

Standing Committee Minutes Index – 13 July 2017

Subject	Page No
Acknowledgment of Country	2
Attendance & Apologies	2
Attendance of Gallery	2
Petitions/Deputations/Presentations	2
Comment on Agenda Items by Parties With an Interest	2
Confirmation of Minutes	3
SC.01/0717 Ordinary Meeting held 8 June 2017	3
Announcements/Briefings by Elected Members	3
Notification of Disclosure of Interest	3
Consideration of Motions of which Previous Notice Has Been Given	3
Reports of Officers	3
Policy	4
SC.02/0717 Draft Gravel Procurement Policy	4
Local Laws	7
SC.03/0717 Proposed Amendment to Cemeteries Local Law	7
SC.04/0717 Proposed Amendment to Parking and Parking Facilities Local Law ..	11
Strategy	15
Organisation Development	16
SC.05.0717 Customer Code of Conduct & Organizational Customer Service Charter.....	16
SC.06/0717 Rolling Action Sheet	20
Urgent Business Approved By Decision	21
Responses to Elected Member Questions Taken on Notice	21
Elected Members Questions With Notice	21
Briefings by Officers	21
Notice of Motions for Consideration at Next Meeting	21
Matters Behind Closed Doors	21
Closure	21
List of Attachments	21

Minutes of a Meeting of the Local Laws, Strategy, Policy & Organisation Development Standing Committee held in the Council Chambers on Thursday, 13 July 2017 commencing at 5.30pm.

The Presiding Member opened the Meeting at 5.32pm

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 - A J Wilson
- J A Boyle
- S Hodson
- D Mackman
- J R Moore
- J Nicholas
- A Pratico
- P Quinby
- P Scallan
- In Attendance - T Clynch, Chief Executive Officer
- E Denniss, Executive Manager Community Services
- T M Lockley, Executive Assistant
- Apologies - M Larkworthy, Executive Manager Corporate Services

Gallery

D Della Vedova

Petitions/Deputations/Presentations

John Tillman – Superintendent, DFES Lower South West Region
Ben Anderson - Bushfire Risk Planning Coordinator, Shires of Boyup Brook, Donnybrook-Balingup & Bridgetown-Greenbushes
Greg Hamlyn - DFES
Shire Bush Fire Management Plans

Comment on Agenda Items by Parties With an Interest - Nil

Confirmation of Minutes

SC.01/0717 Ordinary Meeting held 8 June 2017

A motion is required to confirm the Minutes of the Ordinary Meeting of the Local Laws, Strategy, Policy & Organisation Development Standing Committee held 8 June 2017 as a true and correct record.

Committee Decision *Moved Cr Pratico, Seconded Cr Boyle*
SC.01/0717 That the Minutes of the Ordinary Meeting of the Local Laws, Strategy, Policy & Organisation Development Standing Committee held 8 June 2017 be confirmed as a true and correct record.

Carried 9/0

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.

Name	Cr Pratico
Type of Interest	Financial
Item No.	SC.02/0717 – Draft Gravel Procurement Policy
Nature of Interest	Contract with the Shire to provide gravel

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

Cr Pratico declared a Financial Interest in Item SC.02/0717 as he has a contract with the Shire to provide gravel. Cr Pratico vacated the Meeting at 6.01pm

ITEM NO.	SC.02/0717	FILE REF.	
SUBJECT	Draft Gravel Procurement Policy		
OFFICER	Chief Executive Officer and Executive Manager Works & Services		
DATE OF REPORT	24 June 2017		

Attachment 1 Draft Gravel Procurement Policy

OFFICER RECOMMENDATION that Council adopt Policy WS20 – Gravel Procurement.

Summary/Purpose

A gravel procurement policy has been prepared for the purpose of defining guidelines for the acquisition of gravel for road construction and maintenance purposes.

Background

The development of a gravel procurement strategy is identified as an action under Council's Corporate Business Plan. Rather than develop a strategy a Gravel Procurement Policy has been prepared.

The key components of the draft policy are:

- Explaining the processes used to initially identify potential gravel sources and prove up the suitability of the gravel.
- Identify the type of soil structure (geological formation) where gravel deposits are most likely to be located within.
- Defining selection criteria for gravel procurement. This criteria is to be used for sourcing gravel from private property and for purchasing gravel from commercial suppliers.

