevant to the matter under review, an application for review may also include new, relevant information or evidence to support the application.
7. The process for applying and participating in a review of a Council decision is to be made as accessible as possible, with assistance provided if considered necessary. Assistance may include interpreter and/or translation services, assisting with writing the application, or ensuring ease of physical access to meeting rooms etc. If a person refuses assistance, that does not negate their right to proceed with the application.
8. The CEO or delegate (or Mayor where appropriate) will assess the application and determine the appropriate action. This may include direct referral of the matter to Council, or to an external person or panel independent of the Council to conduct the review, or to SAPOL if a criminal matter or to the Office of Public Integrity.
9. The CEO may appoint another Council Officer (the “reviewing officer”) such as a member of the Executive Group or senior officer, who was independent of the original decision, or set up a panel for the express purpose (i.e. it does not have permanent status) to conduct the review.
10. Where the CEO or delegate, or Mayor, or reviewing officer has reasonable suspicion that the complaint involves corruption in public administration, serious or systemic misconduct in public administration, or serious or systemic maladministration then the matter **must** be reported to the Office of Public Integrity (OPI) in accordance with the *Independent Commissioner Against Corruption Act 2012*.
11. The role of the reviewing officer is to:
 - i. Explain the procedure to the applicant and explore what options are available to resolve the matter, such as alternative dispute resolution, before a formal application is lodged;
 - ii. Maintain a register of all applications for internal review lodged and the outcome;
 - iii. Acknowledge receipt of the application;
 - iv. Outline the timeframes involved and the action to be taken in the first instance;
 - v. Undertake a preliminary investigation to determine what (if any) actions have already been taken to try to resolve the matter;
 - vi. Keep the applicant informed of progress;
 - vii. Ensure that adequate records of the review process and findings are produced and maintained;
 - viii. Where matters are referred to the Council itself for consideration, provide a report(s) to Council at intervals through the review process and a final report at the conclusion of the process.
12. In undertaking the internal review, the CEO, or Council, or delegated party will review the decision in question to ensure that the original decision making process has regard to the following:

- i. The decision maker had the power to make the decision;
- ii. All matters relevant to the decision were considered and were not influenced by extraneous factors;
- iii. The process was free from bias;
- iv. The decision maker did not exercise a discretion or power in bad faith or for improper purpose;
- v. The decision was made on facts and evidence;
- vi. The decision was reasonable;
- vii. Any relevant legislation, policies or procedures were considered;
- viii. The decision maker did not exercise a discretionary power at the direction of another person.

13. Where the request for review is referred to Council, the CEO or delegate (or Mayor) will prepare a report to Council which will include all relevant information about the decision being reviewed.

Council Review

14. Matters that will be referred to the Council itself for consideration, or further consideration are:
 - i. Requests for review of a decision formally made by Council or for alteration to a Council Policy;
 - ii. Requests for review of a decision made by the CEO which is not supported by Council policy or clear procedural guidelines;
 - iii. Requests for review of a decision made by an officer of the Council which is not supported by Council Policy or clear procedural guidelines.
15. Council may refuse to consider an application for review if:
 - i. An application is made by an employee of Council and relates to an issue concerning their employment;
 - ii. It appears that an application is frivolous or vexatious;
 - iii. An applicant does not have sufficient interest in a matter.
16. Pursuant to Section 270(2)(ca) of the *Local Government Act 1999*, where the application for review relates to the impact a declaration of rates or service charges may have on an applicant, the review will be dealt with promptly and if appropriate be addressed through the provision of relief or concessions under the Local Government Act 1999.

It is important to note that section 270(9) of the Act provides as follows:

“The right of Council to recover rates is not suspended by an application for the provision of some form of relief or concession with respect to the payment of those rates (but a council may then, if appropriate in view of the outcome of the application, refund the whole or a part of any amount that has been paid).”

17. Where a request for review has been referred to Council, the applicant will be advised of the date that the matter will be presented and will be given the opportunity to provide a written or verbal submission (i.e. deputation) in relation to the report for Council’s consideration.

Process Timescale

18. Applications for a review of a Council decision are to be formally acknowledged within 5 working days or receipt, including advice to the applicant about the anticipated review process and time line.
19. In most cases requests for review will be considered and determined within 28 days. However, in some circumstances the review process may take longer.
20. The applicant will be encouraged to participate cooperatively in the review process.
21. The applicant will be kept informed about the progress of the review either by email, letter or telephone.
22. Opportunity to provide additional information:
 - i. After initially assessing an application for an internal review of council decision, the reviewing officer may (if deemed appropriate) invite the applicant to provide further information to assist in understanding the applicant's concerns, the issue to be investigated and the outcome or remedy sought.
 - ii. Applicants are able to supply information relevant to the initial application at any time during the review process. However, if the additional information is determined to be of a different nature the applicant will be advised of the need to submit a separate application for an internal review of a council decision.
23. The applicant will be informed in writing of the outcome of the review within 5 business days of the determination being made.
24. While there is no statutory requirement to give reasons for a decision, Council may provide reasons for the decision of the reviewing officer where practicable. Council will aim to give reasons to explain the outcome where:
 - i. A decision is not in accordance with the adopted policy;
 - ii. A decision is likely to detrimentally affect rights or interests of individuals (or organisations) in a material way;
 - iii. Conditions are attached to any approval, consent, permit, licence or other authorisation.
25. There is no application fee for a formal internal review under section 270(1) of the *Local Government Act 1999*.

Procedural Fairness

26. Council will observe the principles of procedural fairness (also called "natural justice") when exercising its statutory powers which could affect the rights and interests of individuals.
27. "Procedural fairness" involves:
 - i. giving an individual:
 - a. a right to put their case forward; and
 - b. an opportunity to provide all documentary evidence, rather than an oral hearing.
 - ii. ensuring that the reviewer is not biased and does not have a personal interest in the outcome, and
 - iii. acting only on proper evidence.

Remedies

28. Where the review of a decision upholds the applicant's grievance and appropriate remedy or response will be determined which is consistent and fair for both Council and the applicant. The remedy will be proportionate and appropriate to the matter. The range of outcomes includes:
- i. An explanation;
 - ii. Mediation, conciliation, or neutral evaluation;
 - iii. A change of policy, procedure or practice;
 - iv. A correction of misleading records;
 - v. Disciplinary action;
 - vi. Referral of a matter to an external agency for further investigation or prosecution.

Confidentiality

29. The details of any request for internal review will be kept confidential as far as practicable. When no longer practicable, the applicant will be advised.
30. The applicant will be encouraged to observe confidentiality as this is likely to achieve the fairest result for all concerned.
31. The applicant's personal information will be used by the reviewing officer in relation to investigating and reviewing the application.
32. Only relevant parties will be involved in the internal review process.
33. Where a request for review is referred to the Elected Council for determination, the Council may consider the matter in confidence only where it is lawful and appropriate to do so, subject to there being grounds under section 90(3) of the *Local Government Act 1999*.
34. If the application is referred to the Ombudsman, Council will share any relevant information relating to the application with the Ombudsman's office in accordance with the *Ombudsman Act 1972*.
35. Information contained within the application may be accessible under the *Freedom of Information Act 1991*.

Record keeping

36. The reviewing officer must keep written records of interviews and the process undertaken.
37. Records must be factual and objective.
38. Records must be securely stored and registered in Council's records management system and in compliance with the *State Records Act 1997*.
39. Only those persons with a genuine need to view the material will be allowed access to the records.

Annual Reporting

40. In accordance with section 270(8) of the Local Government Act 1999, the Council will, on an annual basis, provide information in its Annual Report that relates to:
- i. The number of applications for review made under this section, and
 - ii. The kinds of matters to which the applications relate; and
 - iii. The outcome of the applications made under this section; and
 - iv. Such other matters as may be prescribed by the Regulations Under the Act.

Dispute Resolution

41. At its absolute discretion, and in accordance with section 271 of the Local Government Act 1999, the Council may use alternate dispute resolution methods such as mediation, conciliation or neutral evaluation to resolve an application in circumstances where the CEO or his/her delegate deems such a course of action appropriate and the applicant is amenable to that process.
42. Costs and expenses associated with mediation and/or conciliation and neutral evaluation will be shared equally between the Council and the other party in accordance with section 271(7) of the *Local Government Act 1999*.

F - LEGISLATION

1. Local Government Act 1999
2. Freedom of Information Act 1991
3. Independent Commissioner Against Corruption 2012
4. Ombudsman Act 1972
5. State Records Act 1997

G - ASSOCIATED POLICIES/PROCEDURES

1. City of Salisbury Customer Compliments, Comments and Complaints Policy

Document Control

Document ID	Internal Review of Council Decisions Policy and Procedure
Prepared by	Joy Rowett
Release	12.00
Document Status	<u>ApprovedDraft</u>
Date Printed	



Application for Internal Review of a Council Decision

Details of Applicant:

Name: Title: (Mr/s etc)

Address:.....

.....

Telephone Number(s) Date of Application.....

Application Received

Application Referred to:.....

