

CITY OF WEST TORRENS



## Notice of Committee Meeting

**NOTICE IS HEREBY GIVEN** in accordance with Sections 87 and 88 of the Local Government Act 1999, that a meeting of the

### **CORPORATE PLANNING, POLICY AND PERFORMANCE PRESCRIBED COMMITTEE**

Members: Councillor J Woodward (Presiding Member), Mayor Trainer,  
Councillors: R Haese, C O'Rielley, R Dua, K McKay, M Hill, A Mangos.

of the

### **CITY OF WEST TORRENS**

will be held in the Mayor's Reception Room, Civic Centre  
165 Sir Donald Bradman Drive, Hilton

on

**TUESDAY, 10 MAY 2016**  
**at 6.30 PM**

**Angelo Catinari**  
**Chief Executive Officer (Acting)**

#### **City of West Torrens Disclaimer**

Please note that the contents of this Committee Agenda have yet to be considered by Council and Committee recommendations may be altered or changed by the Council in the process of making the formal Council decision.

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**1. MEETING OPENED**

**1.1 Evacuation Procedure**

**2. PRESENT**

**3. APOLOGIES**

**4. DISCLOSURE STATEMENTS**

Committee Members are required to:

1. Consider Section 73 and 75 of the *Local Government Act 1999* and determine whether they have a conflict of interest in any matter to be considered in this Agenda; and
2. Disclose these interests in accordance with the requirements of Sections 74 and 75A of the *Local Government Act 1999*.

**5. CONFIRMATION OF MINUTES**

**RECOMMENDATION**

That the Minutes of the meeting of the Corporate Planning, Policy and Performance Committee held on 8 March 2016 be confirmed as a true and correct record.

**6. COMMUNICATIONS BY THE CHAIRPERSON**

## 7. REPORTS OF THE CHIEF EXECUTIVE OFFICER

### 7.1 Annual Service Plans 3rd Quarter 2015/16 Progress Update

#### Brief

This report presents the 3rd quarter review of the 2015/16 annual service plans and progress in the delivery of Council's Community Plan.

#### RECOMMENDATION(S)

The Committee recommends to Council that the:

1. Annual Service Plans 3rd Quarter Progress Report 2015/16 be received, and
2. Proposed changes to the 2015/16 service plans are approved, as detailed within the report.

#### Introduction

The Annual Service Plans 3rd Quarter Progress Report (**Attachment 1**) outlines progress in implementing the *Towards 2025* Community Plan.

#### Discussion

This progress report provides updates on the delivery of actions from the 2015/16 annual service plans that implement the Community Plan aspirations outlined in figure 1.

Figure 1 Community Plan Aspirations



Below is an explanation of the reporting format:

#### Pie Charts

The pie charts graphically illustrate how the City of West Torrens as a whole, and each individual department, is progressing with the delivery of the actions from the departmental service plans.

#### Action Status

The status of the actions presented in the quarterly report may be 'monitor' or 'off-track'. On-track and completed actions are not presented in the report.

'Monitor' means the action has not progressed to the point that the relevant department manager had planned, but it is within 70-90% of the quarterly target.

When the status of an action is listed as 'monitor', the attached quarterly report shows a yellow traffic light ( ) in the right hand column.

'Off-track' means the action has not progressed to the point that the relevant department manager had planned and has reached less than 70% of the quarterly target.

When the status of an action is off-track, the attached quarterly report shows a red traffic light ( ) in the right hand column.

An explanation of why a particular action has off-track or monitor status is contained within the *Annual Service Plans 3<sup>rd</sup> Quarter Progress Report*.

Note: Where an action has had previous approval by the Committee for extension of the completion date, and appears in the *Annual Service Plans 3<sup>rd</sup> Quarter Progress Report* with a status of off track or monitor, then the original completion date appears in red and strike-through text with the new completion date below.

#### Report

The service plans show:

- 89.6 % of actions are on-track/completed;
- 3.8 % of actions have a monitor status; and
- 6.6 % of actions have an off-track status.

*NB: due to rounding effects the total may be less than or greater than 100%*

In the third quarter 12 actions were completed. These relate to:

- Strengthening links and developing partnerships with organisations that support new arrivals;
- Developing the 2016 Summer Festival;
- Researching and implementing ways to broaden the Summer Festival Concept;
- Developing a more extensive range of options for inclusion in the Annual Summer Festival;
- Implementation of the new Cummins House booking system;
- Finalisation of the Water Quality Report;
- Preparation and reporting on Council's annual water consumption for 2014/15;
- Supporting appropriate Activity Centre policy development consistent with the State Government's Activity and Shopping Centre review;
- Assisting the business take-up of available functionality including mobility for field workers, Pathway customer service functionality and GIS;
- Expanding the use of internal online services;
- Undertaking 100% of public swimming pool inspections during the Summer season; and
- Designing Holland St road upgrade (Thebarton Technical Hub Master Plan) to maximise streetscape greening.

Fourteen actions have been reported as 'off track', which represents 6.6% of the total number of actions. These relate to:

- Developing and implementing options for Maker Space/Library Annex;
- Developing and implementing a plan for highlighting the heritage values (people and places) in the City of West Torrens;
- Developing and implementing a "Public Art" proposal for Council;
- Developing a strategy for community engagement and community connectedness;
- Participating in the National Cool Cities Research project;
- Engaging residents in a Citizen Science project;
- Implementing Community Services' Cultural Development Program;
- Implementing Council's Animal Management Plan;
- Implementing the Bin Tagging Program;
- Upgrading to Microsoft Office 2013;
- Reviewing and implementing identified improvements in the debt collection process;
- Reviewing and streamlining the Thebarton Hub booking system;
- Undertaking Lockleys Oval Redevelopment (Stage 1); and
- Undertaking Stage 3 fire safety upgrades at the Thebarton Theatre.

