



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE MEETING TO BE HELD ON

**14 OCTOBER 2019 AT CONCLUSION OF SPORT, RECREATION AND GRANTS
COMMITTEE MEETING**

IN COMMITTEE ROOMS, 12 JAMES STREET, SALISBURY

MEMBERS

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr A Duncan
Cr D Hood
Cr P Jensen
Cr J Woodman

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski

APOLOGIES

An apology has been received from Cr D Hood.

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Sub Committee Meeting held on 09 September 2019.

REPORTS

IBDSC1 Future Reports for the Innovation and Business Development
Sub Committee 7

IBDSC2 Customer Review Dashboard 9

IBDSC3 Community Experience Charter Framework 13

IBDSC4 Local Government Reform Program - Reform Areas 3 and 4 19

OTHER BUSINESS

CLOSE



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
MEETING HELD IN COMMITTEE ROOMS, 12 JAMES STREET, SALISBURY ON**

9 SEPTEMBER 2019

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr A Duncan
Cr D Hood
Cr P Jensen
Cr J Woodman (*from 6.47pm*)

OBSERVERS

Cr N Henningsen

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.45 pm.

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

APOLOGIES

Nil

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr A Duncan
Seconded Cr L Braun

The Minutes of the Innovation and Business Development Sub Committee Meeting held on 12 August 2019, be taken and read as confirmed.

CARRIED

Cr J Woodman entered the meeting at 6.47 pm.

REPORTS

IBDSC1 Presentation LG Performance Benchmarking Update

General Manager Business Excellence, Mr C Mansueto, gave a brief update on LG Performance Benchmarking, and outlined the next steps in the process.

Next Item of Business

1. Due to the technical difficulties with the Verge Review Update presentation (IBDSC2), the meeting proceeded to consider the next item of business – IBDSC3.

IBDSC3 Future Reports for the Innovation and Business Development Sub Committee

Moved Cr C Buchanan
Seconded Cr L Braun

1. The information be received.

CARRIED

Mayor G Aldridge left the meeting at 7.02 pm.

Mayor G Aldridge returned to the meeting at 7.04 pm.

IBDSC4 Salisbury Water Business Unit - Expression of Interest

Moved Cr C Buchanan
Seconded Cr P Jensen

1. Information be received.
2. Further update be provided following the finalisation of the Dry Creek proposal.

CARRIED

The meeting then returned to item IBDSC2 at this point.

IBDSC2 Presentation on Verge Review Update

Manager Field Services, Mr M Purdie, and Mr B Haigh from Bee Squared, updated members on the verge review program.

Moved Cr C Buchanan
Seconded Cr L Braun

1. That further information on the verge maintenance program, including the McGregor Tan report, be presented at the October meeting of the Innovation and Business Development Sub Committee.

CARRIED

IBDSC5 Customer Review Dashboard

Moved Cr C Buchanan
Seconded Cr A Duncan

1. The information be received.

CARRIED

Suspension of Formal Meeting Procedures

Moved Cr C Buchanan
Seconded Cr L Braun

1. That formal meeting procedures be suspended to allow discussion on item IBDSC6 – Local Government Reform Program – Reform Areas 1 and 2.

CARRIED

Formal meeting procedures were suspended at 8.06 pm.
Formal meeting procedures resumed at 8.55 pm.

IBDSC6 Local Government Reform Program - Reform Areas 1 and 2

Moved Cr C Buchanan
Seconded Cr J Woodman

1. That the proposed position and associated comments made at this meeting on each of the reform proposals contained in Reform Areas 1 and 2 in the table attached to Item No. IBDSC6 on the agenda, be provided as an attachment to the report from this meeting to the Budget and Finance Committee, for inclusion in the submission to the State Government on the *Reforming Local Government in South Australia Discussion Paper*.

CARRIED
UNANIMOUSLY

OTHER BUSINESS

IBDSC-OB1 Provision of Presentations to Elected Members

Moved Cr C Buchanan
Seconded Cr P Jensen

1. That Elected Members be provided with hard copies of all presentations with their weekly business papers.

CARRIED

CLOSE

The meeting closed at 8.56 pm.

CHAIRMAN.....

DATE.....