Details of Application:

I request a review of the following decision made by Council:

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My reason for requesting a review of the decision is because:

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ITEM	3.6.2
	RESOURCES AND GOVERNANCE COMMITTEE
DATE	11 December 2017
HEADING	Summary Report for Attendance at Training and Development Activity - Cr Steve White
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	The Elected Member Training and Development Policy sets out requirements for reports to be presented by members after attendance at certain activities.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Attendance Summary Report - Cr Steve White - National Local Roads and Transport Congress, Albany, Western Australia

1. BACKGROUND

- 1.1 The Elected Member Training and Development Policy sets out requirements for reports to be presented by members after attendance at certain activities. Clause 25 of the policy states:

25. *Following attendance at a conference Elected Members must prepare and submit to Council a written report in relation to their attendance at the conference. Written reports should be submitted to the Project Officer, Governance who will arrange for it to be presented to Council at the earliest opportunity.*

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Not required.
- 2.2 External
 - 2.2.1 Not required.

3. REPORT

- 3.1 In accordance with Resolution 2038/2017, Cr Steve White attended the National Local Roads and Transport Congress in Albany, Western Australia from 6 – 8 November 2017.
- 3.2 As detailed in the Elected Member Training and Development Policy, Cr White has provided the attached written summary of his attendance.

4. CONCLUSION / PROPOSAL

- 4.1 Council is asked to receive Cr White’s attendance report.

CO-ORDINATION

Officer:	Exec Group	MG
Date:	04/12/2017	30/11/2017

Report on the National Local Roads and Transport Congress 2017 Held at Albany, WA over 6-8 November 2017

Introduction

The annual National Local Roads and Transport Congress was held in the south-west WA regional town of Albany as a major event of the Australian Local Government Association (ALGA). Albany is the main export/import port for the Great Southern region of WA as well as its main administrative centre – it loosely equates to Port Lincoln here in SA.

Apart from this it has a number of national historic memorials to the ANZAC troops as this was the last port of call before they departed Australia.

Albany was the first British settlement in WA, pre-dating white settlement of Adelaide. The first white settlers to Albany were greeted by the local native tribes as they stepped ashore. Race relationships continued well from this good start.

A number of the Congress presentations can be found at the following ALGA website:

<http://alga.asn.au/?ID=14893&Menu=36,304>

Transport Challenges and Opportunities.

The following challenges were discussed at the Congress:

1. Autonomous vehicle design is already appearing in automobiles with drivers: cruise control maintaining distance from car in front, lane departure alert etc. so technology is maturing. Legislation for autonomous vehicles needs to be worked on now.
2. The growing proportion of electric vehicles will reduce fuel excise funds available for road funding. It is time to consider user-pays. Blockchain Technology was the term used to describe a cost-effective new method of replacing current road excise with user pays means of funding local roads.
3. Twenty years ago farm produce was transported through the country in 8 ton trucks. Now it is being transported in 100 ton trucks on roads that were constructed for the loads 20 years ago. Tougher road surfaces such as French Enrobes a Module Eleve (class 2) – EME2 - is being introduced into Australia to cope with extra vehicle weight. How do we measure the weight of vehicles to ensure users pay to upgrade the freight routes according to the road wear they cause?
4. The millennial generation are not taking up personal car ownership like previous generations – perhaps they realise most private cars spend 70% of their time depreciating in the garage.

Shaping Australia's Transport Future Through Road Reform.

Adrian Kemp of HoustonKemp Economics held up his smart phone and thanked the audience for carrying them in their vehicles. His company acquires phone location data from phone networks, with all personal information removed, and can plot average traffic speed on any 100m of road anywhere within mobile phone coverage in Australia. He showed graphs of average road speed as a

proportion of speed limit for a number of Australian cities over a 24 hour daily cycle. Sydney traffic has progressively slowed since these phone tracking measures were introduced 3 years ago, and now drops to 35% of the average road network speed limit by 8AM which seemed to be the most congested time for most Australian cities. A regional city like Albany still maintains 80% average road network speed limit at 8AM.

User pays will probably have to be based on something like this technology with each car required to report its movement. This will also help with traffic management during peak periods.

Federal Minister's Address

The Federal Minister for Infrastructure and Transport, and now also for Local Government following resignation of the previous minister, addressed the meeting. He announced that CPI indexing for road funding has been reintroduced for next year's Federal budget. The Minister's main plea was to report Black Spot road stretches to reduce fatalities. He placed emphasis on country roads at some 60% of fatalities occur there despite the rural population being less than 30% of the Australian total.

A Councillor from rural Victoria with limited rates subsequently expressed frustration that a 5 way intersection in his main town has had many minor accidents but has been told he cannot get State funding to fix this until that intersection has caused 6 deaths. It seems there should be a means to accrue a score from multiple minor accidents to warrant state funding to improve local roads.

Albany Case Study

The port of Albany - a major grain and wood chip export port and regional import centre of fuel and fertilizer - is hemmed in by the historic town and rocky peaks surrounding the harbour. Whilst there is rail access to the harbour along the western shore, heavy (100 ton) freight trucks bound for the harbour now have to share the one main roundabout used by commuter traffic on the city's outskirts. Major accidents and deaths have resulted.

Albany is seeking State/Federal funding for a freight ring-road with overpasses to bring heavy freight trucks around the city outskirts and into the harbour along the western shore.

The plan is for fully duplicated lanes, but a subsequent panel discussion postulated that autonomous, smart road trains might make do with only one lane in each direction.

Storm Water - New Approaches to Funding

Mr Andrew Reese from the Wood Group in the US, addressed the Congress on moves in the US to deal with storm water run-off. As we know from our experience last summer housing developments with their paved areas lead to rapid run-off with consequent heavy flood damage. He mentioned that at least some US cities are proposing user-pays storm water measures, encouraging businesses and residences to lower their run-off to get rebates. Lawn and garden areas absorb water more efficiently than pavements.

Safety on Roads

After a gradual decline in road deaths per capita in the developed world up to 2014, that trend has now reversed and road deaths are increasing. No definite cause has been identified but speculation on technology distraction and driving with drugs (legal and illegal) are being investigated. Road safety needs another step change like seat belts. Perhaps autonomous vehicles will be that step change as they are not easily distracted or suffer performance inhibition.

City of Salisbury Issues

Before I left, our city Senior Traffic Engineer, Patrick Trimboli, gave me the following issues to consider at the Congress:

1. Growth within Transport and Logistics needs – needs a strategic approach so that they are serviced to limit intrusion into residential areas and commuter traffic. The proposed Albany ring road was probably the closest the Congress came to address this issue. In this case an existing port could not be moved so a road had to be developed to bypass residential and commuter roads.
2. Driverless/Autonomous Vehicles - does Council have to provide infrastructure for this? The Congress panels on this topic agreed that current technology was still developing and the answer on what needs to be applied to roads is still uncertain. For example Lane Diverge warning technology works but requires road lanes to be marked – this would not work on unsealed roads common in rural areas.
3. Managing congestion on our roads and the role of public transport. This was not specifically addressed by the Congress.

At the final wrap-up session the President of ALGA (Mayor of Prospect) requested any issues that had not been addressed. I raised the issue of growing congestion around schools at drop-off and pick-up time: the Garden Tce-Hurtle Pde roundabout in Mawson Lakes goes into grid-lock for up to 20 minutes at these times as parents cars queue across the roundabout with little concern to give way to through traffic. The President asked delegates if this was a widespread issue and at least 2/3 of delegates reported similar problems. Many schools don't seem to want to own the problem - another delegate reported senior student parking issues near High Schools.

4. 'Last mile' usage by heavy vehicles to reach the destination without breaking the load leads to congestion and damage to local roads. The Congress panels seemed to want to provide suitable routes to help the big trucks reach their destinations without unloading, for freight efficiency. An example was the upgrading of some local rural roads outside Toowoomba to allow large vehicles to reach intensive farming locations – Toowoomba region council seemed to take this on with assistance from the State Government. Suburban road 'last mile' problems got little attention apart from the Albany ring route mentioned above – the Congress heard that initial plans are to focus on major rural routes.
5. Use of Railways to offload road freight. The new Melbourne-Brisbane inland railway was mentioned a few times as a major means of reducing East Coast road freight traffic. A Councillor from Forbes reminded delegates of the major intermodal freight hub planned for his city to distribute north-south and east west rail freight at the junction of the two major interstate rail lines. WA has closed some 550Km of country rail and has commissioned new heavy duty roads to service its wheat belt.

Congress Communique

The Congress Communique can be found at the following website:

http://alga.asn.au/site/misc/alga/downloads/events/2017RoadsCongress/NLRTC_2017_Communique.pdf

Next Year's Congress

The 2018 Congress is proposed for Uluru.

Cr Steve White

Elected Member

Levels Ward

M: 0498 490 346 | WK: 08 8406 8222

E: SWhite@salisbury.sa.gov.au

ITEM	3.6.3
	RESOURCES AND GOVERNANCE COMMITTEE
DATE	11 December 2017
HEADING	Nominations Sought for the South Australian Public Health Council
AUTHOR	Joy Rowett, Governance Coordinator, CEO and Governance
CITY PLAN LINKS	4.4 To ensure informed and transparent decision-making that is accountable and legally compliant
SUMMARY	Nominations are sought for a Local Government Member on the South Australian Public Health Council for a term not exceeding three (3) years and commencing in March 2018. Nominations must be forwarded to the Local Government Association by COB Monday 8 January 2018.