Eight actions have been reported as needing to be monitored, which represents 3.8% per cent of the total number of actions. These relate to:

- Key library information translated into most relevant languages;
- Reviewing Council's Success Indicators and reporting processes for the Community Plan and Council's suite of Corporate Plans;
- Replacing the end-of-life NEC PABX and associated telephony;
- Upgrading from ECM 3.08 to an Executive approved Information Management solution;
- Completing the Stormwater Catchment Management Plan;
- Completing the Open Space Infrastructure & Asset Management Plan;
- Installing new pedestrian solar lighting along the Anna Meares shared pathway; and
- Upgrading of pedestrian lighting to LED along the Westside Bikeway, including new lighting for the dog park facility.

Delays in implementation of these actions have been attributed to a number of factors including; staff resources, awaiting completion of other projects, waiting on consultants or other project partners, unsuccessful funding bids and more extensive work required than originally planned.

#### Requests for approval to change timeframes

It is requested that the 'completion date' be extended from 31/3/16 to 30/6/16 for the action relating to 'Key library information translated into most relevant languages'.

Approval is also requested to defer the following six actions to the relevant 2016/17 Departmental Service Plans:

- Developing and implementing options for Maker Space/Library Annex;
- Developing and implementing a plan for highlighting the heritage values (people and places) in the City of West Torrens;
- Developing and implementing a "Public Art" proposal for Council;
- Developing a strategy for community engagement and community connectedness;
- Implementing Council's Animal Management Plan; and
- Implementing the Bin Tagging Program;

While work will continue on the remaining 15 actions and some will be brought back on track by the end of the fourth quarter, it is anticipated that some of the actions may need to be carried over to the 2016/17 Service Plans. Further information will be provided in the Annual Service Plans 4<sup>th</sup> Quarter 2015/16 Progress Update.

### **Conclusion**

The Annual Service Plans 3<sup>rd</sup> Quarter Progress Report outlines the organisation's progress in implementing Council's Community Plan.

Fourteen actions have been reported as off track and eight actions have been reported as requiring monitoring, with subsequent requests to defer six actions to the 2016/17 financial year and extend the completion date for one action.

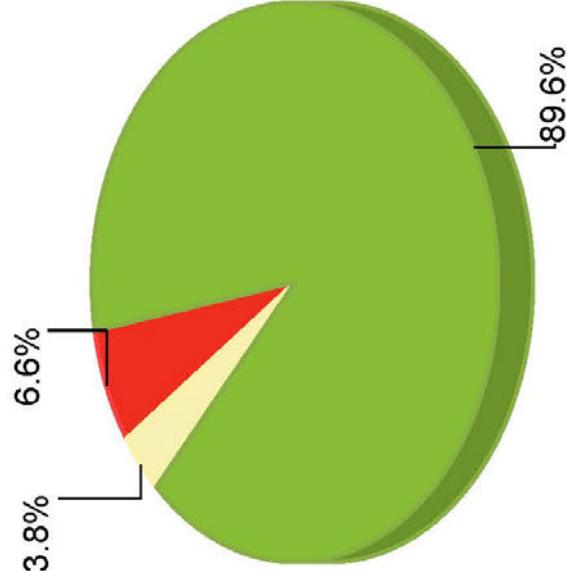
ATTACHMENT 1



*Annual Service Plans 3rd Quarter Progress Report 2015/16*

January - March 2016

### City of West Torrens

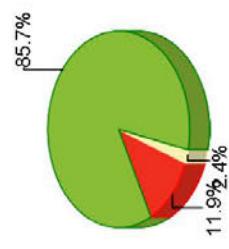


On Track = At least 90% of action target achieved	190
Monitor = Between 70 and 90% of action target achieved	8
Off Track = Less than 70% of action target achieved	14

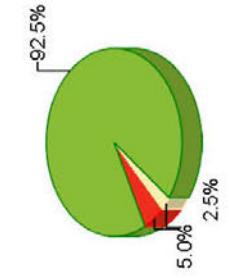
Total Actions reported 212

## Business and Community Services Division

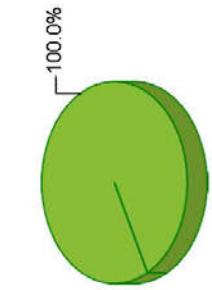
### Community Services



### City Strategy



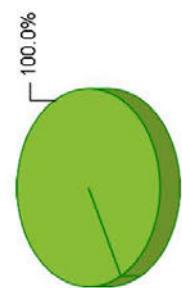
### Business Services



On Track = At least 90% of action target achieved	86
Monitor = Between 70 and 90% of action target achieved	2
Off Track = Less than 70% of action target achieved	7
Total Actions reported	

## Corporate and Regulatory Services Division

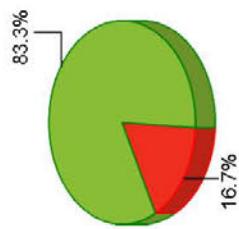
### Human Resources and Service Centre



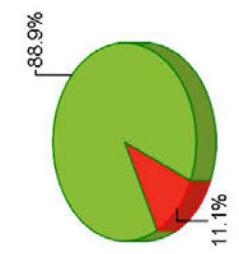
### Information Services



### Financial Services



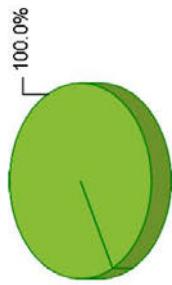
### Regulatory Services



On Track = At least 90% of action target achieved	52
Monitor = Between 70 and 90% of action target achieved	2
Off Track = Less than 70% of action target achieved	5
Total Actions reported	59

## Office of the Mayor and CEO

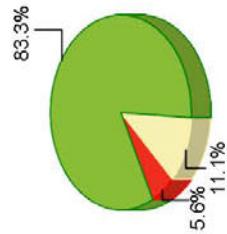
### Office of the Mayor and CEO



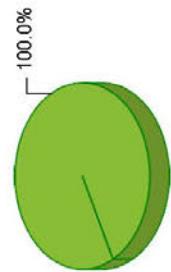
	On Track = At least 90% of action target achieved	5
	Monitor = Between 70 and 90% of action target achieved	-
	Off Track = Less than 70% of action target achieved	-
Total Actions reported		5