ITEM	IBDSC1
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	14 October 2019
HEADING	Future Reports for the Innovation and Business Development Sub 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 Innovation and Business Development Sub Committee as a result of a previous Council resolution.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 A list of resolutions requiring a future report to Council is presented to each sub committee and standing committee for noting.
- 1.2 If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

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 reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution:

Meeting Item	- Heading and Resolution	Officer
23/09/2019	Salisbury Water Business Unit - Expression of Interest	Bruce Naumann
IBDSC2	2. Further update be provided following the finalisation of the Dry Creek proposal.	
Due:	February 2020	

4. CONCLUSION / PROPOSAL

- 4.1 Future reports for the Innovation and Business Development Sub Committee have been reviewed and are presented to Council for noting.

CO-ORDINATION

Officer: Executive Group GMBE
 Date: 08/10/19 27/09/19

ITEM	IBDSC2
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	14 October 2019
HEADING	Customer Review Dashboard
AUTHORS	Charles Mansueto, General Manager Business Excellence, Business Excellence 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	As per Council resolution a monthly report on the Customer Response Dashboard is provided for information.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

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

1. Service Request Dashboard

1. BACKGROUND

At the council meeting held on 26/08/2019 item IBDSC-OB2 was considered and the following resolved:

‘That, in order to regularly monitor customer service performance, an update report on the “customer review dashboard” be a standing item on the agenda for the innovation and business development sub committee, and be provided at each meeting.’

Resolution No 0250/2019

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 General Manager Business Excellence
- 2.2 External
 - 2.2.1 Nil

3. REPORT

- 3.1 The Customer Review Dashboard for the period 1 July 2019 to 1 October 2019 is attached for reference.
- 3.2 Of note is the increase in compliance of responding within the past 10 days at 97.6%
- 3.3 Further it is noted that since 1 July the administration has achieved a 95.6% response within the 10 day target from a total of 6,001 requests received.
- 3.4 Year to date 79.7% have been closed within the 10 day period.