The policy states that ideally the Shire would like to have suitable gravel sources throughout the Shire so that carting of materials to specific road works jobs can be reduced as much as possible however it is noted that this may not be possible due to the suitability and specification of gravel. The policy also recognises that not all land owners may be interested in supplying gravel on a long term basis as this can impact on the owner's long term plans for the property.

Council's annual gravel requirements are approximately 4,000m³.

Statutory Environment

The Shire, utilising its powers under Section 3.27(i) and Schedule 3.2 of the Local Government Act 1995, can take gravel, sand, stone or earth from private property, if in its opinion such material is required for the making or repairing of a thoroughfare, bridge, culvert, fence or gate.

Planning Approval or an Extractive Industry Licence is not required for the Shire to access material under Section 3.27(i) of the Local Government Act 1995. The powers that Council has under Section 3.27 of the Local Government Act overrides the provisions of a town planning scheme made under another Act or a Local Law subservient to the Local Government Act.

Integrated Planning

- Strategic Community Plan
Key Goal 3: Our built environment is maintained, protected and enhanced
Objective 3.3 - Maintain an appropriate standard of transport networks, roads and pathways
Strategy 3.3.4 - Ensure suitable access to road building materials
- Corporate Business Plan
Strategy 3.3.4 - Ensure suitable access to road building materials
Action 3.3.4.1 - Prepare and implement a gravel procurement strategy
Action 3.4.4.2 - Source gravel from private land for road works, using powers under the Local Government Act
- Long Term Financial Plan
The costs of acquiring road building materials are built into the annual road construction budget built into the Long Term Financial Plan.
- Asset Management Plans - Nil
- Workforce Plan - Nil
- Other Integrated Planning - Nil

Policy

This report concerns the development of a new policy

Budget Implications

The selection criteria for gravel as set out in the policy is generally the criteria currently used and defining these into a formal policy will not have any appreciable effect on Council's annual budget for its road works program.

Fiscal Equity – Not Applicable

Whole of Life Accounting – Not Applicable

Social Equity – Not Applicable

Ecological Equity

Rehabilitation of land used for sourcing gravel is built into legal agreements between the Shire and the land owner with rehabilitation being the responsibility of the Shire.

Cultural Equity – Not Applicable

Risk Management

The proposed policy sets out guidelines for the acquisition of gravel for road construction and maintenance purposes. If Council wasn't to adopt the policy gravel procurement would still occur whilst a new policy was being prepared.

Continuous Improvement

The draft policy confirms selection criteria for the acquisition of gravel, either from private property or commercial suppliers and ensures that road works are carried out to a specific standard.

Voting Requirements – Simple Majority

Moved Cr Scallan, Seconded Cr Hodson
That Council adopt Policy WS20 – Gravel Procurement.

Lost 0/8

Crs Wilson, Nicholas, Quinby, Scallan, Hodson, Moore, Mackman and Boyle voted against the Motion

Committee Recommendation **Moved Cr Nicholas, Seconded Cr Scallan**
SC.03/0717 That the Gravel Procurement Policy be redrafted to be more concise and directive with respect to policy, and brought back to the August Standing Committee Meeting for consideration.

Carried 8/0

Reason for not supporting the officer recommendation

Councillors felt the draft policy was too narrative and requires more concise policy statements.

6.19pm – Cr Pratico returned to the Meeting

Local Laws

ITEM NO.	SC.03/0717	FILE REF.	LL.7
SUBJECT	Proposed Amendment to Cemeteries Local Law		
PROPONENT	Council		
OFFICER	Senior Admin Officer		
DATE OF REPORT	19 June 2017		

Attachment 2 Draft Cemeteries Amendment Local Law 2017
Attachment 3 Submission
Attachment 4 Consolidated Cemeteries Local Law as at January 2015

OFFICERS RECOMMENDATION That Council adopts the “Cemeteries Amendment Local Law 2017” (as per Attachment 2 of the Standing Committee agenda) and proceeds with the approval and gazettal process in accordance with Section 3.12 of the Local Government Act. The purpose and effect of the proposed Amendment Local Law is to rename the title of clause 8.6 to a more appropriate title and to correct a grammatical error in clause 3.3.

Summary

To provide final adoption of the Draft “Cemeteries Amendment Local Law 2017” which has been advertised in accordance with Section 3.12 of the Local Government Act 1995.