## Urban Services Division

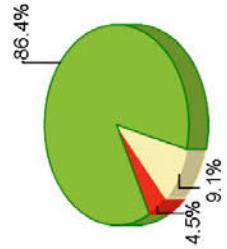
### City Works



### City Development



### City Assets



On Track = At least 90% of action target achieved	47
Monitor = Between 70 and 90% of action target achieved	4
Off Track = Less than 70% of action target achieved	2
Total Actions reported	

53

ACTIONS WITH OFF-TRACK OR MONITOR STATUS

## Business and Community Services Division

Aspiration: 1 A Community That Embraces Diversity

**Long Term Strategy:** 1.1 Encourage recognition and celebration of our community's cultural diversity.

**5 Year Strategy:** 1.1.3 Facilitate access to information and resources in languages other than English.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
1.1.3 Key library information translated into most relevant languages based on demographic information. (6 months, ie.: Dec Quarter) <ul style="list-style-type: none"> <li>• Identify key library information and languages</li> <li>• Obtain certified translations</li> <li>• Graphic design work, approval</li> <li>• Information released for use by community (March Quarter)</li> </ul>	In Progress	75%	100%	31/03/2016	This action is slightly off track due to delays in finalising the graphic design for the brochures on library services and programs. It is however anticipated that this action will be completed by the end of the financial year.  It is therefore requested that the completion date for this action be extended to 30 June 2016. There are no budgetary implications associated with this extension.	Team Leader Library	 YELLOW

**ACTIONS WITH OFF-TRACK OR MONITOR STATUS**

**Long Term Strategy:** 1.2 Facilitate opportunities for people from diverse social backgrounds to come together.

**5 Year Strategy:** 1.2.2 Facilitate the use of community hubs as points of social, recreational and educational interaction.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
1.2.2.5 Develop and implement options for a Maker Space/Library Annex, providing additional venue for community members interested in exchanging and developing a range of craft and related skills. Ensure the "skills exchange" concept is made available across diverse cultural groups and encourage new arrivals to participate. The venue would also provide additional programmable space for Hamra Centre and other related events and activities and be available for hire for related community groups and events.	In Progress	50%	75%	30/06/2016	Due to uncertainty around the timeframe for design and construction plans of various Council buildings, the future of this project is uncertain. Further updates will be provided to the next meeting of the Committee.	Acting Manager Community Services	 RED

**Long Term Strategy:** 1.3 Foster a sense of identity and pride within the West Torrens community.

**5 Year Strategy:** 1.3.2 Create greater public awareness and appreciation of heritage sites, events and people of local significance.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
1.3.2.2 In conjunction with City Strategy and Historical Societies develop and implement a plan for highlighting the heritage values (people and places) in the City of West Torrens, commencing with the Thebarton/Mile End precincts.	In Progress	50%	75%	30/06/2016	A local artist is producing watercolour paintings of Thebarton buildings of interest (e.g. Queen of Angels, Wheatsheaf Hotel, character housing). Thebarton Historical Society has been consulted and it is planned for local venues to display artworks in conjunction with Historical Society events. Thebarton Historical Society has been encouraged to submit a Community Grant application to hold a series of history related events. The artist is currently on an extended trip overseas, therefore approval is sought for this action to be deferred to 2016/17.	Acting Manager Community Services	 RED

## ACTIONS WITH OFF-TRACK OR MONITOR STATUS

### Aspiration: 2 Active, Healthy and Learning Communities

#### Long Term Strategy: 2.1 Encourage all members of the community to pursue active and creative lifestyles.

#### 5 Year Strategy: 2.1.2 Facilitate access to arts and cultural performances, exhibitions and events.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
2.1.2.1 Develop and implement a "Public Art" proposal for Council.	In Progress	50%	100%	31/03/2016	Expressions of interest and project description documents have been completed. This project has now been incorporated into a wider design brief for the upgrade and refurbishment of Thebarton Community Centre.  Due to resourcing issues in the department, approval is sought for this action to be deferred to the 2016/17 Service Plan.	Acting Manager Community Services	 RED

#### Long Term Strategy: 2.5 Support community involvement and intergenerational connection

#### 5 Year Strategy: 2.5.1 Promote participation in community activities and local neighbourhood.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
2.5.1.1 Develop a strategy for community engagement and community connectedness. Trial this strategy in conjunction with developments at the Thebarton Community Centre, linking with Kings Reserve developments, Clifford Street Reserve and the boost in activity resulting from Brickworks commercial development, as well as the roll-out of the Thebarton Technology Hub Master Plan.	In Progress	15%	75%	30/06/2016	The Kings Reserve Master Plan has not yet commenced, so consequently this project has been delayed.  Approval is therefore sought for this action to be deferred to the 2016/17 Service Plan.	Team Leader Community Development	 RED

**Aspiration:** 5 Reduction of Our Ecological Impact

ACTIONS WITH OFF-TRACK OR MONITOR STATUS

**Long Term Strategy:** 5.4 Respond to the challenges of a changing climate.  
**5 Year Strategy:** 5.4.3 Work collaboratively with our partners, community and business to plan for, and adapt to the impacts of a changing climate.

ACTION	STATUS	% COMP.	TARGET	CCMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
5.4.3.2 Participate in the National Cool Cities Research project to map urban heat island effect in relation to built form across the city (subject to external partner receiving funding).	In Progress	25%	75%	30/06/2016	<p>In late 2015 advice was received from the UniNSW that, while the National Cool Cities initiative had received funding to proceed with the City of Sydney, the funding bid was unfortunately not successful for the part of the project which was to be undertaken in Adelaide.</p> <p>A report was presented to the 19 April meeting of Council proposing that the mapping be achieved through a partnership project with the Cities of Port Adelaide Enfield and Charles Sturt over summer 2016/17 instead.</p> <p>A carryover of \$15,000 allocated in 2015/16 for the National Cool Cities project will therefore be sought.</p>	Team Leader Sustainability Planning	 RED