RECOMMENDATION

1. _____ be nominated as a Local Government Member on the South Australian Public Health Council.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. SAPHC Fact Sheet
2. SAPHC Terms of Reference
3. SAPHC Selection Criteria Part A

1. BACKGROUND

- 1.1 The Hon Peter Malinauskas, Minister for Health has requested nominations for a Local Government Member on the SA Public Health Council (SAPHC) for a term not exceeding three (3) years and commencing in March 2018. Nominations must be forwarded to the Local Government Association by COB Monday 8 January 2018.
- 1.2 The SAPHC is established pursuant to the *South Australian Public Health Act 2011*.
- 1.3 The role of the SAPHC is to:
 - 1.3.1 assist and advise the Chief Public Health Officer in relation to:
 - i. the protection and promotion of public health;
 - ii. the development and maintenance of a system of strategic planning for public health at the local, regional and State-wide levels;
 - iii. the development of health plans under this Act;

- iv. strategies to ensure that a sufficiently trained and skilled workforce is in place for the purposes of this Act;
 - v. programs to promote public health research in the State;
 - vi. the preparation of the biennial report under Division 2; and the setting of standards and qualifications for authorised officers; and
- 1.3.2 any other functions assigned to the SAPHC by this or any other Act or by the Minister or the Chief Public Health Officer.
- 1.4 The LGA is currently represented by Mr Gary Mavrinac of the Barossa Council, with Cr Susan Lonie of City of Holdfast Bay his deputy. Mr Mavrinac and Cr Lonie's terms on the South Australian Public Health Council expire on 11 March 2018, and are both eligible for re-appointment.

2. CONSULTATION / COMMUNICATION

2.1 Internal

- 2.1.1 Circular 48.1 dated 24 November 2017 from the LGA was posted on the Elected Members Portal and emailed to Elected Members, the Executive Group, the Manager Environmental Health and the Manager Health & Wellbeing on 11 April 2017.
- 2.1.2 At the time of writing this report, there had been no registrations of interest in nominating received.

2.2 External

- 2.2.1 Nil.

3. REPORT

- 3.1 Nominations are sought for one Local Government Member.
- 3.2 The appointment is for a term not exceeding three (3) years and commencing in March 2018.
- 3.3 The LGA is currently represented by Mr Gary Mavrinac of the Barossa Council, with Cr Susan Lonie of City of Holdfast Bay his deputy. Mr Mavrinac and Cr Lonie's terms on the South Australian Public Health Council expire on 11 March 2018, and are both eligible for re-appointment.
- 1.1 SA Health has advised the SAPHC meets four times a year on a Monday in March, May, August and November with the final dates for the 2018 schedule of meetings to be determined at the final meeting of 2017.
- 1.2 SAPHC meetings commence at 2:30pm finishing at 5:00pm and are held in the SA Health City Centre Building at 11 Hindmarsh Square, Adelaide.
- 3.4 LGA Nominations on outside bodies will, unless determined otherwise by the LGA Board or Executive Committee, be currently serving Council Members or Council Staff.
- 3.5 Nominations addressing the Selection Criteria (attached) for the SAPHC must be forwarded to the LGA by COB on Monday 8 January 2018. Due to changes in State Government requirements nominees must also provide an up-to-date CV/resume.

- 3.6 The LGA Board will consider nominations received at its meeting on Thursday 25 January 2018.

4. CONCLUSION / PROPOSAL

- 4.1 Council is asked to determine if a nomination is to be made for the South Australian Public Health Council.
- 4.2 It should be noted that Council is not obliged to submit a nomination.

CO-ORDINATION

Officer:	Executive Group	MG
Date:	05/12/2017	30/11/2017

Fact sheet

South Australian Public Health Council (SAPHC)

The South Australian Public Health Council (SAPHC) is the successor body to the Public and Environmental Health Council established under the *Public and Environmental Health Act 1987* which is replaced by the *South Australian Public Health Act 2011* (the Act)

General:

SAPHC must have regard to, and seek to further, the objects of the Act (section 4(2)).

Functions:

The functions of SAPHC are set out in Division 3, section 31 of the Act and include:

- (a) *to assist and advise the Chief Public Health Officer in relation to:*
 - (i) *the protection and promotion of public health; and*
 - (ii) *the development and maintenance of a system of strategic planning for public health at the local, regional and State-wide levels; and*
 - (iii) *the development of health plans under this Act; and*
 - (iv) *strategies to ensure that a sufficiently trained and skilled workforce is in place for the purposes of this Act; and*
 - (v) *programs to promote public health research in the State; and*
 - (vi) *the preparation of the biennial report under Division 2; and*
 - (vii) *the settings of standards and qualifications for authorised officers; and*
- (b) *any other functions assigned to the South Australian Public Health Council by this or any other Act or by the Minister or the Chief Public Health Officer.*

Consultation:

The Act requires consultation with SAPHC on certain matters, in particular:

- the preparation of any guidelines prepared or adopted that relate to the application of the principles of the Act (section 15(2))
- a proposal of the Chief Public Health Officer to exercise any power conferred on a council under the Act (section 40)
- a proposal of the Minister to direct a council to perform a function under the Act (section 41)
- a request from a council that a function of the council under the Act be performed by the Chief Public Health Officer (section 42)
- the proposal to create or amend the State Public Health Plan (section 50(7))
- the preparation of guidelines to assist councils in the preparation of Regional Public Health Plans (section 51(6))
- the Chief Public Health Officer may refer a Regional Public Health Plan to SAPHC for consultation (section 51(14))
- any proposal to create or amend a State Public Health Policy (section 54)

Annual Report:

The SAPHC must provide a report to the Minister each annum on its activities for the financial year. This report is laid before both Houses of Parliament by the Minister (section 35).

The Minister may also require SAPHC as a designated authority to provide a report on any matter relevant to the administration or operation of the Act (section 18(2)).

Composition of SAPHC:

- (1) SAPHC consists of—
- (a) the Chief Public Health Officer *ex officio* (who will be the presiding member); and
 - (b) 9 other members appointed by the Governor on the nomination of the Minister, of whom—
 - (i) 2 must have experience in local government selected by the Minister from a panel of 5 nominated by the LGA; and
 - (ii) 1 must have qualifications in public health and experience in the administration of public health at the local government level selected by the Minister from a panel of 5 nominated by Environmental Health Australia (South Australia) Incorporated; and
 - (iii) 2 must be persons nominated by the Minister who have qualifications in public health; and
 - (iv) 1 must have experience in the administration of environment protection laws or strategies or in environmental management, selected by the Minister from a panel of 5 nominated by the Presiding Member of the Board of the Environment Protection Authority; and
 - (v) 1 must be a person nominated by the Minister who has experience in the field of health promotion; and
 - (vi) 1 must be a person nominated by the Minister who has experience in the prevention and control of communicable diseases; and
 - (vii) 1 must be a person nominated by the Minister who has experience in non government community sector activities relevant to public health

Review Panel:

A Review Panel may be constituted under section 95 where a person to whom a notice has been issued applies for a review of the notice under this section. A review panel is constituted by the Chief Public Health Officer and 2 members (including deputy members) of SAPHC and any other person/s selected by the Chief Public Health Officer.

Immunity:

No personal liability attaches to a member of a body (including SAPHC) constituted under the Act for an honest act or omission in the performance, exercise or discharge, or purported performance, exercise or discharge, of a function, power or duty under the Act (section 102).

Protection for liability:

As a designated authority failure to perform a function under the Act, or a breach of a duty imposed under the Act, does not give rise to any civil liability (section 103).

For more information

Public Health and Clinical Systems
 11 Hindmarsh Square Adelaide SA 5000
 PO Box 6 Rundle Mall SA 5000
 Telephone: (08) 8226 7100
SAPublicHealthCouncil@health.sa.gov.au
www.sahealth.sa.gov.au

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SA Health

SOUTH AUSTRALIAN PUBLIC HEALTH COUNCIL

TERMS OF REFERENCE

South Australian Public Health Act 2011 (Extracts)

Extract #1 – South Australian Public Health Council

Division 3—South Australian Public Health Council

26—Establishment of SAPHC

The *South Australian Public Health Council* (SAPHC) is established.

27—Composition of SAPHC

- (1) SAPHC consists of—
 - (a) the Chief Public Health Officer *ex officio* (who will be the presiding member); and
 - (b) 9 other members appointed by the Governor on the nomination of the Minister, of whom—
 - (i) 2 must have experience in local government selected by the Minister from a panel of 5 nominated by the LGA; and
 - (ii) 1 must have qualifications in public health and experience in the administration of public health at the local government level selected by the Minister from a panel of 5 nominated by Environmental Health Australia (South Australia) Incorporated; and
 - (iii) 2 must be persons nominated by the Minister who have qualifications in public health; and
 - (iv) 1 must have experience in the administration of environment protection laws or strategies or in environmental management, selected by the Minister from a panel of 5 nominated by the Presiding Member of the Board of the Environment Protection Authority; and
 - (v) 1 must be a person nominated by the Minister who has experience in the field of health promotion; and
 - (vi) 1 must be a person nominated by the Minister who has experience in the prevention and control of communicable diseases; and
 - (vii) 1 must be a person nominated by the Minister who has experience in non-government community sector activities relevant to public health.
- (2) If the Minister, by notice in writing, requests a body to make nominations for the purposes of this section, and the body fails to make the nominations within the time allowed in the notice, a person may be appointed to SAPHC on the Minister's nomination and that member will be taken to have been appointed on the nomination of the body in default.
- (3) The Governor may appoint a suitable person to be the deputy of a member of SAPHC and the deputy may, in the absence of that member, act as a member of SAPHC.
- (4) The provisions of this section relating to the qualification and nomination of a member extend to a deputy of that member.