It should be noted that when this draft was first presented to Council the year “2016” was stated. As we are now in a “2017”, the year has been updated on the draft. No other changes have been made to the document that had been previously presented to Council.

Background

During the October 2016 round of meetings, Council resolved to amend the Cemeteries Local Law:

“C.11/1016 That Council:

- 1. In accordance with Section 3.12 of the Local Government Act 1995, gives notice that it proposes to adopt a Shire of Bridgetown-Greenbushes Cemeteries Amendment Local Law, as per Attachment 5. The purpose and effect of the proposed Amendment Local Law is to rename the title of clause 8.6 to a more appropriate title and to correct a grammatical error in clause 3.3.*
- 2. Directs the CEO to undertake statutory public consultation in relation to Point 1 above, with a report to be presented to a future meeting of Council for further consideration.”*

Due to an error in its initial advertising statutory public advertising of this proposed local law was recommended in February 2017 with a closing date for submissions of 23 March 2017. At the close of this submission period one (1) submission had been received (refer Attachment 3). The submitter did not raise any concerns with the proposed changes to the Cemeteries Local Law but did raise concerns relating to the advertising process. In view of this concern (the closing date on the cover page of

the local law differed from the advertised closing date), and following consultation with an officer from the Department of Local Government & Communities, the CEO made the determination to conduct an additional (supplementary) notice period of 6 weeks with a new closing date of 13 June 2017. The author of the submission already received was advised of this action and was informed that his submission remained a valid submission and didn't require resubmittal. At the conclusion of the extended notice period no further submissions were received.

Officer Comment

Section 3.12 of the Local Government Act sets out the procedure for the making of a Local Law, requiring a local government to give Statewide public notice stating that it proposes to make a Local Law, giving details of where the proposed Local Law may be inspected or obtained, and stating the date by which submissions can be made.

In the case of this proposed Local Law the Statewide public notice and the local public notice correctly stated the closing date for submissions. However the author of the submission lodged raised a concern about the cover page of the draft local law listing an incorrect closing date for submissions – so whilst the adverts and noticeboard notices were all correct the cover page of the draft local law wasn't correct.

After considering this matter the CEO accepted the argument that a person may have seen a copy of the draft local law on display in the library and if noticing the closing date listed on the cover page had expired may have felt they had missed the opportunity to lodge a submission. Importantly however the statutory notices advertising the proposed Local Law were correct.

The CEO sought advice from an officer of the the Department of Local Government & Communities and the advice received back was that readvertising of the Local Laws wasn't necessary as Section 3.12 of the Local Government Act only requires the closing date of submissions to be specified in the public notices. Provided this is done and the details in the public notices are correct, the requirements of the Act will be met. The advice further commented that Section 3.12 doesn't require a submission deadline to be on the front cover of the draft. As a result, the typographical error on the cover page was unlikely to have any legal impact on the 3.12 process.

Notwithstanding the above advice the CEO made the determination to reissue notices for the Local Law with a new closing date of 13 June 2017. These supplementary notices were only placed on Shire notice boards and on the Shire website and were not subject to state-wide advertising. Copies of the Amendment Local Laws were again placed in the library and were also accessible on the Shire website.

The supplementary notices were amended to include the following new paragraphs:

Statutory public notice/advertising of the proposed Amendment Local Law has previously occurred however an error was subsequently identified in the listing of an incorrect closing date for submissions on the front cover of the Amendment Local Law. Consequently a decision was made to conduct a further public notification period as an addition to the previous statutory public notice/advertising that occurred.

Any submissions previously received in response to the statutory public notice/advertising that occurred remain valid and authors of those submissions aren't required to submit a new submission.

No further submissions were received leaving only the single submission received from the statutory advertising period.

In addition, as the process for the making of this Amendment Local Law commenced in October 2016 and we are now in a new year, the date on the Amendment Local Law has been changed to 2017 – again this administrative change does not affect the overall proposal or reason for making the Amendment Local Law.