**Aspiration:** 6 Enhanced Natural Environment**ACTIONS WITH OFF-TRACK OR MONITOR STATUS**

**Long Term Strategy:** 6.2 Protect and enrich local biodiversity, waterways and the coast.  
**5 Year Strategy:** 6.2.2 Foster a sense of appreciation of, and respect for, our local environment within the community.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
6.2.2.1 Engage residents in a Citizen Science project including BioBlitz event at Breakout Creek (April 2016).	In Progress	25%	50%	30/05/2016	A Citizen Science Bio Blitz event was planned at Break Out Creek for 15-16 April, however this has now been delayed until June as the University of South Australia (event coordinator) was unable to confirm participation of project partners Department of Environment Water and Natural Resources and the South Australian Museum in time. As the event has not yet been publicised, the postponement is unlikely to have any negative impact.	Team Leader Sustainability Planning	RED

**Aspiration:** 17 Leading governance and administration practices

**Long Term Strategy:** 17.1 Regularly review, update and adopt leading governance and administrative practices  
**5 Year Strategy:** 17.1.6 Ensure that Council's plans, projects and activities are aligned with the Community Plan.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
17.1.6.8 Review Council's Success Indicators and reporting processes for the Community Plan and Council's suite of Corporate Plans.	In Progress	40%	50%	30/06/2016	Research was commenced into current trends in success indicators and 'community well being' indicators. The project is however slightly off track due to staff leave and competing work priorities. A review of project milestones will be undertaken and consideration of the use of a consultant to expedite this work, which will feed into the upcoming review of the Community Plan in 2016/17.	Corporate Planner	YELLOW

### ACTIONS WITH OFF-TRACK OR MONITOR STATUS

**5 Year Strategy:** 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.

Action	Status	% Comp.	Target	Comp. Date	Exec. Comments	Resp. Officer	Progress Indicator
17.1.9 Corporate - Cultural Development Program: Actively promote and support the departments engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	In Progress	50%	75%	30/06/2016	Staff undertake cultural development activities throughout the year. Staff have also organised and participated in special events (e.g. Christmas breakfast, Council Christmas functions). A new Cultural Action Plan has been developed after staff discussion. Implementation of the plan through a small working group made up of staff and Manager has been delayed due to staff leave.	Acting Manager Community Services	 RED

**ACTIONS WITH OFF-TRACK OR MONITOR STATUS**

## Corporate and Regulatory Services Division

**Aspiration:** 2 Active, Healthy and Learning Communities

**Long Term Strategy:** 2.4 Foster health, wellbeing and safety within the community.

**5 Year Strategy:** 2.4.1 Promote and protect the health of the community through the provision and support of public health education and services.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
2.4.1.4 Implement Council's Animal Management Plan	In Progress	50%	75%	30/06/2016	<p>Restriction of dog access to fenced play grounds has occurred as endorsed by Council. Monitoring of fenced dog parks and rewarding good behaviour has also been ongoing.</p> <p>However, due to vacancies of two key positions within Regulatory Services and awaiting impending changes to the Dog and Cat Management Act, this action remains off track and is unlikely to be completed by 30 June 2016.</p> <p>Approval is therefore sought for this action to be deferred to the 2016/17 Service Plan. There are no budgetary or service impacts foreseen with this delay.</p>	Manager Regulatory Services	 RED

## ACTIONS WITH OFF-TRACK OR MONITOR STATUS

### Aspiration: 5 Reduction of Our Ecological Impact

**Long Term Strategy:** 5.1 Facilitate the minimisation of waste production and disposal to landfill and productive utilisation of waste.  
**5 Year Strategy:** 5.1.1 Promote and enhance waste minimisation and resource recovery within Council, community, local businesses and industry.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
5.1.1.3 Implement the Bin Tagging Program to educate the community and local businesses on the appropriate use of the three bin system, and reward those who are using the system to its optimum.	In Progress	50%	75%	30/06/2016	The bin tagging program has commenced, with graphic designs completed and the bin tagging procedure finalised. However, as previously reported, this action remains off track due to the impact on resources of undertaking the 'At Call Hard Waste Collection' trial. Upcoming leave of the Project Officer Waste and Recycling will also delay progress of this action. Approval is therefore sought for this action to be deferred to the 2016/17 Service Plan. There are no budgetary or service impacts foreseen with this delay.	Manager Regulatory Services	 RED

## ACTIONS WITH OFF-TRACK OR MONITOR STATUS

**Aspiration:** 17 Leading governance and administration practices

**Long Term Strategy:** 17.1 Regularly review, update and adopt leading governance and administrative practices  
**5 Year Strategy:** 17.1.7 Provide information management systems that support organisational initiatives and enhance the delivery of services.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
17.1.7.8 Replace the end-of-life NEC PABX and associated telephony.	In Progress	60%	80%	30/05/2016	This action is slightly off track due to a delay with the tender process in response to revised business priorities.  Four offerings from the tender process have been short-listed and are undergoing evaluation.	Manager Information Services	YELLOW
17.1.7.10 Upgrade from ECM 3.08 to an Executive approved Information Management solution.	In Progress	75%	90%	30/04/2016	The Tender Recommendation Report was approved by the Executive and the project to implement the Objective Enterprise Content Management solution commenced. The definition stage workshops have also been completed.  It is anticipated that this action will be completed by the 4th quarter.	Manager Information Services	YELLOW
17.1.7.11 Upgrade to Microsoft Office 2013	In Progress	30%	50%	30/06/2016	This action is off track as it cannot be completed until the implementation of the Objective ECM is completed.  Although limited rollout has commenced, it is anticipated that this project will need to be carried over to the 2016/17 Service Plan.	Manager Information Services	RED

**ACTIONS WITH OFF-TRACK OR MONITOR STATUS**

**5 Year Strategy:** 17.1.10 Promote innovation and continuously improve all of Council's operations and activities.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
17.1.10.8 Review and implement identified improvements in the debt collection process.	In Progress	40%	75%	30/06/2016	Initial improvements have been identified and implemented, however the project is off track due to the extended absence of the Debt Collection Officer.  The project is expected to recommence in May, however it is likely that a carryover into the 2016/17 Service Plan will be required.	Manager Financial Services	RED
17.1.10.9 Review and streamline the Thebarton Hub booking system.	In Progress	20%	50%	<del>30/06/2016</del>	The commencement of this project was delayed until March 2016, with an extended completion date of 30 June 2016, as previously approved by the Corporate Planning Policy and Performance Committee.  Although currently off track due to awaiting assessment of the Cummins House bookings and appointment of a LEAN facilitator, it is anticipated that the project will be brought back on track and completed by 30 June 2016.	Manager Financial Services	RED