28—Conditions of appointment

- (1) An appointed member of SAPHC will hold office on conditions determined by the Governor for a term, not exceeding 3 years, specified in the instrument of appointment and will, at the expiration of a term of office, be eligible for reappointment.

- (2) The Governor may remove an appointed member of SAPHC from office—
 - (a) for breach of, or non-compliance with, a condition of appointment; or
 - (b) for mental or physical incapacity to carry out duties of office satisfactorily; or
 - (c) for neglect of duty; or
 - (d) for dishonourable conduct.
- (3) The office of an appointed member of SAPHC becomes vacant if the member—
 - (a) dies; or
 - (b) completes a term of office and is not reappointed; or
 - (c) resigns by written notice addressed to the Minister; or
 - (d) is found guilty of an indictable offence; or
 - (e) becomes bankrupt or applies to take the benefit of a law for the relief of insolvent debtors; or
 - (f) is removed from office by the Governor under subsection (2).
- (4) On the office of a member of SAPHC becoming vacant, a person must be appointed to that office in accordance with this Act.

29—Allowances and expenses

An appointed member of SAPHC is entitled to fees, allowances and expenses approved by the Governor.

30—Validity of acts

An act or proceeding of SAPHC is not invalid by reason only of a vacancy in its membership or a defect in the appointment of a member.

31—Functions of SAPHC

SAPHC's functions are as follows:

- (a) to assist and advise the Chief Public Health Officer in relation to—
 - (i) the protection and promotion of public health; and
 - (ii) the development and maintenance of a system of strategic planning for public health at the local, regional and State-wide levels; and
 - (iii) the development of health plans under this Act; and
 - (iv) strategies to ensure that a sufficiently trained and skilled workforce is in place for the purposes of this Act; and
 - (v) programs to promote public health research in the State; and
 - (vi) the preparation of the biennial report under Division 2; and
 - (vii) the setting of standards and qualifications for authorised officers;
- (b) any other functions assigned to SAPHC by this or any other Act or by the Minister or the Chief Public Health Officer.

32—Conduct of business

- (1) The presiding member of SAPHC will, if present at a meeting of SAPHC, preside at the meeting and, in the absence of that member, the members present may elect 1 of their number to preside.
- (2) 6 members constitute a quorum of SAPHC.
- (3) A decision carried by a majority of the votes cast by the members of SAPHC present at a meeting of SAPHC is a decision of SAPHC.
- (4) Each member present at a meeting of SAPHC is entitled to 1 vote on a question arising for decision at the meeting and, in the event of an equality of votes, the person presiding is entitled to a second, or casting, vote.



- (5) A conference by telephone or other electronic means between the members of SAPHC will, for the purposes of this Act, be taken to be a meeting of SAPHC at which the participating members are present if—
 - (a) notice of the conference is given to all members in the manner determined by the members of SAPHC for that purpose; and
 - (b) each participating member is capable of communicating with every other participating member during the conference.
- (6) Subject to this Act, the business of SAPHC may be conducted in such way as it determines.

33—Committees and subcommittees

- (1) SAPHC may establish committees or subcommittees as SAPHC thinks fit to advise SAPHC on any aspect of its functions, or to assist SAPHC in the performance of its functions.
- (2) A committee or subcommittee established under subsection (1) may, but need not, consist of, or include, members of SAPHC.
- (3) The procedures to be observed in relation to the conduct of a business of a committee or subcommittee will be—
 - (a) as determined by SAPHC; or
 - (b) insofar as a procedure is not determined by SAPHC—as determined by the relevant committee or subcommittee.

34—Delegation by SAPHC

- (1) SAPHC may delegate a function or power conferred on SAPHC under this or any other Act—
 - (a) to a specified person or body; or
 - (b) to a person occupying or acting in a specified office or position.
- (2) A delegation—
 - (a) may be made subject to conditions or limitations specified in the instrument of delegation; and
 - (b) if the instrument of delegation so provides, may be further delegated by the delegate; and
 - (c) is revocable at will and does not prevent the delegator from acting personally in a matter.

35—Annual report

- (1) SAPHC must, on or before 31 October in each year, provide to the Minister a report on its activities for the financial year ending on the preceding 30 June.
- (2) The Minister must, within 12 sitting days after receipt of a report under this section, cause a copy of the report to be laid before both Houses of Parliament.

36—Use of facilities

SAPHC may, by arrangement with the relevant body, make use of the services of the staff, equipment or facilities of a public authority.

Extract #2 Public Health Review Panel

Division 3—Reviews and appeals

95—Reviews—notices relating to general duty

- (1) This section applies if a person has been issued with a notice under this Part to secure compliance with the duty under Part 6.
- (2) A person to whom a notice has been issued may apply for a review of the notice under this section.
- (3) The review will be to the *Public Health Review Panel* (the **Review Panel**) constituted under this section.

- (4) The application must be made within 14 days after the notice is served on the person unless the Review Panel, in its discretion, allows an extension of time.
- (5) Subject to a determination of the Review Panel to the contrary in relation to a particular matter, the operation of a notice subject to a review is not suspended pending the outcome of the proceedings.
- (6) A review under this section is to be conducted as a full review of the matter to which the review relates.
- (7) For the purposes of this section, the Review Panel will from time to time, in relation to a particular review, be constituted by—
 - (a) the Chief Public Health Officer (who will be the presiding member); and
 - (b) 2 members of SAPHC selected by the Chief Public Health Officer for the purposes of the particular review; and
 - (c) any other person or persons selected by the Chief Public Health Officer in order to provide additional expertise on the panel.
- (8) If the review relates to a notice issued by the Chief Public Health Officer, a delegate of the Chief Public Health Officer must act in place of the Chief Public Health Officer under subsection (7).
- (9) A reference to a member of SAPHC under subsection (7)(b) extends to a deputy of a member of SAPHC.
- (10) 3 members of the Review Panel constitute a quorum of the Review Panel.
- (11) A decision carried by a majority of the votes cast by the members of the Review Panel present at any proceedings of the Review Panel is a decision of the Review Panel.
- (12) Each member present at a meeting of the Review Panel is entitled to 1 vote on a question arising for decision and, in the event of an equality of votes, the person presiding has a second, or casting, vote.
- (13) A party is entitled to appear personally or, with leave of the Review Panel, by representative, in proceedings before the Review Panel.
- (14) The Review Panel may proceed to determine a matter in the absence of a party if the party has had notice of the time and place of the proceedings and fails to appear.
- (15) The Review Panel may, on its own initiative or on application by a party to the relevant proceedings—
 - (a) dismiss or determine any proceedings that appear—
 - (i) to be frivolous or vexatious; or
 - (ii) to have been instituted for the purpose of delay or obstruction, or for some other improper purpose;
 - (b) bring any proceedings to an end that appear—
 - (i) to be more appropriately suited to proceedings before the District Court rather than the Review Panel; or
 - (ii) to be unable to be satisfactorily resolved (or resolved within a reasonable period) by proceedings before the Review Panel; or
 - (c) bring any proceedings to an end for any other reasonable cause.
- (16) In any proceedings, the Review Panel is not bound by the rules of evidence but may inform itself about any matter relating to the proceedings in such manner as it thinks fit.
- (17) The Review Panel may, on hearing any proceedings under this section—
 - (a) confirm, vary or revoke any requirement to which the review relates and, if appropriate, discharge the relevant notice;
 - (b) substitute any requirement or notice that could have been made or given in the first instance;



- (c) remit the subject matter to the relevant authority for further consideration;
 - (d) dismiss the matter;
 - (e) make an order for costs, but only to the extent that may be necessary in the interests of justice;
 - (f) make any consequential or ancillary order or direction, or impose any conditions, that it considers appropriate.
- (18) The Review Panel is to hear and determine an application under this section as soon as is reasonably practicable and in any event within 2 months unless the Chief Public Health Officer allows an extension of time in a particular case.



Nominations to Outside Bodies

PART A

Name of Body	South Australia Public Health Council
Legal Status of Body	Statutory Authority
Summary Statement	The South Australian Public Health Council (SAPHC) is pursuant to the <i>South Australian Public Health Act 2011</i> .
<u>SELECTION CRITERIA FOR MEMBERSHIP ON OUTSIDE BODIES</u> The following selection criteria must be addressed when completing Part B	
Qualifications Required <i>(formal qualifications relevant to the appointment)</i>	N/A
Industry Experience	Must have experience in Local Government
Board / Committee Experience	N/A
Key Expertise <i>(other relevant experience i.e. those requirements established for a Board/Committee under an Act)</i>	Qualifications in public health and experience in the administration of public health at the Local Government level is desirable.
<u>LIABILITY AND INDEMNITY COVER</u> The LGA requires that representatives on outside bodies be appropriately insured throughout the period of their appointment and seeks to collect details of the insurances provided by that organisation (on an annual basis)	
Insurance information (Certificates of Currencies or equivalent) supplied by the Outside Body	Yes
Insurance Policies are Valid & Current	Yes

ECM

ITEM	3.6.4
	RESOURCES AND GOVERNANCE COMMITTEE
DATE	11 December 2017
HEADING	Customer Compliments, Comments and Complaints Policy
AUTHOR	Hannah Walters, Team Leader Customer Relations, Business Excellence
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	This report provides information with respect to the Customer Compliments, Comments and Complaints Policy and seeks its removal due to the endorsed Customer Service Framework and Charter.
RECOMMENDATION	<ol style="list-style-type: none">1. That the information be received.2. The Compliments, Comments and Complaints Handling Policy be discontinued, noting that the Customer Service Framework and Charter replaces the existing policy.
ATTACHMENTS	<p>This document should be read in conjunction with the following attachments:</p> <ol style="list-style-type: none">1. Customer Comments Compliments and Complaints Policy2. Customer Service Framework3. Customer Service Charter
1. BACKGROUND	<ol style="list-style-type: none">1.1 Council's policy Framework provides for Council Policies/Procedures to be reviewed within 12 months of a general election and thereafter every two years.1.2 The Customer Compliments, Comments and Complaints Policy was last endorsed by Council in April 2015 and is now due for review.1.3 Council undertook a review of its approach to Customer Service resulting in the consideration and approval by Council of the Customer Service Framework and Charter at the September 2017 meeting.1.4 This report seeks consideration by Council of the need to retain the policy given the contained fundamental aspects of the policy are now within the Customer Service Framework and Charter.