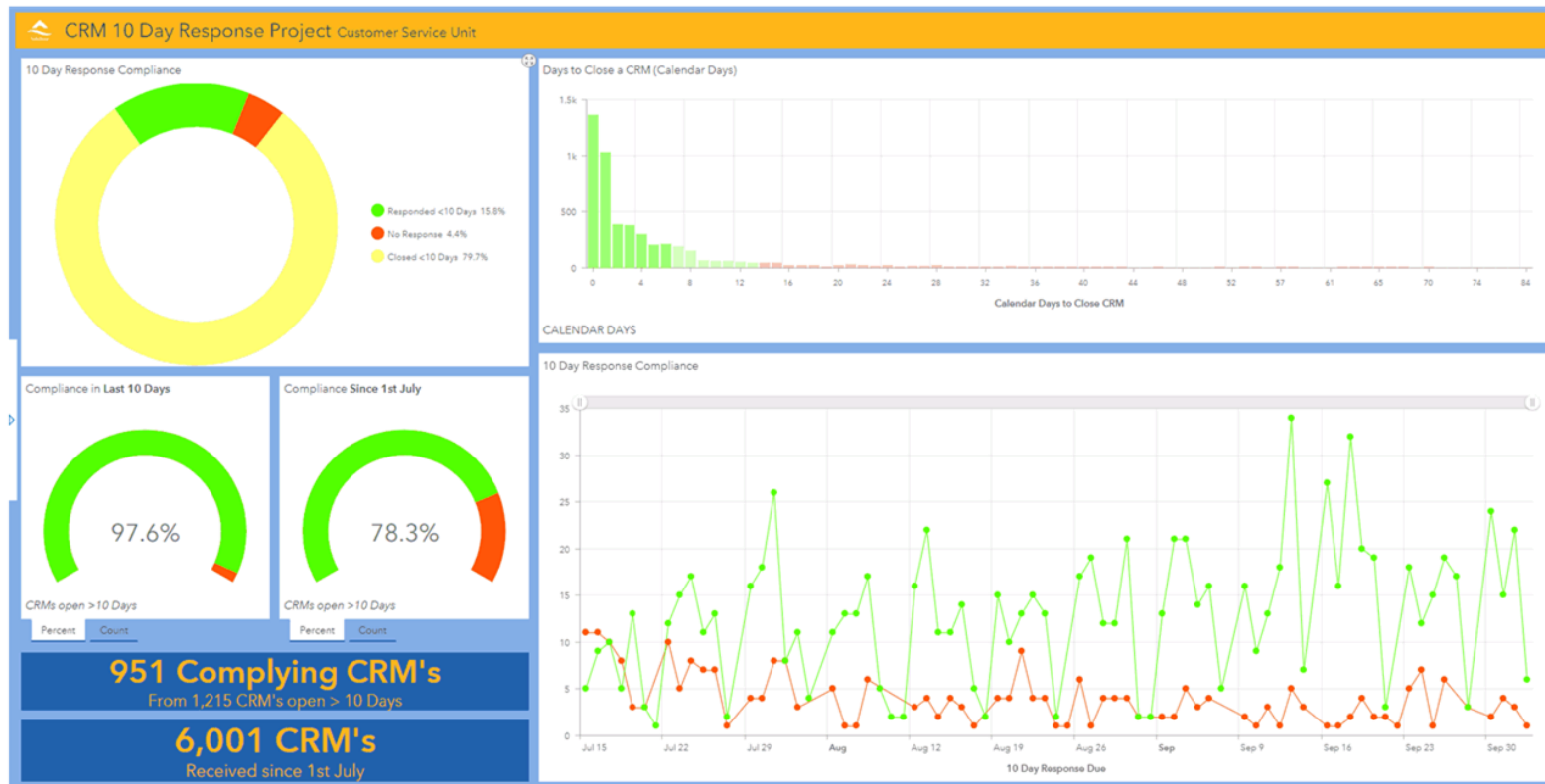
4. CONCLUSION / PROPOSAL

- 4.1 The monthly report on the Customer Response Dashboard be received.

CO-ORDINATION

Officer: Executive Group
Date:

10 Day Service Response for CRM requests - 1 Jul to 1 Oct



ITEM	IBDSC3
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	14 October 2019
HEADING	Community Experience Charter Framework
AUTHOR	Charles Mansueto, General Manager Business Excellence, Business Excellence
CITY PLAN LINKS	4.1 Strengthen partnerships that enable us to better address our community's priorities. 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.
SUMMARY	This report provides Council with an update on the work occurring on reviewing the existing Customer Service Charter and Framework.

RECOMMENDATION

1. Endorse the proposed Community Experience Framework
2. Administration bring back a final draft of the Community Experience Charter to the December 2019 Innovation & Business Development Sub Committee
3. Note the work required on finalising and reviewing the Service Standards, Consultation & Engagement and Feedback documentation

ATTACHMENTS

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

1. Strategic Planning Framework

1. BACKGROUND

- 1.1 In May 2019, a report was presented to the Innovation and Business Development Sub Committee providing an update on the review of the current Customer Service Framework and Charter.
- 1.2 The report also provided an update on a response framework to ensure service requests are being dealt with within a reasonable timeframe.
- 1.3 Since this report, Council has been presented with an interim dashboard (refer Item IBDSC2) that seeks to track the organisation's performance in responding to requests within a 10 day period.
- 1.4 Elected Members have also recently been briefed on an overall strategic planning framework (Attachment 1) that details the inter-dependence between Council's vision, values, success factors and KPIs.

-
- 1.5 Following consideration of the report in May 2019, Council resolved:
- 1.5.1 *That staff bring back to Council a revised Community Charter and Community Service Framework for consideration that will incorporate the feedback from Elected Members and enhancements to Council's customer service approach.*
- 1.6 This report, in part, responds to this resolution providing Council with an opportunity to consider a framework that aligns the Charter to the overall strategic planning framework presented to Council recently.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
- 2.1.1 Elected Members on the strategic planning framework
- 2.2 External
- 2.2.1 No external consultation has yet occurred