Statutory Environment

To amend a local law the process as outlines in the Local Government Act 1995, section 3.12 which reads:

3.12. Procedure for making local laws

- (1) In making a local law a local government is to follow the procedure described in this section, in the sequence in which it is described.
- (2) At a council meeting the person presiding is to give notice to the meeting of the purpose and effect of the proposed local law in the prescribed manner.
- (3) The local government is to —
 - (a) give Statewide public notice stating that —
 - (i) the local government proposes to make a local law the purpose and effect of which is summarized in the notice; and
 - (ii) a copy of the proposed local law may be inspected or obtained at any place specified in the notice; and
 - (iii) submissions about the proposed local law may be made to the local government before a day to be specified in the notice, being a day that is not less than 6 weeks after the notice is given;and
 - (b) as soon as the notice is given, give a copy of the proposed local law and a copy of the notice to the Minister and, if another Minister administers the Act under which the local law is proposed to be made, to that other Minister; and
 - (c) provide a copy of the proposed local law, in accordance with the notice, to any person requesting it.
- (3a) A notice under subsection (3) is also to be published and exhibited as if it were a local public notice.
- (4) After the last day for submissions, the local government is to consider any submissions made and may make the local law* as proposed or make a local law* that is not significantly different from what was proposed.

* *Absolute majority required.*

- (5) After making the local law, the local government is to publish it in the *Gazette* and give a copy of it to the Minister and, if another Minister administers the Act under which the local law is proposed to be made, to that other Minister.
- (6) After the local law has been published in the *Gazette* the local government is to give local public notice —
 - (a) stating the title of the local law; and
 - (b) summarizing the purpose and effect of the local law (specifying the day on which it comes into operation); and
 - (c) advising that copies of the local law may be inspected or obtained from the local government’s office.
- (7) The Minister may give directions to local governments requiring them to provide to the Parliament copies of local laws they have made and any explanatory or other material relating to them.
- (8) In this section —

making in relation to a local law, includes making a local law to amend the text of, or repeal, a local law.

Integrated Planning

- Strategic Community Plan

Key Goal 5 – our leadership will be visionary, collaborative and accountable

Objective 5.2 – we maintain high standards of governance, accountability and transparency

Strategy 5.2.7 – Council’s policies and local laws are responsive to community needs

Strategy 5.2.8 – ensure all legislative responsibilities and requirements are met

- Corporate Business Plan - Nil
- Long Term Financial Plan - Nil
- Asset Management Plans - Nil
- Workforce Plan – Nil
- Other Integrated Planning – Nil

Policy/Strategic Implications - Nil

Budget Implications

Sufficient funding is provided in the 2017/18 budget to cover advertising and gazettal costs for amending Local Laws.

Whole of Life Accounting – Not Applicable

Social Equity – Not Applicable

Ecological Equity – Not Applicable

Cultural Equity – Not Applicable

Risk Management – Not Applicable

Voting Requirements – Absolute Majority

Committee Recommendation *Moved Cr Boyle, Seconded Cr Pratico*
SC.03/0717 That Council adopts the “Cemeteries Amendment Local Law 2017” (as per Attachment 2 of the Standing Committee agenda) and proceeds with the approval and gazettal process in accordance with Section 3.12 of the Local Government Act. The purpose and effect of the proposed Amendment Local Law is to rename the title of clause 8.6 to a more appropriate title and to correct a grammatical error in clause 3.3.

Carried 9/0

ITEM NO.	SC.04/0717	FILE REF.	LL.7
SUBJECT	Proposed Amendment to Parking and Parking Facilities Local Law		
PROPONENT	Council		
OFFICER	Senior Admin Officer		
DATE OF REPORT	19 June 2017		

Attachment 5 Draft Parking and Parking Facilities Amendment Local Law 2017
Attachment 6 Submission
Attachment 7 Consolidated Parking and Parking Facilities Local Law as at June 2009

OFFICERS RECOMMENDATION *That Council adopts the “Parking and Parking Facilities Amendment Local Law 2017” (as per Attachment 5 of the Standing Committee agenda) and proceeds with the approval and gazettal process in accordance with Section 3.12 of the Local Government Act. The purpose and effect of the proposed Amendment Local Law is to provide further definition to clause 1.3(1) under “sign” interpretation.*

Summary

To provide final adoption of the Draft “Parking and Parking Facilities Amendment Local Law 2017” which has been advertised in accordance with Section 3.12 of the Local Government Act 1995.

It should be noted that when this draft was first presented to Council the year “2016” was stated. As we are now in a “2017”, the year has been updated on the draft. No other changes have been made to the document that had been previously presented to Council.