2. CITY PLAN CRITICAL ACTION

- 2.1 Have robust processes that support consistent service delivery and informed decision making.

3. CONSULTATION / COMMUNICATION**3.1 Internal**

- 3.1.1 Consultation with Responsible Officers has occurred as to the continuing relevance of the Policy and Procedure and any changes that may be required.

3.2 External

- 3.2.1 Nil

4. REPORT

- 4.1 The Customer Service Framework and Charter has been designed with improved customer service outcomes in mind. It has positive implications for the day to day experience of customers as well as aiming to improve the service culture of the organisation in a broader sense.
- 4.2 There are three critical components of the Customer Service Framework; service principles, service standards and service code.
- 4.3 The service level values underpin our approach to customer service. These values have been developed based on the organisational “Community and Customer Service” value and picking up themes from the divisional charters that had been developed in consultation with staff.
- 4.4 Our service code describes how we act and the things people say and do. They set a clear expectation for how employees should interact with customers and each other.
- 4.5 Our service standards have been developed so that the organisation can commit to specific timeframes and communicate what customers can expect. By measuring performance against standards, the organisation can demonstrate a commitment to customer service.
- 4.6 The Customer Service Framework and Charter was endorsed by Council in September 2017.
- 4.7 The existing Customer Comments, Compliments and Complaints Policy outlines the policy purpose, definitions, policy statement and legislative references.
- 4.8 The recently endorsed Customer Service Framework and Charter also identifies the core components of the existing policy, eg the purpose, definitions, how to report compliments, comments and complaints to Council and legislative references.
- 4.9 With the introduction of the Customer Service Framework and Charter there is the potential to cause confusion as to which document, the Framework or Policy should be used.

- 4.10 The Customer Service Framework and revised Charter can replace the existing Policy which deals primarily with the management of feedback (compliments, comments and complaints), as well as providing a commitment to customer service.
- 4.11 It is proposed to discontinue the Customer Compliments, Comments and Complaints Policy now that the Customer Service Framework and Charter have been endorsed by Council, as it outlines how to report compliments, comments and complaints to Council along with the legislative references and requirements.
- 4.12 The Customer Service Framework and Charter will be amended to remove any reference to the Customer Compliments, Comments and Complaints Policy following Council endorsement.
- 4.13 Also supporting the Customer Service Framework and Charter is the Compliments, Comments and Complaints Handling Procedure.
- 4.14 The Compliments, Comments and Complaints Procedure sets out in detail the definitions, staff responsibilities and process for making a compliment, complaint or feedback.
- 4.15 Following Council endorsement to discontinue the current policy, the Compliments, Comments and Complaints Procedure will be reviewed to ensure it is consistent with the recently endorsed Customer Service Framework and Charter.

5. CONCLUSION / PROPOSAL

- 5.1 All projects within the Customer Service Implementation Program are reliant upon the Customer Service Framework and Charter.
- 5.2 The Customer Service Framework sets the Service Principles, Service Code and Service Standards for the organisation.
- 5.3 The Customer Compliments, Comments and Complaints Policy be discontinued and replaced by the Customer Service Framework and Charter.

CO-ORDINATION

Officer: Executive Group
Date: 05/12/2017



Customer Compliments, Comments and Complaints Policy

Policy Type:	Policy		
Approved By:	Council	Decision No:	2012/1366
Approval Date:	26 November 2012	Last Reapproval Date:	27 April 2015
Review Date:	27 April 2017	Internal Reference No.:	
Department:	Community Development	Division:	Communications and Customer Relations
Function:		Responsible Officer:	Manager, Communications and Customer Relations

A - PREAMBLE

1. The City of Salisbury strives to deliver excellent customer service and places emphasis on the continuous improvement of service delivery. In support of this, the City of Salisbury welcomes the provision of feedback by customers regarding its operations and service delivery.
2. This Customer Compliments, Comments and Complaints Policy has been developed to provide details of how Compliments, Comments and Complaints can be provided to the City of Salisbury and how they will be received/managed.

B - SCOPE

1. This Policy applies to compliments, comments and complaints received from customers regarding City of Salisbury operations or service delivery by employees, contractors and volunteers.
2. This Policy does not apply to:
 - a. Complaints regarding Elected Members: these will be dealt with in accordance with the Code of Conduct for Council Members– Dealing with Complaints Procedure.
 - b. Requests for a review of Council decision in accordance with section 270 of the *Local Government Act 1999*: these will be dealt with under the Internal Review of Council Decisions Procedure.
 - c. Matters covered by the *Whistleblowers Protection Act 1993*: these will be dealt with in accordance with the Whistleblowers Protection Policy.
 - d. Allegations of criminal activity: these must be referred to the South Australian Police.

C – POLICY PURPOSE

1. The purpose of this policy and associated procedure is to provide a compliment, comment and complaint handling framework for customers and City of Salisbury staff.
2. This Policy seeks to:
 - 2.1 Provide a system to receive and distribute customer feedback for consideration and action as appropriate;

- 2.2 Provide a system to receive and promote customer compliments in recognition of excellent performance or service delivery;
- 2.3 Provide a system to effectively investigate customer complaints in relation to any aspect of Council operations or service.
- 2.4 Develop an organisational culture that accepts customer feedback/complaints as an opportunity to improve the service to the community and acknowledges a resident's right to provide feedback (or complain) about matters that affect them.
- 2.5 Provide a process which is accessible to all, with assistance provided for residents to lodge feedback, compliments or complaints where required.
- 2.6 Ensure the privacy and fair treatment of parties involved in the provision of feedback, compliments or complaints including staff or Elected Members where relevant.

D - DEFINITIONS

1. **Complaint:** is an expression of dissatisfaction with the Council's decisions, policies, procedures, charges, employees, agents or the quality of the service it provides. Dissatisfaction may arise from the service provided by Council staff, contractors and systems or from the impact of a particular policy and procedure.
A Complaint is NOT:
 - a. a request for Council services (unless it is a second request, where there was no response to the first)
 - b. a request for information
 - c. a request for Council to exercise a regulatory function (unless it is a second request, where there was no response to the first)
 - d. Reports of damaged or faulty infrastructure
 - e. Reports of hazards (eg fallen tree branches)
 - f. Reports concerning neighbours or neighbouring property (eg noise or unauthorised building works)
 - g. The lodging of an appeal or objection in accordance with a statutory process, standard procedure or policy
 - h. A submission relating to the exercise of a regulatory function (eg an objection to a development application or a submission on a policy).
2. **Compliment:** is when a customer expresses their appreciation for, or satisfaction with, a service or action taken by the City of Salisbury or particular staff member/team.
3. **Comment:** is general information provided to the City of Salisbury by a customer. The information may be positive or negative and generally does not require a response, confirmation or follow up action.
4. **Request for Information:** is where a customer requests documents, information or an explanation of Council services, policies or procedures.
5. **Request for Service:** is where a customer requests the provision of a service, or action to be taken to address an issue, or requests a change to the way the City delivers a service.

E - POLICY STATEMENT

1. Council acknowledges the right of customers to provide feedback, compliments and complaints relating to Council services, decisions or actions.
2. Council will deal with feedback, compliments and complaints received in a fair, prompt and professional manner.
3. Council is committed to building the capacity of staff to effectively manage compliments, comments and complaints in an environment of continuous improvement.
 - All Customer Compliments, Comments or Complaints will be acknowledged within 3 working days using an appropriate method of communication.

- Staff are empowered to deal with core Council business, resolve issues wherever possible at first contact, and provide a response within 10 working days.
- 4. In seeking to resolve complaints all relevant material in relation to the matter will be sought and a full investigation undertaken. Where an issue cannot be resolved quickly the customer will be advised of the processes and timeframes within which a response will be received.
- 5. Customers will be informed of the avenues of appeal/redress available to them if they are not satisfied with the reply from Council in relation to a particular outcome, decision or action that directly affects them.
- 6. In receiving and managing compliments, comments and complaints Council will comply with relevant legislation such as the Independent Commissioner Against Corruption Act, Freedom of Information Act, Whistleblowers Protection Act and Privacy Act.