3. ELECTED MEMBER FEEDBACK

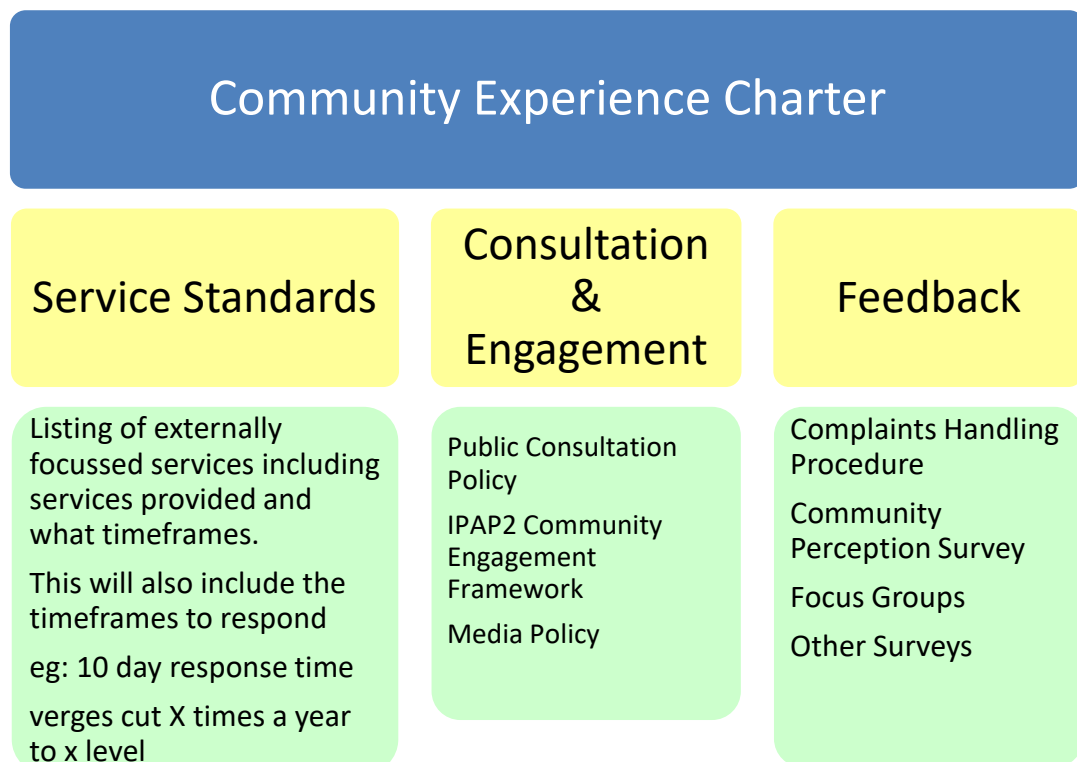
- 3.1 As part of the review of our approach to delivering enhanced customer service, a workshop was held with Elected Members in March 2019 to seek feedback that staff can incorporate into a draft framework.
- 3.2 This feedback was tabled in the May 2019 report with specific references to the current Customer Service Charter and Framework being:
- 3.2.1 The Elected Members identified the Customer Service and Charter was a well written document and only required minor modifications.
- 3.2.2 A strong preference to refer to Community rather than the current use of Customer when the charter and framework was updated.
- 3.2.3 Review operational service standards
- 3.2.4 Introduce more personal contact
- 3.2.5 Framework and charter should be available in multiple languages
- 3.2.6 Focus of the framework should be the service standards
- 3.2.7 Unite the Customer Charter and standards

4. STRATEGIC PLANNING FRAMEWORK

- 4.1 As noted, Council is in the process of finalizing a Strategic Planning Framework that aims to ensure the organization has the ability to monitor its performance against the City Plan.
- 4.2 This framework details the inter-dependence between Council's vision, values and our three success factors so that it not only delivers quality outcomes but also reinforces throughout the organization and Council expected behaviours.
- 4.3 One of the three success factors is delivering Exceptional Community Experience
- 4.4 It is proposed that to ensure alignment with the Strategic Planning Framework, the revised charter and associated documentation sit under this success factor and used to operationalize the intent of this success factor.

