

**Standing Committee Minutes Index – 8 February 2018**

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Minutes of a Meeting of the Local Laws, Strategy, Policy & Organisation Development Standing Committee held in the Council Chambers on Thursday, 8 February 2018 commencing at 5.36pm.

*The Presiding Member opened the Meeting at 5.36pm*

**Acknowledgment of Country – Presiding Member**

*On behalf of the Councillors, staff and gallery, I acknowledge the Noongar People, the Traditional Owners of the Land on which we are gathered, and pay my respects to their Elders both past and present.*

**Attendance & Apologies**

Presiding Member - Cr A Wilson

Councillors - J Bookless  
- J A Boyle  
- D Mackman  
- J Moore  
- J Nicholas  
- A Pratico  
- P Scallan  
- C Wallace

In Attendance - T Clynch, Chief Executive Officer  
- M Larkworthy, Executive Manager Corporate Services  
- M Richards, Grants & Services Manager (retired 6.40pm)  
- M Little, Principal Building Surveyor  
- T M Lockley, Executive Assistant (retired 6.40pm)

**Gallery**

B Moore, C Driscoll

**Petitions/Deputations/Presentations** - Nil

**Comment on Agenda Items by Parties With an Interest** - Nil

**Confirmation of Minutes**

SC.01/0218 Ordinary Meeting held 9 November 2017

*A motion is required to confirm the Minutes of the Ordinary Meeting of the Local Laws, Strategy, Policy & Organisation Development Standing Committee held 9 November 2017 as a true and correct record.*

**Committee Decision**      **Moved Cr Scallan, Seconded Cr Moore**  
**SC.01/0218 That the Minutes of the Ordinary Meeting of the Local Laws, Strategy, Policy & Organisation Development Standing Committee held 9 November 2017 be confirmed as a true and correct record.**

**Carried 6/3**

*Crs Nicholas, Moore and Bookless voted against the Motion*

**Announcements/Briefings by Elected Members** - Nil

**Notification of Disclosure of Interests**

Section 5.65 or 5.70 of the Local Government Act requires a Member or Officer who has an interest in any matter to be discussed at a Committee/Council Meeting that will be attended by the Member or Officer must disclose the nature of the interest in a written notice given to the Chief Executive Officer before the meeting; or at the meeting before the matter is discussed.

A Member who makes a disclosure under Section 5.65 or 5.70 must not preside at the part of the meeting relating to the matter; or participate in; or be present during, any discussion or decision making procedure relating to the matter, unless allowed by the Committee/Council. If Committee/Council allow a Member to speak, the extent of the interest must also be stated.

Nil

**Consideration of Motions of Which Previous Notice has been Given** - Nil

**Reports of Officers**

Reports of Officers have been divided into the following Categories:

- Policy
- Local Laws
- Strategy
- Organisation Development

## Policy

<b>ITEM NO.</b>	SC.02/0218	<b>FILE REF.</b>	203
<b>SUBJECT</b>	Review of Policy M.25 - Complaints		
<b>OFFICER</b>	Chief Executive Officer		
<b>DATE OF REPORT</b>	31 January 2018		

- Attachment 1 Current Policy M.25 – ‘Complaints’ with proposed revisions shown as track changes
- Attachment 2 Revised Policy M.25 – ‘Complaints’ with track changes accepted.

*OFFICER RECOMMENDATION that Council adopts the revised Policy M.25 – Complaints.*

### Summary/Purpose

After receiving feedback from some councillors late last year a review of Council’s Policy M.25 – ‘Complaints’ has been undertaken.

### Background

A review of Policy M.25 – ‘Complaints’ has identified a number of revisions, the principal changes being:

- Expanding the means by which a person can lodge a complaint. Under the current policy complaints could only be submitted on the official complaints form. The current policy goes further to state that if correspondence is received by the Shire outlining a complaint, in order for it to be considered, the Shire will respond to the sender within 7 working days requesting the complaint be completed on the official complaints form. This is a severe restriction to persons wishing to lodge a complaint and is contrary to the intent of a complaints policy having a simple, clear and concise process for lodging of a complaint. In addition to using the official complaints form, the revised policy also recognises complaints can now be lodged by letter or email.
- Providing information on what is not a complaint under the policy. In these instances alternative mechanisms or processes are used to deal with such complaints.
- Clarifying how anonymous complaints are dealt with. The current policy states that anonymous complaints aren’t acted on whereas the revised policy does allow such complaints to be acted upon when the matter is one that a local government is obliged to act under law or when the matter constitutes a significant risk to the health and safety of persons, animals or the environment.