F - LEGISLATION

1. Criminal Law Consolidation Act 1935
2. Independent Commissioner Against Corruption Act 2012
3. Freedom of Information Act 1991
4. Local Government Act 1999 – section 270
5. Ombudsman Act 1972
6. Whistleblower Protection Act 1993


G - REFERENCES

1. Access and Equity Policy
2. Code of Conduct for Council Employees
3. Code of Conduct for Council Members
4. Whistleblowers Policy

H - ASSOCIATED PROCEDURES

1. Customer Compliments, Comments and Complaints Handling Procedures
2. Code of Conduct for Council Members - Dealing with Complaints Procedure
3. Internal Review of Council Decisions Procedure (in accordance with section 270 of the *Local Government Act 1999*)

Document Control	
Document ID	Customer Comments, Compliments and Complaints Policy
Prepared by	Michael Bennington
Release	2.00
Document Status	Draft
Date Printed	



CITY OF Salisbury
12 JAMES

Customer Service Framework

City of Salisbury
2017

Item 3.6.4 - Attachment 2 - Customer Service Framework

A few words from our Mayor.

I am passionate about Salisbury. It's strong and diverse community. The underlying civic pride. I admire the enterprise of our community and business leaders and I'm proud of the achievements of our Council. I believe that together we can make Salisbury even better.

This Customer Service Framework is a reflection of our pride for this City and the high standards we aspire to. We will build on our strengths and use our resilience to create a more prosperous, energetic and outstanding City. After all, our vision is: 'Salisbury – A flourishing City with opportunity for all'.

Gillian Aldridge JP
Mayor of Salisbury



The Framework

The City of Salisbury is committed to the provision of high quality customer service and forging closer relations with customers. The City recognises there are opportunities to continuously improve the way customers are engaged and the way compliments, comments and complaints are received, recorded and managed. In response to this, the City of Salisbury has produced this Customer Service Framework.

The Customer Service Framework is intended to articulate processes for the management of feedback, compliments and complaints to ensure they are drawn to the attention of the relevant staff within the organisation and managed appropriately.

Additionally a Customer Charter has been created to compliment the Customer Service Framework and provide clarity as to what customers can expect from Council in regards to our customer experience.

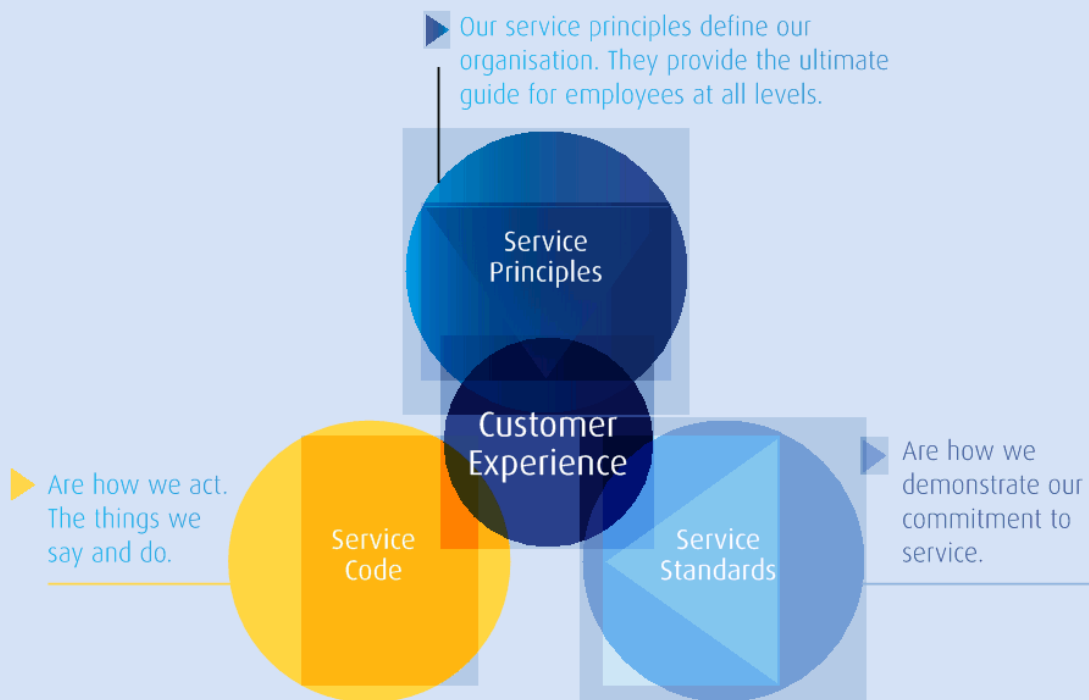
City of Salisbury Customer Service Value

Community and Customer Service:

We will seek to understand our community and customer expectations. We will listen to their needs and respond to their changing requirements.

We will demonstrate our commitment to this value by:

- Being responsive, dynamic and enabling effective management of community resources.
- Being empathetic, listening to and understanding our customers and employees.
- Leveraging our leadership position to broker the attraction of resources to deliver on key community initiatives.
- Strengthening relationships with our community.
- Establishing partnerships and working collaboratively with our customers, community and stakeholders.



Service Principles

These principles underpin our approach to customer service. They guide our behaviours and service standards and form the basis of our commitment to the community.

Responsive

- We are responsive to the needs and requests of our colleagues and customers.
- We keep them informed at all times so they know what to expect from us.

Empathetic

- We listen to the needs of our customers and colleagues and appreciate each other's point of view.

Available

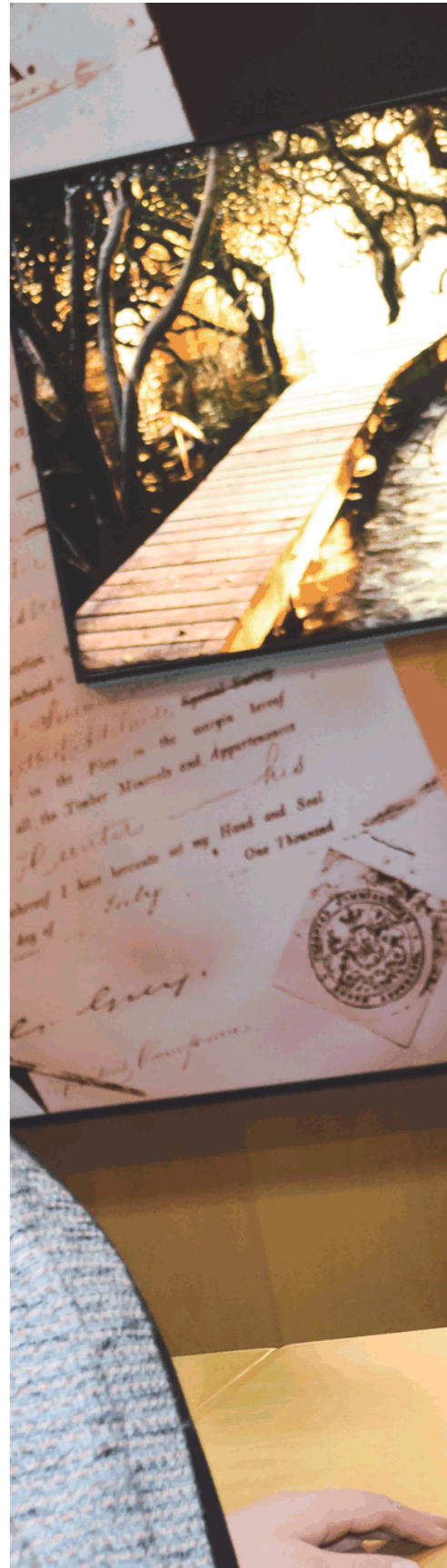
- We make it easy for our customers and colleagues to reach us.

Helpful

- We are approachable and always willing to assist our customers and each other.
- We share our knowledge and commit to dealing with our customers queries responsibly.

Reliable

- We are honest, accurate and consistent in all that we do.







Service Code

These behaviours describe the things we say and do. They set a clear expectation for how we should interact with our customers and each other.

Responsive

- Provide consistent, realistic and achievable timeframes.
- Do what you say you will do.
- Be punctual.
- Focus on the customer.
- Give people your time and attention.
- Clarify the enquiry.
- Capture and record information.
- Keep customers up-to-date until their enquiry is resolved.

Empathetic

- Actively listen and hear their concerns - every time.
- Understand "where people are coming from".
- Treat all customers as you would like to be treated.
- Explain what can and cannot be done - and why.
- Offer options where possible.

Available

- Meet customers at a mutually convenient time and appropriate location.
- Be available during business hours.
- Answer your phone.
- Respond promptly to voicemail messages.
- Provide contact details and alternatives when you're unavailable.
- Communicate your movements.
- Be where you say you're going to be.
- Make time for meetings.

Helpful

- Greet with a smile.
- Acknowledge the customer's presence.
- Use positive body language and tone of voice.
- Communicate clearly and limit jargon.
- Direct people to the right information.
- Explain the process.
- Be accountable for customer enquiries.
- Be proactive about finding and solving problems.