Background

During the October 2016 round of meetings, Council resolved to amend the Parking and Parking Facilities Local Law:

“C.12/1016 That Council:

- 1. In accordance with Section 3.12 of the Local Government Act 1995, gives notice that it proposes to adopt a Shire of Bridgetown-Greenbushes Parking and Parking Facilities Amendment Local Law, as per Attachment 7. The purpose and effect of the proposed Amendment Local Law is to provide further definition to clause 1.3(1) under “sign” interpretation.*
- 2. Directs the CEO to undertake statutory public consultation in relation to Point 1 above, with a report to be presented to a future meeting of Council for further consideration.”*

Due to an error in its initial advertising statutory public advertising of this proposed local law was recommended in February 2017 with a closing date for submissions of 23 March 2017. At the close of this submission period one (1) submission had been received (refer Attachment 6). The submitter did not raise any concerns with the proposed changes to the Cemeteries Local Law but did raise concerns relating to the advertising process. In view of this concern (the closing date on the cover page of the local law differed from the advertised closing date), and following consultation with an officer from the Department of Local Government & Communities, the CEO made the determination to conduct an additional (supplementary) notice period of 6 weeks with a new closing date of 13 June 2017. The author of the submission already received was advised of this action and was informed that his submission remained a valid submission and didn't require resubmittal. At the conclusion of the extended notice period no further submissions were received.

Officer Comment

Section 3.12 of the Local Government Act sets out the procedure for the making of a Local Law, requiring a local government to give Statewide public notice stating that it proposes to make a Local Law, giving details of where the proposed Local Law may be inspected or obtained, and stating the date by which submissions can be made.

In the case of this proposed Local Law the Statewide public notice and the local public notice correctly stated the closing date for submissions. However the author of the submission lodged raised a concern about the cover page of the draft local law listing an incorrect closing date for submissions – so whilst the adverts and noticeboard notices were all correct the cover page of the draft local law wasn't correct.

After considering this matter the CEO accepted the argument that a person may have seen a copy of the draft local law on display in the library and if noticing the closing date listed on the cover page had expired may have felt they had missed the opportunity to lodge a submission. Importantly however the statutory notices advertising the proposed Local Law were correct.

The CEO sought advice from an officer of the the Department of Local Government & Communities and the advice received back was that readvertising of the Local Laws wasn't necessary as Section 3.12 of the Local Government Act only requires the closing date of submissions to be specified in the public notices. Provided this is done and the details in the public notices are correct, the requirements of the Act will be met. The advice further commented that Section 3.12 doesn't require a submission deadline to be on the front cover of the draft. As a result, the

typographical error on the cover page was unlikely to have any legal impact on the 3.12 process.

Notwithstanding the above advice the CEO made the determination to reissue notices for the Local Law with a new closing date of 13 June 2017. These supplementary notices were only placed on Shire notice boards and on the Shire website and were not subject to state-wide advertising. Copies of the Amendment Local Laws were again placed in the library and were also accessible on the Shire website.

The supplementary notices were amended to include the following new paragraphs:

Statutory public notice/advertising of the proposed Amendment Local Law has previously occurred however an error was subsequently identified in the listing of an incorrect closing date for submissions on the front cover of the Amendment Local Law. Consequently a decision was made to conduct a further public notification period as an addition to the previous statutory public notice/advertising that occurred.

Any submissions previously received in response to the statutory public notice/advertising that occurred remain valid and authors of those submissions aren't required to submit a new submission.

No further submissions were received leaving only the single submission received from the statutory advertising period.

In addition, as the process for the making of this Amendment Local Law commenced in October 2016 and we are now in a new year, the date on the Amendment Local Law has been changed to 2017 – again this administrative change does not affect the overall proposal or reason for making the Amendment Local Law.

Statutory Environment

To amend a local law the process as outlines in the Local Government Act 1995, section 3.12 which reads:

3.12. Procedure for making local laws

- (1) In making a local law a local government is to follow the procedure described in this section, in the sequence in which it is described.
- (2) At a council meeting the person presiding is to give notice to the meeting of the purpose and effect of the proposed local law in the prescribed manner.
- (3) The local government is to —
 - (a) give Statewide public notice stating that —
 - (i) the local government proposes to make a local law the purpose and effect of which is summarized in the notice; and
 - (ii) a copy of the proposed local law may be inspected or obtained at any place specified in the notice; and
 - (iii) submissions about the proposed local law may be made to the local government before a day to be specified in the notice, being a day that is not less than 6 weeks after the notice is given;