### Officer Comment

The changes to the policy should make it easier for persons to lodge a complaint.

There is still required to be some interpretation on what constitutes a complaint and that responsibility rests with the CEO. Not all persons that communicate with the Shire expressing concerns about a service wish to record their concerns as a formal complaint. Often when discussing the issue with staff that person will emphasise

that they aren't making a complaint, rather they just want to provide some feedback or response to the Shire on a particular issue.

It is noted that in the current policy (and retained in the revised policy) is a requirement for the CEO to include a summary of all complaints received, including the actions taken and their outcomes in the Shire's annual report. Due to an oversight this hasn't occurred. The Local Government Act stipulates a number of mandatory items to be included in a local government's annual report – one of which is a summary of complaints made under Section 1.121 of the Act – being complaints to the Local Government Standards Panel. A summary of these reports has been included in recent annual reports.

### Statutory Environment - Nil

### Integrated Planning

- Strategic Community Plan  
Key Goal 5 – our leadership will be visionary, collaborative and accountable  
Objective 5.1 – our community actively participates in civic life  
Strategy 5.1.3 – monitor, maintain and enhance the way we communicate with the community  
  
Objective 5.2 – we maintain high standards of governance, accountability and transparency  
Strategy 5.2.4 – maintain a strong customer focus  
Strategy 5.2.5 – regularly review community engagement strategies and policies  
Strategy 5.2.7 – council's policies and local laws are responsive to community needs
- Corporate Business Plan  
Strategy 5.1.3 – monitor, maintain and enhance the way we communicate with the community  
Action 5.1.3.1 - regularly review community engagement strategies and policies
- Long Term Financial Plan – Not Applicable
- Asset Management Plans – Not Applicable
- Workforce Plan – Not Applicable
- Other Integrated Planning - Nil

### Policy

This item concerns policy development.

### Budget Implications - Nil

### Fiscal Equity – Not Applicable

### Whole of Life Accounting – Not Applicable

Social Equity

Expanding the methods that persons can lodge a complaint will make the process for lodging of a complaint more accessible to all.

Ecological Equity – Not Applicable

Cultural Equity

Expanding the methods that persons can lodge a complaint will make the process for lodging of a complaint more accessible to all.

Risk Management – Not Applicable

Continuous Improvement

The review of the policy has been based on feedback from some councillors that in turn have received feedback from members of the public.

Voting Requirements – Simple Majority

**Moved** Cr Pratico, Seconded Cr Boyle

That Council adopts the revised Policy M.25 – Complaints.

**Amendment Moved** Cr Scallan, Seconded Cr Nicholas

1. All reference to ‘customer’ be changed to read ‘residents, ratepayers, and visitors’
2. Under ‘What is a Complaint?’, ‘A complaint under this Policy is not’ section - reword dot point 4 to read “A complaint relating to a decision/determination (other than processes used) made by the Council or staff member acting under Council’s delegated authority”
3. Remove ‘Confidentiality’ section
4. Under ‘Step by Step Description’ Part (A)(iv) - Remove (B) CEO

Carried 9/0

**The Amended Motion becomes the Substantive Motion – the Motion was Put  
Committee Recommendation** Moved Cr Pratico, Seconded Cr Boyle

***That Council adopts the revised Policy M.25 – Complaints, with the following minor changes:***

1. ***All reference to ‘customer’ be changed to read ‘residents, ratepayers, and visitors’***
2. ***Under ‘What is a Complaint?’, ‘A complaint under this Policy is not’ section - reword dot point 4 to read “A complaint relating to a decision/determination (other than processes used) made by the Council or staff member acting under Council’s delegated authority”***
3. ***Remove ‘Confidentiality’ section***
4. ***Under ‘Step by Step Description’ Part (A)(iv) - Remove (B) CEO***