Reliable

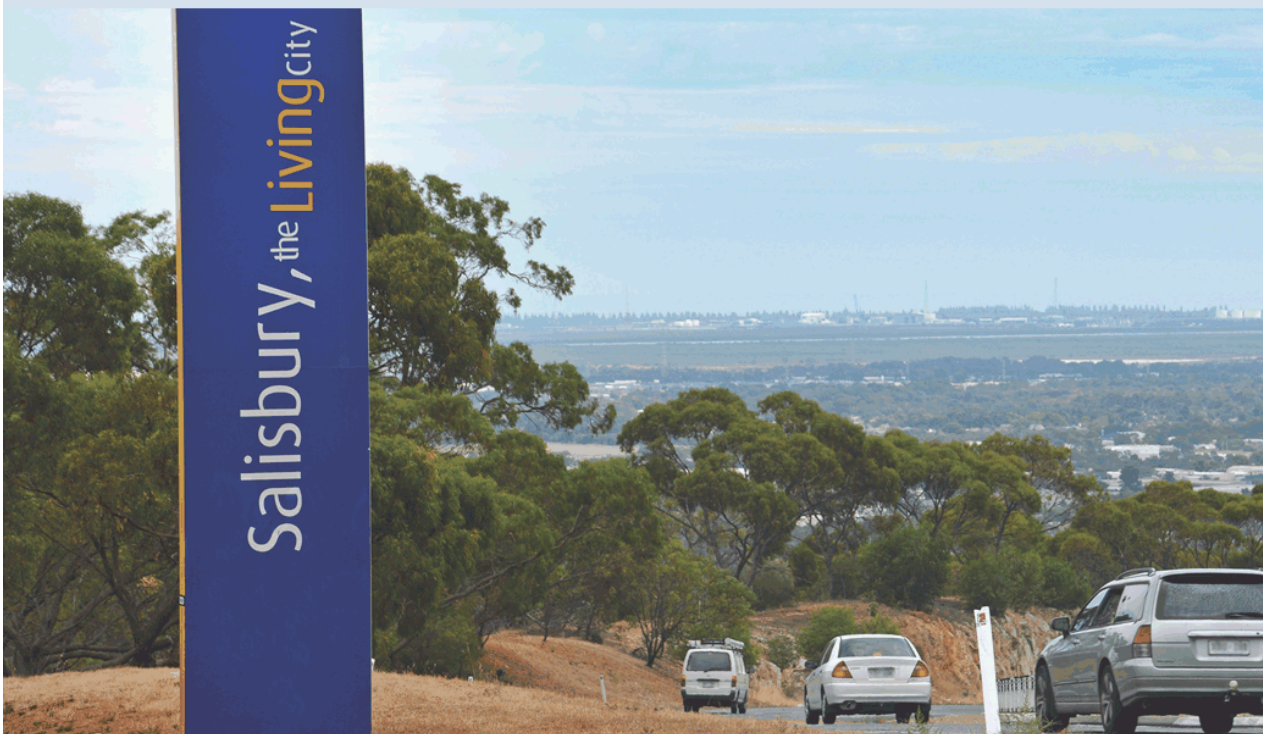
- Acknowledge and rectify errors without judgment.
- Always remain diplomatic and professional.
- Provide clear standards and guidelines.
- Provide up-to-date and correct information.
- Treat all customers according to our service values.

Service Standards

We demonstrate a commitment to customer service by measuring our performance against these service standards.

Organisation Wide

- We will acknowledge your written correspondence within three business days.
- We will provide call centre customer service and advice between 8.30am and 5pm each business day.
- Staff will respond to phone messages within one business day.
- We will provide up-to-date and relevant content on our website.
- We provide access to our services at a variety of locations.
- We will provide an after hours service for emergencies.



Statutory Service Standards

- **Finance:** We will consult on our Draft Annual Business Plan for at least 21 business days prior to adoption.
- **Finance:** We will make Council's Audited Financial Statements available by 30 November each year.
- **Governance:** We will make Council and Committee agendas available on the website three business days prior to a meeting, except in the case of a Special Meeting where documents will be made available as soon as practicable after the meeting time is confirmed.
- **Governance:** We will make Council and Committee minutes available on the website within five business days after a meeting.
- **Planning and Building:** We will communicate to the applicant the outcome of Development Applications within five business days of a decision being made.

Operational Service Standards

- **Trees, Roads and Footpaths:** We will acknowledge service requests with a reference number within one business day. We will allocate requests to business units for investigation and response.
- **Pets and Animals:** We will respond to reports of dog attack incidents on the same day, and we will investigate reports of dog attacks that have previously taken place within one business day.
- **Planning and Building:** We will provide 24/7 status advice for all development applications on our website.
- **Property:** We will resolve emergency maintenance requests in our facilities within 24 hours.
- **Property:** We will assess and respond to standard maintenance requests in our facilities within five business days.
- **Illegal Dumping:** We will remove illegally dumped rubbish from council land within two business days.
- **Food and Health:** We will respond to reported food complaints on the same day.
- **Graffiti:** We will remove racist, sexist or obscene graffiti within one business day.



Our Charter

The Customer Charter sets out what customers can expect when they make contact with the City of Salisbury. It includes contact details for the City and response timeframes. The Customer Charter has been prepared as a brochure to enable wide distribution to City of Salisbury customers and is available from the City of Salisbury website (www.salisbury.sa.gov.au) or in printed form at Council offices and service points.

Feedback Opportunities

A number of feedback opportunities are available to customers who interact with the City of Salisbury. Feedback enables the review and improvement of policies, procedures and services. Customers may contact the City with feedback of varying types, for example:

Request for Service

This is a request from a customer who has identified the need for the City to perform one of its services in a specific case, for example, a request to remove graffiti, fix a pot-hole or prune a Council tree.

Comment/Compliment

This is feedback from a customer in relation to a positive customer service experience they have had, for example, a thank you to a member of the City's staff or praise for the standard of a service that has been provided.

Concern/Complaint

This is feedback from a customer who is unhappy or dissatisfied with operations or services provided by Council.

Review of Decision

This is a formal request for a revision of a decision by Council in accordance with the requirements of s.270 of the Local Government Act 1999.

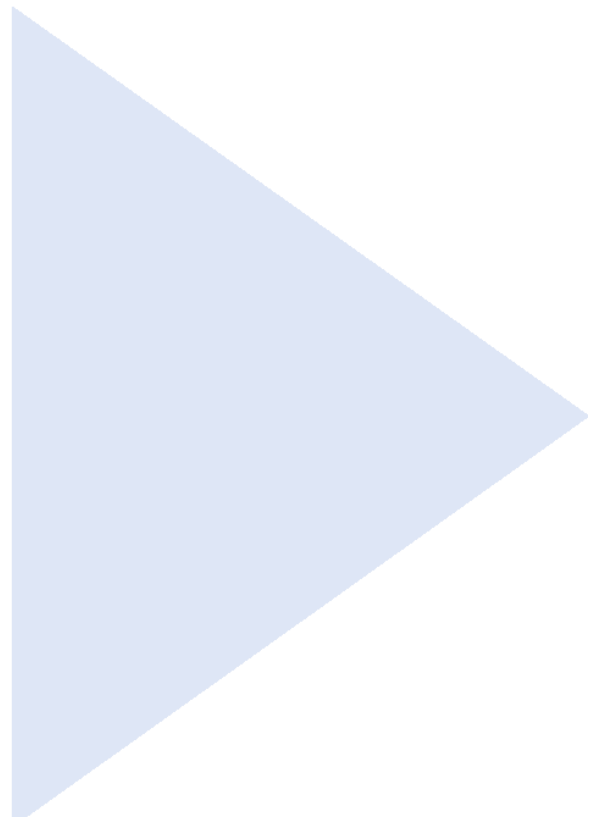
Policies and Procedures

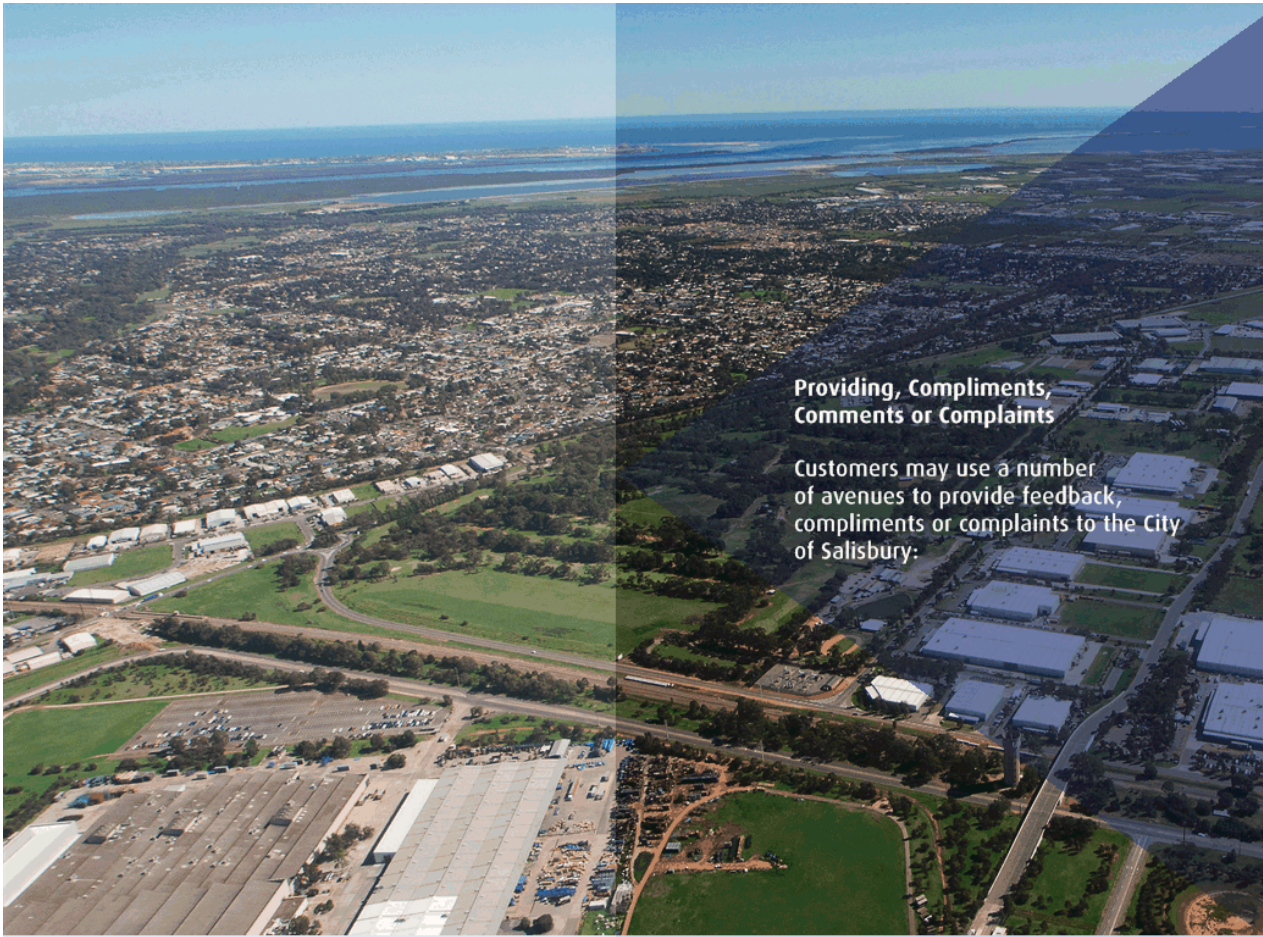
To assist customers with the provision of feedback, compliments or complaints to the City of Salisbury a Customer Compliments, Comments and Complaints Policy (with supporting procedures) has been developed.