ACTIONS WITH OFF-TRACK OR MONITOR STATUS

## Urban Services Division

Aspiration: 1 A Community That Embraces Diversity

**Long Term Strategy:** 1.2 Facilitate opportunities for people from diverse social backgrounds to come together.  
**5 Year Strategy:** 1.2.2 Facilitate the use of community hubs as points of social, recreational and educational interaction.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP. OFFICER	PROGRESS INDICATOR
1.2.2.1 Undertake Lockleys Oval Redevelopment (Stage 1)	In Progress	45%	75%	30/06/2016	<p>A Community Consultation summary report was tabled at the Council meeting of 5 April 2016. The tender for the engagement of architectural design services was tendered late March 2016.</p> <p>Delay with the project is however anticipated due to extensive design changes required following community consultation. Although work will continue in 2015/16, completion of the design (Stage 1) for this project will need to be carried over to the City Assets 2016/17 Service Plan with the associated budget allocation.</p> <p>Funds allocation for the construction (Stage 2) have been included in the 2016/17 budget.</p>	Manager City Assets	

ACTIONS WITH OFF-TRACK OR MONITOR STATUS						
Aspiration:	5 Reduction of Our Ecological Impact					
Long Term Strategy:	<b>5.2 Create a water-sensitive city.</b>					
5 Year Strategy:	<b>5.2.1 Develop stormwater management plans for city catchments which take an integrated urban water cycle approach.</b>					
ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER
5.2.1.1 Complete the Stormwater Catchment Management Plan.	In Progress	85%	95%	30/06/2016	Sub-catchment studies to inform the Plan have been completed and a brief for the engagement of a consultant is scheduled for tendering in mid-April 2016. It is likely that this action will need to be carried over to the City Assets 2016/17 Service Plan, with associated budget allocation, depending on the timeframes required by the consultant.	Coordinator Engineering Services
Aspiration:	<b>8 An Attractive and Functional Open Space Network</b>					
Long Term Strategy:	<b>8.1 Facilitate equitable access to open spaces.</b>					
5 Year Strategy:	<b>8.1.2 Establish a hierarchy of maintenance for Council's open spaces in accordance with identified priorities.</b>					
ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER
8.1.2.1 Complete the Open Space Infrastructure & Asset Management Plan	In Progress	80%	100%	31/03/2016	The draft Open Space Infrastructure and Asset Management Plan was completed and put out for consultation with internal stakeholders. The action is off track due to delays with this internal consultation process, however should be completed by the 4th quarter. It is therefore requested that the completion date for this action be extended to 30 June 2016. Once finalised, the final plan will be presented to Council for adoption.	Coordinator Asset Management

ACTIONS WITH OFF-TRACK OR MONITOR STATUS

Aspiration: 15 Proactive Asset Management

**Long Term Strategy:** 15.1 Ensure assets are utilised to their optimal capacity and maintained at acceptable standards.

**5 Year Strategy:** 15.1.1 Manage Council's assets with consideration to economic, social, cultural and environmental values.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP.OFFICER	PROGRESS INDICATOR
15.1.1.13 Undertake Stage 3 fire safety upgrades at the Thebarton Theatre.	In Progress	50%	75%	30/06/2016	Stage 1 and 2 works carried over from 2014/2015 have been completed and the procurement process for Stage 3 was commenced. Additional funds required to complete Stage 3 were requested via the March Budget Review process. Completion of this action will depend on the outcome of this budget request, however it is likely that the action will need to be carried over to the 2016/17 Service Plan.	Manager City Works	RED
15.1.1.15 Undertake the nominated project to install new pedestrian solar lighting along the Anna Meares shared pathway.	In Progress	40%	50%	30/06/2016	Designs have been completed and the procurement process is to commence in April. Works are scheduled to be undertaken in the last quarter of 2015/16, with completion pending favourable weather conditions. Stage 2 of the project has been scheduled and budgeted for in 2016/17.	Manager City Works	YELLOW
15.1.1.16 Undertake the upgrade of pedestrian lighting to LED along the Westside Bikeway, including new lighting for the dog park facility.	In Progress	40%	50%	30/06/2016	Designs have been completed and the procurement process is to commence in April. Works are scheduled to be undertaken in the last quarter of 2015/16, with completion pending favorable weather conditions. Stage 2 of the project has been scheduled and budgeted for in 2016/17.	Manager City Works	YELLOW

## 7.2 Draft 2016/17 Departmental Annual Service Plans

### Brief

This report presents the draft 2016/17 annual departmental service plans which aid in the delivery of the Council's *Community Plan*.