and

- (b) as soon as the notice is given, give a copy of the proposed local law and a copy of the notice to the Minister and, if another Minister administers the Act under which the local law is proposed to be made, to that other Minister; and
 - (c) provide a copy of the proposed local law, in accordance with the notice, to any person requesting it.
- (3a) A notice under subsection (3) is also to be published and exhibited as if it were a local public notice.
- (4) After the last day for submissions, the local government is to consider any submissions made and may make the local law* as proposed or make a local law* that is not significantly different from what was proposed.
- * *Absolute majority required.*
- (5) After making the local law, the local government is to publish it in the *Gazette* and give a copy of it to the Minister and, if another Minister administers the Act under which the local law is proposed to be made, to that other Minister.
- (6) After the local law has been published in the *Gazette* the local government is to give local public notice —
- (a) stating the title of the local law; and
 - (b) summarizing the purpose and effect of the local law (specifying the day on which it comes into operation); and
 - (c) advising that copies of the local law may be inspected or obtained from the local government's office.
- (7) The Minister may give directions to local governments requiring them to provide to the Parliament copies of local laws they have made and any explanatory or other material relating to them.
- (8) In this section —
making in relation to a local law, includes making a local law to amend the text of, or repeal, a local law.

Integrated Planning

- Strategic Community Plan

Key Goal 5 – our leadership will be visionary, collaborative and accountable

Objective 5.2 – we maintain high standards of governance, accountability and transparency

Strategy 5.2.7 – Council's policies and local laws are responsive to community needs

Strategy 5.2.8 – ensure all legislative responsibilities and requirements are met

- Corporate Business Plan - Nil
- Long Term Financial Plan - Nil
- Asset Management Plans – Nil

- Workforce Plan – Nil
- Other Integrated Planning – Nil

Policy/Strategic Implications - Nil

Budget Implications

Sufficient funding is provided in the 2017/18 budget to cover advertising and gazettal costs for amending Local Laws.

Whole of Life Accounting – Not Applicable

Social Equity – Not Applicable

Ecological Equity – Not Applicable

Cultural Equity – Not Applicable

Risk Management – Not Applicable

Voting Requirements – Absolute Majority

Committee Recommendation Moved Cr Quinby, Seconded Cr Nicholas SC.04/0717 That Council adopts the “Parking and Parking Facilities Amendment Local Law 2017” (as per Attachment 5 of the Standing Committee agenda) and proceeds with the approval and gazettal process in accordance with Section 3.12 of the Local Government Act. The purpose and effect of the proposed Amendment Local Law is to provide further definition to clause 1.3(1) under “sign” interpretation.

Carried 9/0

Strategy - Nil

Organisation Development

ITEM NO.	SC.05/0717	FILE REF.	
SUBJECT	Customer Code of Conduct & Organizational Customer Service Charter		
PROPONENT	Council		
OFFICER	Executive Manager Community Services		
DATE OF REPORT	June 2017		

Attachment 8	Draft Customer Service Charter
Attachment 9	Existing Customer Service Charter
Attachment 10	Draft Bridgetown Leisure Centre Member Code of Conduct
Attachment 11	Draft Bridgetown Regional Library Code of Conduct

OFFICER RECOMMENDATION that Council endorses the Draft Customer Service Charter at Attachment 8.

OFFICER RECOMMENDATION that Council endorses the Draft Bridgetown Leisure Centre Member Code of Conduct at Attachment 10.

OFFICER RECOMMENDATION that Council endorses the Draft Bridgetown Regional Library Member Code of Conduct at Attachment 11.

Summary/Purpose

The recommendations seek Council endorsement of a new Customer Service Charter which is sent out annually with the issuance of rate notices. The recommendations also seek formal endorsement of 2 new member Codes of Conduct (for the Bridgetown Leisure Centre and the Bridgetown Regional Library).

Background

The existing Customer Service Charter has not been revised or updated in a significant period of time and as this document is sent out each year with the rates notices it was determined that the need to review and improve the content and presentation of the document.

The Bridgetown Leisure Centre (BLC) and Bridgetown Regional Library have, from time to time, experienced difficulties arising from the behaviour of members. Subsequently the development of Member Codes of Conduct has been prepared to enable officers to deal with such behaviour in accordance with an approach endorsed by Council.

The Bridgetown-Greenbushes' Visitor Centre member code of conduct is contained within the parameters of Council Policy O.8 Bridgetown-Greenbushes' Visitor Centre Membership Policy.