Carried 9/0

**Reason for amending the officer recommendation**

*The minor changes to the policy were made to make its wording clearer and consistent*

<b>ITEM NO.</b>	SC.03/0218	<b>FILE REF.</b>	203
<b>SUBJECT</b>	Proposed New Policy: Fire Protection - Shire or Brigade Owned Fire Fighting Appliances		
<b>PROPONENT</b>	Bush Fire Advisory Committee		
<b>OFFICER</b>	Community Emergency Services Manager and Chief Executive Officer		
<b>DATE OF REPORT</b>	1 February 2018		

Attachment 3      Draft Policy: Fire Protection - Shire or Brigade Owned Fire Fighting Appliances

*OFFICER RECOMMENDATION that Council adopt Policy O.15 Fire Protection - Shire or Brigade Owned Fire Fighting Appliances.*

#### Summary/Purpose

Council's Bush Fire Advisory Committee has recommended adoption of a new policy concerning the use of shire and/or brigade owned fire fighting appliances that don't have the full suite of crew protection that exists on State provided fire fighting appliances (funded via the Emergency Services Levy).

#### Background

At a meeting of the Bush Fire Advisory Committee held on 13 December 2017 the following Motion was carried:

1. *Any Shire owned vehicle without the suite of crew protection not be sent into a forest fire while the fire is uncontrolled.*
2. *That the Shire adopts the Manjimup Shire Policy for light units.*

In accordance with the above Motion a new policy has been prepared for presentation to Council. Based on the Shire of Manjimup policy of the same name in addition to tailoring the policy to reflect the situation in the Shire of Bridgetown-Greenbushes, two minor amendments have been made:

- Providing a definition of what is a "fire fighting appliance".
- Including a paragraph noting that in 2017/18 Council has made budget provision for the installation of crew protection measures on the major fire fighting appliances under its ownership however even when these works are complete there will be a number of other smaller appliances (both Shire and brigade owned) that won't have crew protection.

Statutory Environment - Nil

#### Integrated Planning

- Strategic Community Plan  
Key Goal 4 – a community that is friendly and welcoming  
Objective 4.5 – high levels of responsiveness to emergencies and emergency recovery  
Strategy 4.5.1 – monitor risk management and emergency management profiles, procedures and preparedness  
Objective 4.6 - fire prepared communities

Strategy 4.6.4 – bush fire brigades are resourced with adequate equipment, appliances, training and other operational requirements

➤ Corporate Business Plan

Strategy 4.5.1 – monitor risk management and emergency management profiles, procedures and preparedness

Action 4.5.1.4 – support the Local Emergency Management Committee and Bush Fire Advisory Committee

Strategy 4.6.4 – bush fire brigades are resourced with adequate equipment, appliances, training and other operational requirements

Action 4.6.4.2 – monitor Shire owned equipment and appliances for fit for purpose

➤ Long Term Financial Plan - Nil

➤ Asset Management Plans - Nil

➤ Workforce Plan - Nil

➤ Other Integrated Planning - Nil

Policy

This item concerns policy development.

Budget Implications - Nil

Fiscal Equity – Not Applicable

Whole of Life Accounting – Not Applicable

Social Equity – Not Applicable

Ecological Equity – Not Applicable

Cultural Equity – Not Applicable

Risk Management

Adoption of the policy will provide direction to incident controllers, fire control officers and brigade members about minimising risk to fire fighters when using appliances that don't have the crew protection measures that other appliances have.

Continuous Improvement – Not Applicable

Voting Requirements – Simple Majority

**Moved** Cr Mackman, Seconded Cr Pratico

That Council adopt Policy O.15 Fire Protection - Shire or Brigade Owned Fire Fighting Appliances.