### RECOMMENDATION(S)

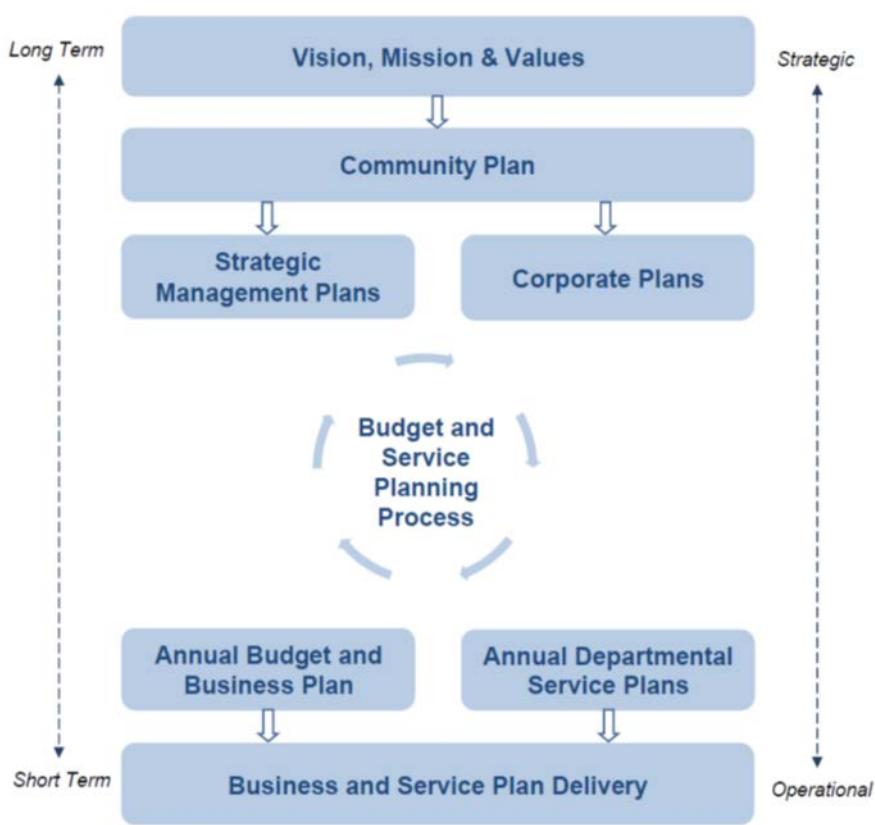
The Committee recommends to Council that it endorses the 2016/17 departmental service plans, subject to any changes in the budget and any minor editorial and formatting changes.

### Introduction

Departmental annual service plans (**drafts provided under separate cover**) are the key instruments towards the implementation of Council's *Towards 2025 Community Plan*.

In accordance with its Corporate Planning Framework, Council's eleven departments develop an annual service plan each year.

Each annual service plan sets priority actions which are linked to the delivery of the five-year strategies in the overarching *Towards 2025 Community Plan*, and strategies in Council's suite of strategic management and corporate plans (as in the diagram below).



### Discussion

Subject to any changes made by Council to the draft Annual Budget and Business Plan 2016/17, the eleven draft service plans take effect on the 1 July 2016.

Delivery of the actions in the annual service plans is monitored by the Corporate Policy, Planning and Performance (CPPP) Committee through quarterly reports.

In most cases, the majority of service plan actions are progressed and delivered as planned.

Occasionally, due to resourcing issues, changes in priorities or external influences etc. requests are made through the CPPP Committee for actions to be deferred, removed or assigned to another department.

The Chief Executive Officer is authorised to make minor amendments to annual service plans when required, subject to those amendments being reported quarterly to the Corporate Policy Planning and Performance Committee.

The 2016/17 departmental annual service plans are provided in draft form as any significant changes to the 2016/17 budget following public consultation may impact the delivery of specified projects contained within the service plans.

Incomplete actions from the 2015/16 service plans may also be rolled over into the next years' service plan to ensure their delivery and, if this is the case, a request for a budget carryover may also be made to Council.

Actions that will not be completed in 2015/16 may not be known until the end of the financial year and any requests to roll over actions will be made through the fourth quarter report.

It should be noted that actions shown in black text are unique to that department, while actions shown in blue text are common to every department and address corporate-wide issues relating to Records Management, Work Health and Safety and Injury Management, the Employee Performance Development Program, the Organisational Cultural Development Program and the Continuous Improvement Program.

### **Conclusion**

Departmental Annual Service Plans (**drafts provided under separate cover**) are the key instruments in the focus of resources towards the implementation of Council's *Community Plan*.

This report presents the draft 2016/17 annual departmental service plans for the Committee's consideration.

### **7.3 Progress on Implementing Council Decisions**

#### **Brief**

This report provides an update on outstanding Council and Committee resolution actions.

#### **RECOMMENDATION(S)**

The Committee recommends to Council that the report be received.

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#### **Introduction**

At the meeting of the former Policy, Planning and Performance Committee on 23 August 2011 a request was made for a report to be provided at each meeting of the Committee of outstanding actions relating to resolutions of Council and Committees.

#### **Discussion**

A copy of the outstanding resolution actions to 19 April 2016 is provided for Members information (**Attachment 1**), updates/comments are to 3 May 2016.