The Compliments, Comments and Complaints Procedure provides a three tiered approach to the receipt and management of the various types of feedback provided to the City of Salisbury.

The City of Salisbury has in place a code of conduct for dealing with complaints in relation to Elected Members.

The Internal Review of Council Decisions Procedure has been developed in accordance with the requirements of section 270 of the Local Government Act 1999 and sets out the process for lodgement and management of a formal request for a review of decisions of Council, its employees, and other people acting on behalf of Council.





Access our website:
www.salisbury.sa.gov.au/cc
Compliments, comments or complaints can be sent using an online form or by downloading, printing and completing a form available from the website.



Visit our Customer Centre:
12 James Street, Salisbury
Customer Centre staff can assist you to complete a compliments, comments and complaints form, available from the reception counter.



Send us an email:
ccc@salisbury.sa.gov.au and provide details of the feedback, compliment or complaint.



Telephone us: 8406 8222
TTY: 8406 8596 (for people with a hearing impairment)
Customer Centre staff can record details of your compliment, comment or complaint and ensure it is forwarded to the appropriate officer for action.



Write to us: City of Salisbury, PO Box 8, Salisbury SA 5108 and provide details of the compliment, comment or complaint.

Use Social Media:
Council will accept feedback via:



facebook.com/cityofsalisbury



twitter.com/cityofsalisbury

Social media should not be used to lodge requests for services or formal complaints.

Residents may also contact Elected Members to discuss issues or feedback they may have. Elected Member contact details are available from the City of Salisbury website (www.salisbury.sa.gov.au) or by contacting the Customer Centre on 8406 8222.

We speak your language if you need assistance please contact us.



Accessing Information

Customers may access information about services and Council activities in a range of ways, including:

- ▶ The City of Salisbury website www.salisbury.sa.gov.au
- ▶ Publications, brochures, fact sheets and other printed material.
- ▶ Aware magazine – published three times a year (March, July and November) the community magazine contains local stories and information for and about the local community, and is delivered free of charge to every resident's letterbox.
- ▶ Visiting libraries, recreation centres and community centres.



▶ Contact information

To speak to the City of Salisbury about our Customer Service Framework, please contact:

Website: www.salisbury.sa.gov.au

Email: city@salisbury.sa.gov.au

Postal: 12 James Street, Salisbury SA 5108

Phone: (08) 8406 8222

TTY: (08) 8406 8596 (for people with a hearing impairment)

We speak your language if you need assistance please contact us.

CUSTOMER CHARTER



CUSTOMER SERVICE MISSION

We will seek to understand our customer's expectations. We will listen to their needs and respond to their changing requirements.

We will demonstrate our commitment to this mission by being:

Responsive

- We are responsive to the needs and requests of our customers and colleagues.
- We keep them informed at all times so they know what to expect from us.

Empathetic

- We listen to the needs of our customers and colleagues and appreciate each other's point of view.

Available

- We make it easy for our customers and colleagues to reach us.

Helpful

- We are approachable and always willing to assist our customers and each other.
- We share our knowledge and commit to dealing with our customer and colleagues queries responsibly.

Reliable

- We are honest, accurate and consistent in all that we do.

OUR CUSTOMER'S NEEDS AND EXPECTATIONS

Our customers want to be listened to, understood and treated with respect. They expect us to provide friendly, consistent service that is correct, accessible and equitable. Their expectation is that requests should be actioned or resolved in a timely manner.

OUR COMMITMENT TO OUR CUSTOMERS

We will actively listen to our customers; provide friendly service, give correct information and be proactive about finding and solving problems.

“Customer service is everyone's responsibility”

HOW OUR CUSTOMERS CAN HELP US DELIVER A BETTER SERVICE

Customers need to openly communicate with us respectfully and collaboratively.

Our responsiveness to you will be enhanced if you:

- Treat our officers with courtesy and respect.
- Provide accurate and complete information.
- Provide a daytime telephone number or email address.
- Provide reference numbers (if available) when contacting us about an existing application, complaint or query.
- Work with us to try to resolve problems.
- Give us feedback to help us better understand your needs.

HOLD US ACCOUNTABLE

We believe individually and as a group that customer service is everyone's responsibility. The commitment we make to this charter will be measured by performance against our service standards as set out in the City of Salisbury: Customer Service Framework.

Customers should be encouraged to provide appropriate positive or negative feedback and advise us if we are not meeting our obligations.

CUSTOMER FEEDBACK

We value your feedback and welcome suggestions, compliments, comments and complaints.

Your feedback helps us to review and improve our policies, procedures and services.

Your compliments give us encouragement that the service we are providing is a service that you value.

Customers may contact Council with feedback of varying types.

Such feedback may include:

- **Request for Service:** This is a request from a customer who has identified the need for Council to perform one of its services in a specific case, e.g. "I would like you to fix a pot-hole in the road"
- **Comment/Compliment:** This is feedback by a customer who wishes to comment on the conduct of a member of staff, e.g. "I found this staff member to be extremely helpful and knowledgeable," or on the standard of service that has been provided, e.g. "Thank you for mowing our verges they look much neater"
- **Concern/Complaint:** This is feedback by a customer who is unhappy or dissatisfied with operations or services provided by Council, or has not received a response to an earlier request for service

The City of Salisbury has a formal Compliments, Comment and Complaints Policy and supporting procedure which outlines standards and processes for actioning matters raised by customers quickly and effectively. This is available on our website www.salisbury.sa.gov.au or by calling our Customer Centre on 8406 8222 during business hours.

HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT

To provide compliments, comments or complaints to the City of Salisbury you can:



Access our website: www.salisbury.sa.gov.au

Compliments, comments or complaints can be lodged online. Go to www.salisbury.sa.gov.au to complete the online form or download a hard copy.



**Visit our Customer Centre:
12 James Street, Salisbury**

Customer Centre staff can assist you to complete a compliments, comment and complaints form, available from the reception counter.



Send us an email:

ccc@salisbury.sa.gov.au and provide details of the compliment, comment or complaint.



Telephone us: 8406 8222

TTY: 8406 8596 (for people with a hearing impairment)

Customer Centre staff can record details of your compliment, comments or complaint and ensure it is directed to the appropriate officer for action.



**Write to us: City of Salisbury, PO Box 8,
Salisbury SA 5108** and provide details of the compliment, comment or complaint.

Social Media:*

Council will accept comments via:



facebook.com/cityofsalisbury

twitter.com/cityofsalisbury

*Social media should not be used to lodge requests for service, formal complaints or submissions.

We speak your language if you need assistance please contact us.

Ombudsman SA

The Ombudsman SA is an independent office that has comprehensive power to investigate complaints made in relation to Local Government.

Customers have the right to contact the Ombudsman SA at any time if they are dissatisfied with an action or inaction of the City of Salisbury.

The Ombudsman SA may be contacted at:
Postal: PO Box 3651, Rundle Mall SA 5001
Office: Level 5, East Wing 50 Grenfell Street,
Adelaide SA 5000
T: (08) 8226 8699
F: (08) 8226 8602
Toll free: 1800 182 150
E: ombudsman@ombudsman.sa.gov.au

The Office of Public Integrity (OPI)

The Office of Public Integrity (OPI) is an independent office that has comprehensive power to investigate complaints, misconduct and maladministration in public administration.

The Office of Public Integrity (OPI) may be contacted at:
Postal: GPO Box 11066, Adelaide SA 5001

Office: Level 1, 55 Currie Street,
Adelaide SA 5000
T: (08) 8207 1777
W: www.icac.sa.gov.au