5. PROPOSED COMMUNITY EXPERIENCE FRAMEWORK

- 5.1 The proposed framework is intended to be structured into the following sections:
- 5.1.1 A high level Community Experience Charter that will be a statement of how the organization will deliver Exceptional Community Experience.
- 5.1.2 It will describe the vision, values, purpose and also what our target outcomes are and how we will measure the achievement of these outcomes
- 5.1.3 Supporting the Charter will sit three key areas of focus
- Service Standards – this will describe the service levels Council will provide to the community, including the response times that can then be measured against
 - Consultation & Engagement – this will describe how we will consult and engage with our community. It will also include a more contemporary media policy that Council will be considering at a future meeting
 - Feedback – the community will have an understanding of how as a Council we will manage feedback received on our programs and services, our bi-annual Community Perception Survey, Focus Groups and other methods that Council, may adopt to regularly seek community feedback.
- 5.2 A graphical representation of the proposed framework is depicted below:



- 5.3 The above framework aims to reflect the feedback from Elected Members and bring together a framework aligned to the broader Strategic Planning Framework.

-
- 5.4 Specifically the framework addresses the following Elected Member feedback
 - 5.4.1 A strong preference to refer to Community rather than the current use of Customer when the charter and framework was updated.
 - 5.4.2 Review operational service standards
 - 5.4.3 Focus of the framework should be the service standards
 - 5.4.4 Unite the Customer Charter and standards
 - 5.5 Subject to feedback from Council, a draft of the Community Experience Charter will be brought back to Council for consideration and endorsement.
 - 5.6 The details on the service standards, consultation and engagement, and feedback will then progressively be updated based on other work occurring.