**ATTACHMENT 1**

Date	Meeting	Action title	Resolution / Action required	Action officer	GM	Actions taken
19/04/2016	Council	15.1 Capital Budget for Community Facilities	Woodward / Due that: 1. The \$6 million set aside in the 2015/16 capital budget for the Camden Oval precinct development pursuant to a resolution of the Community Facilities General Committee on 22 September 2015, and subsequently endorsed by Council on 6 October 2015, be reduced to \$5.5 million; 2. \$1 million be allocated to the redevelopment of Weigall Oval Stage 1 from the unspent 2015/16 capital budget for community facilities, currently \$6,568 million; and 3. \$500,000 be added to the budget for the Camden Oval precinct development from the proceeds of future asset sales when these sales occur.	Bill Ross	Bill Ross	The changes in items 1 and 2 are being picked up in the March budget review which is being presented to Council on 17 May 2016. Item 3 is on hold until an asset sale occurs.
19/04/2016	Council	17.5 Development Assessment Commission Nominations	Woodward / McKay that subject to his confirmation, Cr Vlahos be nominated as the local government member on the Development Assessment Commission.	Liz Johnson	Pauline Karitsa	Nomination forms sent to Cr Vlahos 22 April 2016
19/04/2016	Finance and Regulatory Prescribed Standing Committee	11.5 Application of By-Law 5 - Prohibit Dogs from Fenced Playgrounds	Nitschke / McKay that dogs be prohibited in the Dove Street, Thebarton fenced playground, pursuant to the requirements of Dogs By-Law No. 5 of 2010.	Robyn Butterfield	Bill Ross	Request has been submitted to Works Depot to install signs
22/03/2016	Community Facilities Prescribed General Committee	7.4 Consultation Report - Lockleys Oval and Apex Park Master plans	Haese / Vlahos that: 1. The comments and submissions received from the public in regard to the proposed Masterplans for the northern end of Lockleys Oval and Apex Park be noted. 2. The draft Masterplan for the northern end of Lockleys Oval be amended in accordance with the comments and/or suggestions of the Administration contained within the body of this report and further identified as follows: a) A new entrance way to the oval be located at the western end of Netley Avenue. The entrance way to initially be used solely for pedestrian access to the oval but have the ability and capacity to be also used as a shared path for both pedestrian and vehicular traffic e.g. in the event of emergencies, during periods of roadworks (which may prevent access to the complex from Rutland Avenue) or should further traffic counts in the vicinity of Lockleys Oval justify its use. b) Public consultation occur in relation to the terms and conditions, and prior to the grant of leases or licences to any sporting groups which are anticipated to be located at the northern end of Lockleys Oval as part of the proposed redevelopment of the oval. 3. In regard to the draft Masterplan for Apex Park, it be amended to: a) Relocate the riding arena to the western side of Apex Park as identified in Option 2 of the plan prepared by Taylor, Collie and Lethlean (TCL); b) Relocate ancillary/necessary infrastructure associated with the riding club's use of the park e.g. pens, clubroom facility to the western side of Apex Park proximate/adjacent to the riding arena; and c) The Administration proceed with developing Option 2 for Apex Park 4. A further report be provided to the Committee upon completion of detailed design works for these projects.		Angelo Catinari	12/04/2016 - Letter to Maurice Senior advising of Council Resolution re Apex Park Council Resolution 13/04/2016 - Meeting held with Gerard Ryan (Lockleys Riding Club) to discuss progress 18/04/2016 - Email sent to tenants advising of Council resolution and tender progress 18/04/2016 - Letter sent to Ross Catanzariti for the Netley Avenue residents group advising of Council Resolution re Lockleys Oval 18/04/2016 - Letter sent to Leanne Kenyon addressing the concerns raised in her submission to Council re Lockleys Oval. 02/05/2016 - Tenders for detailed design have closed and are currently being evaluated.

Date	Meeting	Action title	Resolution / Action required	Action officer	GM	Actions taken
22/03/2016	Community Facilities Prescribed General Committee	7.1 Update - Torrensfield Bowling Club Proposed Redevelopment	Rypp/Vlahos that: 1. The report be noted; 2. Further discussions occur between the Administration and the Club's representatives in relation to the concept plan provided by the Torrensfield Bowling Club; 3. The Administration continue to develop designs for the relocation of the stormwater drainage basin and a budget allocation for the undertaking of the works be referred to the Budget review process. 4. A further report be provided to this Committee and/or Council following further discussions.		Angie Catnari	The Club's consultants will further progress the preliminary design documentation.
15/03/2016	Council	16.1 Senior Citizens Services	Woodward / Rypp that: 1. Investment interest from the proceeds of the sale of St Martins for 2015/16 be allocated for services for senior citizens in the 2015/16 budget. 2. The Administration provide a recommendation on how the interest could best be used for senior citizen services in West Torrens.	Sue Curran	Pauline Koritsa	GM Corporate and Regulatory has been assigned point 1 of this motion, please liaise with Bill to action point 2 accordingly.
08/03/2016	Corporate Planning Policy and Performance Prescribed Committee	7.2 Underdale and Torrensfield Industrial and Residential Interface Policy Development	McKay / Haese that: 1. The Underdale and Torrensfield Residential/Industrial Interface Development Plan Amendment Investigations Report prepared by Urban and Regional Planning Solutions and SGS Economics and Planning be received. 2. A report on investigations currently being undertaken in the south-west area of the Industry Zone in Torrensfield and Underdale be brought to the next meeting of the Corporate Planning, Policy and Performance Committee.	Suzi Stiles	Pauline Koritsa	28/4/16 A report on the investigations undertaken in the SW Precinct of the Industry Zone in Underdale and Torrensfield is being prepared and will be presented to Council on 7 June 2016.
08/03/2016	Corporate Planning Policy and Performance Prescribed Committee	7.14 Expiation Notice Review Policy Review	Haese / McKay that: 1. The revised Council Policy - Expiation Notice Decision Review be approved. 2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the Council Policy - Expiation Notice Decision Review. Note: The CEO agreed to follow up on whether drivers licence details on the review of expiation request form is required to be mandatory and provide the Committee with the number of offences waived on trifling grounds.	Robyn Butterfield	Bill Ross	Please action the note below the Committee decision only. A duplicate action has been created for Team Leader Governance to upload the new policy.
08/03/2016	Corporate Planning Policy and Performance Prescribed Committee	7.15 Policing of Parking Restrictions	Mckay / O'Rielly that: 1. An additional \$200,000 be included in the 2015/16 budget in support of Council's community grants program. 2. One new administrative FTE be provided in support of Compliance operations. 3. An adjustment be made in the March budget review for the additional administrative support that is recommended.	Robyn Butterfield	Bill Ross	Recruitment for a Senior Administration Officer being undertaken