Officer Comment

The Senior Management Group has been reviewing the out-dated format and quality of information contained in the existing Customer Service Charter. In researching the purpose of a Customer Service Charter it was identified that a customer service charter is a written policy that communicates a business's commitment to doing business and delivering with and to others. When writing a charter it is important to

define the purpose, scope and standards of the business's commitment to customer service so that both employees and customers know what to expect.

In researching the styles and contents of other Local Government Authorities Customer Service Charters it was evident that the range and scope of information contained in a Charter varied significantly within the industry. Officers have taken the view that the Charter needs to clearly identify the provision and level of customer service and the essence of the organizational vision. In preparing the revised document it was also considered that additional information such as contact details for various Shire' facilities did not need to be included as this information is readily available from other sources. The content of the current Customer Service Charter has been condensed in order to produce an easy to read, vibrant document with information relevant to the purpose of the document.

Staff at both the BLC and the Library have identified the need for a patron/member code of conduct. There have been several instances at both facilities in the past 12 – 18 months when patrons/members have demonstrated an abusive attitude towards staff and other users. Without a Code of Conduct, it is difficult for staff to address such behaviour in a way that protects other patrons/members, volunteers and staff. The intent is for new and existing members to sign the code of conduct at each facility and for it to be retained on file to provide assistance to support staff identify and deal with behaviour that breaches an approved code that is in alignment with Council's standards.

Statutory Environment – Not applicable

Integrated Planning

Strategic Community Plan

Outcome 4.2 A high standard of governance and accountability.

Strategy 4.2.6 – Provide quality local government services

Corporate Business Plan – Not applicable

Action 4.2.6 Provide quality local government services

Long Term Financial Plan – Not applicable

Asset Management Plans – Not applicable

Workforce Plan – Not applicable

Other Integrated Planning – Not applicable

Disability Access and Inclusion Plan – Not applicable

Youth Policy and Strategy – Not applicable

Budget Implications – Not applicable

Fiscal Equity – Not applicable

Whole of Life Accounting – Not applicable

Social Equity

The recommendation will achieve social equity principles by ensuring a consistent approach towards patron/member behaviour in relation to an identified Code of Conduct at all Shire venues and facilities.

Ecological Equity – Not Applicable

Cultural Equity – Not Applicable

Risk Management

The recommendations seek to reduce Council's exposure to risk by ensuring members/patrons are aware of the expected standards of behaviour of members/patrons and commit to adhering to those standards.

Continuous Improvement

The recommendations seek to achieve continuous improvement principles by ensuring the Customer Service Charter is a useful, up-to-date document that reflects Council's service standards. The recommendations further seek to achieve continuous improvement principles by providing staff and members, patrons and customers with clearly defined roles and responsibilities.

Voting Requirements – Simple Majority

6.52pm – Cr Boyle vacated the Meeting

**Committee Recommendation Moved Cr Scallan, Seconded Cr Pratico
SC.05/0717 That Council endorses the Draft Customer Service Charter at Attachment 8 with the following changes:**

- 1. Remove background colour from header and apply Shire logo in full colour.**
- 2. First Text Box – Reword dot point 2 to read: “All of our interactions with you are handled in a personalised manner reflecting the importance we place on your enquiry.”**
- 3. Second Text Box:**
 - **Dot point 1 - Add the word ‘competent’: “We maintain a polite, competent and helpful approach**
 - **Dot point 2 - Replace the word ‘escalated’ with ‘forwarded’; ‘Department’ to have lowercase ‘d’.**
 - **Dot point 3 – Reword to read: “When correspondence is received by the Shire via email, letter or the ‘Contact Us’ link on our Website, we will acknowledge and respond to your correspondence within 10 business days. If we are unable to provide a full response, you will be kept informed of progress.**

4. Third Text Box:

- **Reword heading to read: “We value and appreciate your feedback”.**
- **Dot point 1 – Remove the word ‘extremely’.**
- **Dot point 3 – Remove the last sentence.**

Carried 8/0

6.55pm – Cr Boyle returned to the Meeting

**Committee Recommendation Moved Cr Scallan, Seconded Cr Nicholas
SC.05/0717a That Council endorses the Draft Bridgetown Leisure Centre
Member Code of Conduct at Attachment 10 with the following changes:**