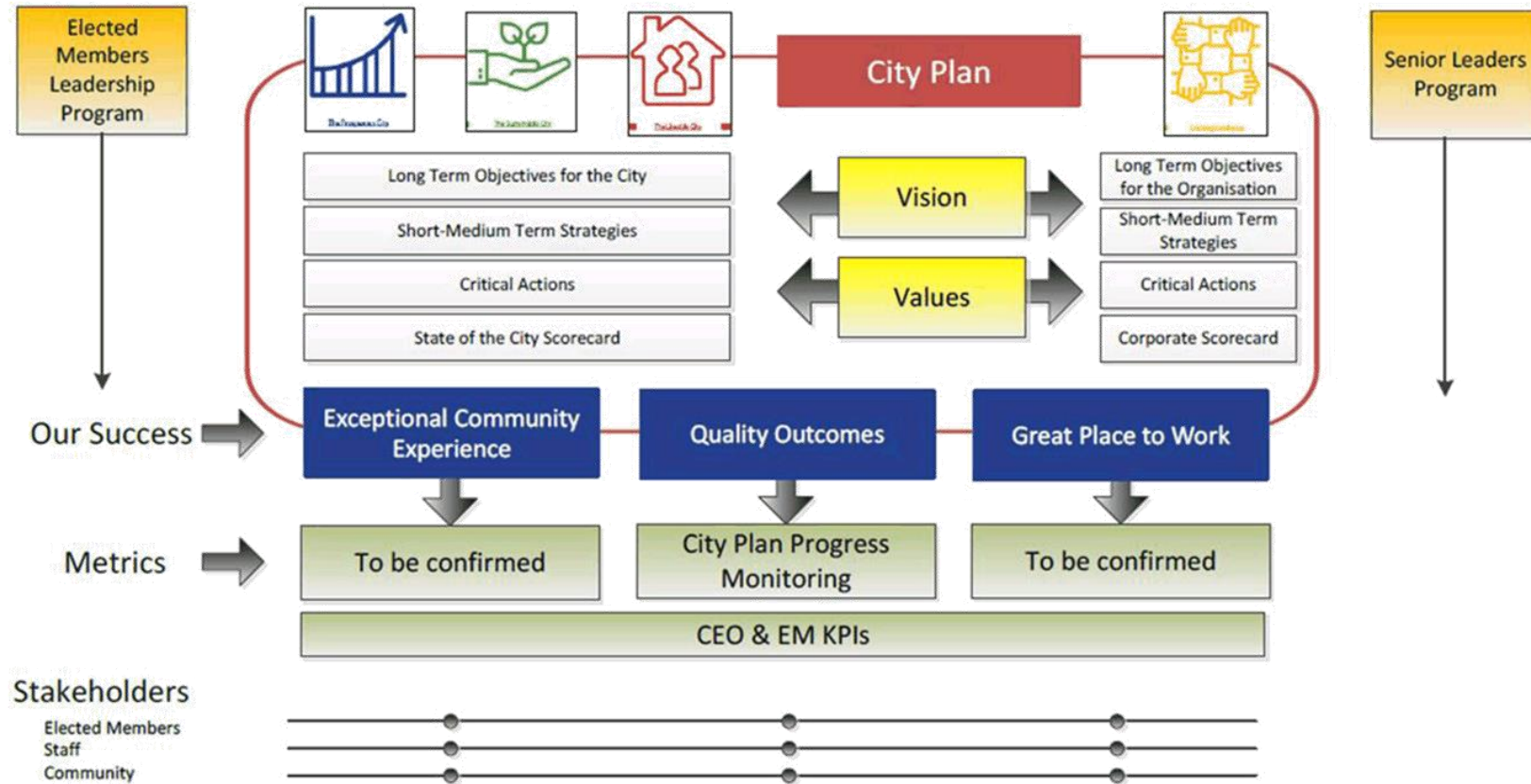
6. CONCLUSION / PROPOSAL

- 6.1 The proposed Community Experience Framework aims to bring together a more strategically aligned framework that incorporates the feedback received by Elected Members.
- 6.2 Subject to the feedback received on the proposed framework, a final draft of the Community Experience Charter will be brought back to Council for endorsement.
- 6.3 Work will also progress on documenting service levels and response times so that the community is aware of what services are being provided and allows a framework to monitor performance.
- 6.4 The further work will also see a review of the consultation and engagement approach aligned to the delivering quality outcomes and exceptional community experience.
- 6.5 A review of the media policy will also aim to have a contemporary approach and focus on the strategic intent of how we manage media to deliver key messages to our community.

CO-ORDINATION

Officer:

Date:



ITEM	IBDSC4
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	14 October 2019
HEADING	Local Government Reform Program - Reform Areas 3 and 4
AUTHOR	Mick Petrovski, Manager Governance - CEO/Governance, CEO and Governance
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	The State Government released the <i>Reforming Local Government in South Australia Discussion Paper</i> on Monday, 5 August 2019. The paper proposes significant changes to councils' duties, functions and powers. Council, at its August 2019 meeting decided that it would make a submission to State Government with its views on the proposed reforms. This report informs on the comment and feedback received from Elected Members (EMs) at Informal Strategy on Tuesday, 9 October 2019 in relation to Reform Areas 3 and 4 of the Discussion Paper.

RECOMMENDATION

That the proposed position and associated comments of the City of Salisbury on each of the reform proposals contained in Reform Areas 3 and 4 in the table attached to Item No. IBDSC4 on the agenda for the meeting of the Innovation and Business Development Sub Committee on Monday, 14 October 2019, be adopted for inclusion in the submission to the State Government on the *Reforming Local Government in South Australia Discussion Paper*.

ATTACHMENTS

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

1. Local Government Reforms - Reform Areas 3 and 4 I&BD Sub Committee

1. BACKGROUND

- 1.1 The State Government released the *Reforming Local Government in South Australia Discussion Paper* (the Paper) on Monday, 5 August 2019.
- 1.2 The Paper proposes significant changes to councils' duties, functions and powers.
- 1.3 The State Government is now seeking public submissions on the reform proposals contained in the Paper.

- 1.4 The proposals for reform in the Paper were apparently developed for improving to the system of Local Government in South Australia, based on ideas that were received by State Government, following its *Reforming Local Government Survey* conducted over four weeks during March and April 2019, and discussions with councils and other bodies.
- 1.5 It should be noted that this latest development comes partly as a result of the State Government's inability to pass legislation through the Parliament to introduce rate capping on the Local Government sector during 2018, stating at the time that other reform measures would be considered in future.

2. CONSULTATION / COMMUNICATION

2.1 Internal

- 2.1.1 Input provided by General Manager, Business Excellence

2.2 External

- 2.2.1 Attendance at a presentation by representatives of the Office of Local Government, giving background to the reforms.
- 2.2.2 Attendance at a workshop with the Governance Officers Network at the LGA to discuss implications of the reforms.