**Amendment Moved** Cr Nicholas, Seconded Cr Moore

*Relocate paragraph "It is noted ..." under 'Policy Measures' to the end of the Policy under a new heading titled 'Explanatory Note'.*

**Carried 9/0**



**The Amended Motion becomes the Substantive Motion – The Motion was Put Committee Recommendation Moved Cr Mackman, Seconded Cr Pratico SC.03/0218 That Council adopt Policy O.15 Fire Protection - Shire or Brigade Owned Fire Fighting Appliances, with the following minor change:**

- **Relocate paragraph “It is noted ...” under ‘Policy Measures’ to the end of the Policy under a new heading titled ‘Explanatory Note’.**

**Carried 9/0**

**Reason for amending the officer recommendation**

*The paragraph in question isn’t seen as a component of policy, but is more an explanatory note to support the policy*

**Local Laws** - Nil

**Strategy**

<b>ITEM NO.</b>	SC.04/0218	<b>FILE REF.</b>	108.1
<b>SUBJECT</b>	Community Services Departmental Service Review		
<b>PROPONENT</b>	Council		
<b>OFFICER</b>	Executive Manager Community Services		
<b>DATE OF REPORT</b>	1 February 2018		

Attachment 4      Community Services Strategy – A Component of the Shire of Bridgetown-Greenbushes Integrated Planning Framework

*OFFICER RECOMMENDATION that the removal of the Community Services Strategy as a component of Council’s Integrated Planning & Reporting Framework is noted.*

**Summary/Purpose**

The Community Services Strategy 2015 has met the requirements for which the document was originally created and thus is no longer considered relevant.

**Background**

At the March 2015 meeting Council resolved, in part, (C.11/0415):

*To adopt the Community Services Strategy as a component of the Shire of Bridgetown-Greenbushes Integrated Planning Framework.*

**Officer Comment**

The Community Services Strategy (Attachment 4) is a short, concise document which was developed to demonstrate how the Community Services Department was to proceed with relevant strategic objectives within the Integrated Planning & Reporting Framework following several years of intensive capital works projects, being the construction of the library and leisure centre. The Strategy was developed as part of a departmental service level review which identified how specific informing strategies would be incorporated into the delivery of community services. These informing strategies included:

- The Age Friendly Communities Plan
- Youth Policy
- Public Art Strategy
- Sport & Recreation Strategy
- Leisure Centre Business Plan
- Regional Trails Master Plan

At the time of preparing the Strategy, these informing strategies were not captured in Council's 2013 Strategic Community Plan. The 2017 Strategic Community Plan does reference a range of informing strategies including those listed above.

A secondary reason the Community Services Strategy was developed was to clearly outline the focus in delivering community services within the Shire in direct relation to the millions of dollars Council had invested in infrastructure development projects.

It is the view of the officer that the updated, and robust Strategic Community Plan 2017, and Corporate Business Plan capture the intent originally sought to be enshrined in the Community Services Strategy and that therefore this document is now superfluous. Further, it is also the view of the officer that the Community Services Department had developed a culture which is aimed at continuing to improve the return on Council's investment in infrastructure by seeking grant funding and improving program delivery within Council owned facilities. This is reflected in objectives, strategies and action items detailed in Council's Strategic Community and Corporate Business Plan, which are now the documents that guide and direct the delivery of services to the community through the Department.

#### Statutory Environment

Section 5.56 of the Local Government Act 1995, requires WA local governments to Plan for the Future of the district. Amendments made in August 2011 to the Local Government (Administration) Regulations 1996 state a Strategic Community Plan and Corporate Business, together form a Plan for the Future of a district. The officer recommendation does not conflict with this provision.

#### Integrated Planning

- Strategic Community Plan  
Page 10 of the Strategic Community Plan clearly identifies the Integrated Planning & Reporting Framework and the informing plans and strategies.
- Corporate Business Plan – Not Applicable
- Long Term Financial Plan – Not Applicable
- Asset Management Plans – Not Applicable
- Workforce Plan – Not Applicable
- Other Integrated Planning – Not Applicable

#### Policy/Strategic Implications

The recommendation addresses strategic document implementation.

#### Budget Implications

There are no budget implications arising from the recommendation.