- 1. Reword opening paragraph to read: “Bridgetown Leisure Centre provides facilities that are safe, enjoyable and affordable for all patrons. To maintain this high quality, patrons must agree to:”**
- 2. Dot point 1 – Replace ‘Demonstrating’ with ‘Show’.**
- 3. Dot point 2 – Replace ‘Respecting’ with ‘Respect’.**
- 4. Dot point 3 – Replace ‘Refraining from engagement’ with ‘Not engage’.**
- 5. Dot point 4 – Replace ‘Refraining from using’ with ‘Not use’; remove repeated ‘is’.**
- 6. Dot point 5 – Remove the words “attempting to use”; replace “intoxicated users” with “patrons suspected of being intoxicated”.**
- 7. Dot point 6 – Replace ‘Refraining from’ with “Not”; replace “alignment” with “line”.**
- 8. Breach of Code paragraph to read: “Breach of this ‘Code of Conduct’ may result in a withdrawal of Leisure Centre privileges, and/or eviction or suspension from the Leisure Centre, and/or monetary restitution via legal action in the case of damage to the Leisure Centre or its equipment, and/or reporting of certain incidents to the police.**
- 9. Final checkbox to read: “Original copy to be placed on file”.**

Carried 9/0

**Committee Recommendation Moved Cr Pratico, Seconded Cr Quinby
SC.05/0717b That Council endorses the Draft Bridgetown Regional Library
Member Code of Conduct at Attachment 11 with the following changes:**

- 1. Reword opening paragraph to read: “Bridgetown Regional Library provides facilities that are safe, enjoyable and affordable for all patrons. To maintain this high quality, patrons must agree to:”**
- 2. Dot point 1 – Replace ‘Demonstrating’ with ‘Show’.**
- 3. Dot point 2 – Replace ‘Respecting’ with ‘Respect’.**

4. **Dot point 3 – Replace ‘Refraining from engagement’ with ‘Not engage’.**
5. **Dot point 4 – Replace ‘Switching’ with ‘Switch; “Refraining” with “Refrain”; add space after ‘toilets’ and delete repeated ‘is’.**
6. **Dot point 5 – Remove the words “attempting to use”; replace “intoxicated users” with “patrons suspected of being intoxicated”.**
7. **Dot point 6 – Replace ‘Refraining from’ with “Not”; replace “alignment” with “line”.**
8. **Breach of Code paragraph to read: “Breach of this ‘Code of Conduct’ may result in a withdrawal of Library privileges, and/or eviction or suspension from the Library Centre, and/or monetary restitution via legal action in the case of damage to the Library Centre or its equipment, and/or reporting of certain incidents to the police.**
9. **Final checkbox to read: “Original copy to be placed on file”.**

Carried 9/0

ITEM NO.	SC.06/0717	FILE REF.	209
SUBJECT	Rolling Action Sheet		
OFFICER	Chief Executive Officer		
DATE OF REPORT	1 July 2017		

Attachment 12 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 Hodson SC.06/0717 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

Briefings by Officers - Nil

Notice of Motions for Consideration at Next Meeting - Nil

Matters Behind Closed Doors – Nil


Closure

The Presiding Member closed the Meeting at 7.15pm

List of Attachments

Attachment	Item No.	Details
1	SC.02/0717	Draft Gravel Procurement Policy
2	SC.03/0717	Draft Cemeteries Amendment Local Law 2017
3	SC.03/0717	Submission
4	SC.03/0717	Consolidated Cemeteries Local Law as at January 2015
5	SC.04/0717	Draft Parking and Parking Facilities Amendment Local Law 2017

6	SC.04/0717	Submission
7	SC.04/0717	Consolidated Parking and Parking Facilities Local Law as at June 2009
8	SC.05/0717	Draft Customer Service Charter
9	SC.05/0717	Existing Customer Service Charter
10	SC.05/0717	Draft Bridgetown Leisure Centre Member Code of Conduct
11	SC.05/0717	Draft Bridgetown Regional Library Code of Conduct
12	SC.06/0717	Rolling Action Sheet

Minutes checked and authorised by CEO, Mr T Clynch		14.7.17
---	---	---------

CERTIFICATION OF MINUTES

As Presiding Member, I certify that the Minutes of the Local Laws, Strategy, Policy & Organisation Development Standing Committee Meeting held 13 July 2017 were confirmed as a true and correct record of the proceedings of that meeting at the Standing Committee meeting held on 10 August 2017.

.....10 August 2017

unconfirmed minutes