3. REPORT

Process to Date

- 3.1 When this matter was first considered by the Innovation and Business Development Sub Committee at its August 2019 meeting, it was agreed that it would be the subject of reports to the September and October meetings of the Sub Committee, as well as being discussed at the Informal Strategy sessions in September and October.
- 3.2 The four Reform Areas were divided so that Reform Areas 1 and 2 would be the subject of discussion during the September Informal Strategy session and subsequent Sub Committee meeting.
- 3.3 Reform Areas 3 and 4 would in turn be the subject of discussion during the October Informal Strategy session and subsequent Sub Committee meeting.
- 3.4 Therefore, at Informal Strategy on Monday, 2 September 2019, EMs discussed each of the proposals for reform in Reform Areas 1 and 2 and made comments that would inform the development of the City of Salisbury's submission to the State Government.
- 3.5 A report reflecting the comments of EMs was provided to the Innovation and Business Development Sub Committee at its September 2019 meeting. The meeting discussed the draft comments and made recommendations about the proposed reforms to the Budget and Finance Committee, which in turn recommended them to Council, when they were adopted at the meeting on 23 September 2019.

Reform Areas 3 and 4

- 3.6 Reform Areas 3 and 4 were discussed at Informal Strategy on Tuesday, 8 October.
- 3.7 The indication of support or opposition for a reform, and associated comment, has been summarized in attachment 1 to this report. The attachment remains in draft form so as to enable further discussion by EMs at this meeting or the subsequent October meetings of the Budget and Finance Committee and Council.

Drafting the Submission

- 3.8 To date, most of the discussion has been focused on each of the reforms individually.
- 3.9 It is also important to consider how the proposed reforms relate with one another, and even more importantly how they potentially impact the ability of Council to be responsive to the needs of the Salisbury Community. This will be subject of some of the commentary that will be drafted as a broad summary of Council's views about the reforms and its response to the individual reform proposals.
- 3.10 The draft submission, including the summary and responses to individual reform proposals in all four Reform Areas, will be provided to the Budget and Finance Committee meeting on Monday, 21 October 2019, for consideration and recommendation to Council.
- 3.11 Following Council's consideration and decision, the submission will be finalized and sent to State Government by the 1 November 2019 deadline.

4. CONCLUSION / PROPOSAL

- 4.1 At the Informal Strategy session on Tuesday, 8 October 2019, EMs discussed the proposals in Reform Areas 3 and 4 and provided input that will inform the development of the City of Salisbury's submission to the State Government.
- 4.2 The comments received have been summarized in attachment 1 to this report. The attachment remains in draft form so as to enable further discussion by EMs at this meeting and/or the subsequent September meetings of the Budget and Finance Committee and Council.

CO-ORDINATION

Officer:

Date:

3.7 Require candidates to 'tick a box' stating whether they live in the area they are contesting.	OPPOSE	Eligibility for Council election is not predicated on where a person lives.
3.8 Require candidates to state whether they are a member of a political party or any association of body formed for political purposes, or have been within the past 12 months.	SUPPORT	
3.9 Require ECSA to host all information on donations received by candidates.	SUPPORT	
3.10 Require candidates to report to ECSA, any single donations above a prescribed amount (for example, \$2000) within five business days of receipt.	SUPPORT	Requirement for reporting should be within 10 business days.
3.11 Enable all candidates to request an electronic copy of the voters roll from the relevant council.	SUPPORT	
3.12 Remove the requirement for councils to make a 'designated decision' within their caretaker policies on the use of council resources, in favour of a statement within general caretaker responsibilities that council resources must not be used to advantage particular candidates.	OPPOSE	The caretaker period that is legislated for Councils also reflects practice for State and Federal elections.
3.13 Extend the voting period by one week to better allow for postal delays.	OPPOSE	

<p>3.14 Change the counting method to the 'exclusion method'.</p>	<p>STRONGLY OPPOSE</p>	
<p>3.15 If a vacancy on a council is created within 12 months of a periodic election, allow this to be filled through a 'countback' of candidates.</p>	<p>OPPOSE</p>	<p>This is undemocratic.</p>
<p>3.16 Extend the period of time in which a vacancy does not need to be filled to 12 months before a periodic election.</p>	<p>OPPOSE</p>	<p>This is undemocratic and leaves communities unrepresented for too long.</p>
<p>3.17 Enable councils without wards, and with at least nine members, to 'carry' two vacancies.</p>	<p>OPPOSE</p>	<p>This is undemocratic.</p>
<p>3.18 (Model 1) Simplify representation reviews, and make public consultation requirements more flexible.</p>	<p>SUPPORT</p>	
<p>3.19 (Model 2) Transfer the responsibility for representation reviews to the Local Government Boundaries Commission.</p>	<p>OPPOSE</p>	
<p>3.20 Suspend council members running for State Parliament for the duration of the election campaign (and suspend allowance payments accordingly).</p>	<p>SUPPORT</p>	