Fiscal Equity - Not Applicable

Whole of Life Accounting - Not Applicable

Social Equity - Not Applicable

Ecological Equity – Not Applicable

Cultural Equity – Not Applicable

Risk Management – Not Applicable

Continuous Improvement

The recommendation seeks to achieve continuous improvement by removing a strategy which is no longer required due to passage of time and consolidation of Council's Strategic Community Plan to reflect the content of key informing strategies.

Delegated Authority – Not Applicable

Voting Requirements - Simple Majority

**Moved** Cr Scallan, Seconded Cr Nicholas

That the removal of the Community Services Strategy as a component of Council's Integrated Planning & Reporting Framework is noted.

**Amendment Moved** Cr Scallan, Seconded Cr Mackman

That Council endorse removal of the Community Services Strategy as a component of Council's Integrated Planning & Reporting Framework.

**Carried 9/0**

**The Amended Motion becomes the Substantive Motion – the Motion was Put**

**Committee Recommendation** *Moved Cr Scallan, Seconded Cr Nicholas*

***SC.04/0218 That Council endorse removal of the Community Services Strategy as a component of Council's Integrated Planning & Reporting Framework.***

***Carried 9/0***

**Reason for amending the officer recommendation**

*Improved grammar*

## **Organisation Development**

<b>ITEM NO.</b>	SC.05/0218	<b>FILE REF.</b>	209
<b>SUBJECT</b>	Rolling Action Sheet		
<b>OFFICER</b>	Chief Executive Officer		
<b>DATE OF REPORT</b>	1 February 2018		

Attachment 5      Rolling Action Sheet

*OFFICER RECOMMENDATION that the information contained in the Rolling Action Sheet be noted.*

### **Summary/Purpose**

The presentation of the Rolling Action Sheet allows Councillors to be aware of the current status of Items/Projects that have not been finalised.

### **Background**

The Rolling Action Sheet has been reviewed and forms an Attachment to this Agenda.

**Statutory Environment** – Nil

**Policy/Strategic Plan Implications** – Nil

**Budget Implications** – Nil

**Fiscal Equity** – Not Applicable

**Whole of Life Accounting** – Not Applicable

**Social Equity** – Not Applicable

**Ecological Equity** – Not Applicable

**Cultural Equity** – Not Applicable

**Risk Management** – Not Applicable

**Continuous Improvement** – Not Applicable

**Voting Requirements** – Simple Majority

**Committee Recommendation**    *Moved Cr Pratico, Seconded Cr Scallan  
SC.05/0218 That the information contained in the Rolling Action Sheet be noted.*

*Carried 9/0*

**Urgent Business Approved by Decision** - Nil

**Responses to Elected Members Questions Taken on Notice** - Nil

**Elected Members Questions With Notice** - Nil

6.40pm - Ms Richards and Mrs Lockley retired from the Meeting

**Briefings by Officers**

Principal Building Surveyor – Building Control and Building Maintenance

**Notice of Motions for Consideration at Next Meeting** - Nil


**Matters Behind Closed Doors** - Nil

**Closure**

The Presiding Member closed the Meeting at 7.44pm

**List of Attachments**

Attachment	Item No.	Details
1	SC.02/0218	Current Policy M.25 – ‘Complaints’ with proposed revisions shown as track changes
2	SC.02/0218	Revised Policy M.25 – ‘Complaints’ with track changes accepted.
3	SC.03/0218	Draft Policy - Fire Protection – Shire or Brigade Owned Fire Fighting Appliances
4	SC.04/0218	Community Services Strategy – A Component of the Shire of Bridgetown-Greenbushes Integrated Planning Framework
5	SC.05/0218	Rolling Action Sheet

Minutes checked and authorised by CEO, Mr T Clynych		9.2.18
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CERTIFICATION OF MINUTES

As Presiding Member, I certify that the Minutes of the Local Laws, Strategy, Policy & Organisation Development Standing Committee Meeting held 8 February 2018 were confirmed as a true and correct record of the proceedings of that meeting at the Standing Committee meeting held on 8 February 2018.

.....8 March 2018

unconfirmed minutes