Proposed Legislative Provision Reform Area 4	Council Position	Council Comment
4.1 Replace the prescriptive community engagement requirements in the Local Government Act with a more flexible 'Community Engagement Charter'.	SUPPORT	
4.2 Review the requirements for councils to publish notices.	SUPPORT	
4.3 Allow councils to refuse a request for an internal review of a council decision where the request is substantially similar to a matter that has been reviewed, or is under review through another process.	SUPPORT	This proposal extends broadly current City of Salisbury policy and practice.
4.4 Enable councils to charge a small fee for internal review requests.	OPPOSE	A cost or minimal fee should not be a deterrent for citizens to request a decision to be reviewed, and this is in the context of Councils having the ability to refuse a request for an internal review of a council decision.
4.5 Set a time limit on which requests for internal review of decisions can be made.	OPPOSE	
4.6 Require councils to consider recommendations for improved administrative practices in their annual report on internal reviews.	OPPOSE	Unnecessary and bureaucratic.
4.7 Remove the 'informal gatherings' provisions in the Local Government Act, in favour of establishing a new category of meetings, such as 'information or briefing sessions.	GENERAL SUPPORT	More detail about how it is different to current provisions.

4.8 Require councils to publish details of information sessions held, what was discussed, who attended and whether the session was open or not.	OPPOSE	The current requirements for giving notice of scheduled informal gatherings (Informal Strategy at CoS) and advising of the subject matter to be discussed are sufficient for purposes of transparency. In addition unless the meeting confidentiality provisions of the Act apply, informal gatherings are open to the public.
4.9 Compile all council members' registers of interest into one, simple plain English form.	SUPPORT	
4.10 Publish council members' Register of Interest in full on the council website (with the exception of specific residential address information).	OPPOSE	It is acknowledged that it is a public document but it should have to be requested if a person of the public has a genuine interest in knowing the information, rather than being available for sake of curiosity.
4.11 Require councils to publish any document that is currently available at a council office on its website (with the exception of the Assessment Record).	SUPPORT	Support is subject to this applying to documents that are prescribed as having to be available for public inspection (with the exception of the Assessment Record).
4.12 Remove the requirement for councils to have documents 'available for inspection', but require them to print a copy on request (for a fee).	SUPPORT	It is assumed that any amendment would replace 'available for inspection' with 'available on a Council's website'. Also see comment to reform 4.11.
4.13 Include in the legislation a single list of all material to be published on a council website.	SUPPORT	

<p>4.14 Create two categories of community land revocation proposals within the Act ('administrative' and 'significant') and require Ministerial approval only for 'significant' proposals.</p>	<p>SUPPORT</p>	
<p>4.15 Enable limited amendments to Schedule 8 to allow minor changes to the management of prescribed land.</p>	<p>SUPPORT</p>	<p>More detail required.</p>
<p>4.16 Clarify that councils do not need to undertake community land revocation proposal where the council's care, control and management of the land has been withdrawn under the <i>Crown Land Management Act 2009</i>.</p>	<p>SUPPORT</p>	
<p>4.17 Enable a council to revoke the classification of land as community land where owners cannot reasonably be found.</p>	<p>SUPPORT</p>	
<p>4.18 Provide a mechanism to allow councils to acquire private roads where the owner consents, where the owner is deceased or where the owner cannot reasonably be found and to allow the council to retain or transfer the land to another party.</p>	<p>SUPPORT</p>	
<p>4.19 Review the public consultation requirements that apply to permits and authorisations, in line with a new community engagement approach.</p>	<p>SUPPORT</p>	
<p>4.20 Remove specific provisions regarding mobile food vendors, in favour of a 'general right of appeal' where a council has unreasonably affected a business.</p>	<p>SUPPORT</p>	<p>Generally support on the basis that it does not go to the Small Business Commissioner but to another independent and governance-related authority.</p>