Date	Meeting	Action title	Resolution / Action required	Action officer	GM	Actions taken
08/03/2016	Corporate Planning Policy and Performance Prescribed Committee	9.1 Free Visitor Vouchers for Parking	Hill / Haese that the Administration be authorised to provide up to eight booklets of twelve free visitor vouchers per calendar year to residents of Burt Avenue and Mallen Street Hillton for visitors to be exempt from parking time restrictions in these streets, subject to the following conditions:	Robyn Butterfield	Bill Ross	Processes has been put in place to apply the issuance of permit booklets as per the action above
01/03/2016	Council	15.1 Natural Resource Management Levy Management Fee	McKay / Mangos that the 2015/16 NRM levy management fee received be expended on the activities of the waste review working party and any amounts leftover be diverted into the Rainwater Tank Rebate Scheme.	Bill Ross	Bill Ross	Budget adjustment made in the September budget review. Spending to be reviewed at year end.
01/03/2016	Council	17.2 City of West Torrens Art Prize	Haese / Dua that Council approves the establishment of the City of West Torrens Art Prize and a further report be presented to Council on how the prize will be administered, subject to its approval in the final 2016/17 budget.	Sue Curran	Pauline Koritsa	Further report to be presented to Civic Committee in June 2016.
01/03/2016	Council	17.3 Multicultural Festival Proposal	Demetriou / Hill that a multicultural event be integrated into Council's Summer Festival Program subject to budget approval.	Sue Curran	Pauline Koritsa	
01/03/2016	Council	17.5 Reforming Council's Community Grants Scheme	Demetriou / Palmer that:	Sue Curran	Pauline Koritsa	Community grants, equipment grants, environmental grants and sponsorship to be reviewed prior to first round of 2016/17 funding.
			1. The community grants program be amended in accordance with the information contained in this report.			
			2. A biannual community equipment grants program be established in accordance with the information contained in this report, to be run simultaneously with Council's community grants program.			
			3. The maximum community grant available be increased from \$2,000 to \$3,000 and the maximum community equipment grant available be set at \$1,000, effective from the first round of grants in the 2016/17 financial year.			
01/03/2016	Council	15.2 Tidy Streets	Woodward / Mangos that the Administration provide a report to Council on the concept of reintroducing a Tidy Streets program for the City of West Torrens.		Angelo Cathnari	

Date	Meeting	Action title	Resolution / Action required	Action officer	GM	Actions taken
16/02/2016	Council	15.1 Vouchers for the Waste Transfer Station	Woodward / Tsiaparis that one free voucher for the waste transfer station at North Plympton be made available on request to an owner or occupier of a residential property in the City of West Torrens, subject to the following:	Robyn Butterfield	Bill Ross	Service Centre has been advised of Council's resolution and process that is required to be undertaken A review of the vouchers will be undertaken as part of the hard waste collection in September 16
			1. There being only one voucher entitlement per property per financial year; 2. Vouchers only being valid for one month from the date of issue; 3. Proof of residency or ownership being presented in support of a voucher request; 4. The entitlement being limited to a 6 x 4 trailer; 5. Government organisations, including the SA Housing Trust, and housing associations not being entitled to vouchers; 6. This will form part of the review of the entire hard waste collection in November 2016.			
16/02/2016	Council	15.4 Dogs at Weigall Oval	Mangos / Mckay that Council undertake community consultation relating to the proposal to declare Weigall Oval a dog on-leash zone only and that a report be presented to Council on the outcomes of the consultation.	Robyn Butterfield	Bill Ross	Manager Regulatory Services is collaborating with Media and Events staff to under take community consultation.
08/12/2015	Council	15.1 Dogs at Reedbeds Community Centre Park	Haese / Tsiaparis that the Reedbeds Community Centre Park be determined a dog on-leash zone only.	Robyn Butterfield	Bill Ross	Submitted sign design to Depot for purchasing and installing at the park
08/12/2015	Council	15.3 Aircraft Noise Policy	Vlahos / Mangos that as a matter of urgency, the Administration develop an Aircraft Noise Policy for Council consideration that provides a framework and sets out principles that are to guide planning proposals, development assessment and provision of aircraft noise information for those properties within the City of West Torrens affected by aircraft noise. The policy framework shall be consistent with national standards and State planning policies yet also be responsive to local needs and expectations. As a minimum the policy should aim to: - Facilitate the provision of information to the public about aircraft noise that is accurate and meaningful, and that enables people to make appropriate decisions; - Adopt the Building Site Acceptability principles outlined in Australian Standard AS 2021-2015, Acoustics-Aircraft noise intrusion-Building siting and construction, or any successor Australian Standard, but provides more definitive guidance regarding discretionary matters under that Standard; - Take into consideration the National framework for Safeguarding Airports; - Allow a merit-based development assessment framework that is responsive to local expectations, weighs up potential costs and benefits to the community, and promotes approaches that are cost-effective, equitable and affordable, and - Promote a co-operative framework in which all interested stakeholders can contribute to the future planning of Adelaide Airport and its environs.	Terry Buss	Terry Buss	This action is being progressed by the CEO and General Manager Urban Services. To date: - Council's intention to develop the policy has been advised to the Adelaide Airport Consultative Committee - Discussions around development of the policy have been held with AAL - A consultant has been engaged to assist Council with development of the policy

Date	Meeting	Action title	Resolution / Action required	Action officer	GM	Actions taken
08/12/2015	Council	17.4 Henley and Grange Concert Band - Request for Support	Demetriou / Nitschke that Council: 1. Receives this report. 2. Authorise the Administration to enter discussions with the Band with a view to developing a partnership agreement in exchange for an agreed upon number of free performances at civic events and an eventual change of name that reflects an association with the City of West Torrens. 3. Provides appropriate funding to support this partnership through the December 2015 Budget Review process.	Sue Curran	Pauline Koritsa	Office of the CEO have written to the Henley and Grange Concert Band informing them of the outcome of the Council decision. Meeting held between Band, GM B&CS and Manager CS to progress partnership Concert Band performed for CWT Australia Day Band has changed name to incorporate "West Torrens" in its title Documents prepared and discussions arranged to scope out program of events including possible participation including Australia Day ANZAC Day events, Summer Festival and other relevant Civic events.
08/12/2015	Strategy and Community Prescribed Standing Committee	11.1 Australia Day Awards: Nominations and Recommendations 2016	Haese / Palmer that: 1. Council approves the recommendations, detailed in the attachment provided under separate cover. 2. Media, Elected Members and the Administration refrain from publicly discussing the names of nominees and/or recommended award recipients until all nominees have been advised of their nomination and the award outcomes. 3. The Administration contacts the nominees and nominators to advise them of Council's decision as soon as is practicable. 4. Council provide a certificate of commendation to the Young Citizen of the Year nominees that did not receive awards in 2016 as a once off. 5. The matter of commendation certificates for the various award categories be referred to the Corporate Planning, Policy and Performance Committee for review.	Sue Curran	Pauline Koritsa	2015 award process completed. One off certificates have been provided. Review will be referred to a future CPPP Committee meeting.
20/10/2015	Council	15.1 Household Waste Working Party	Demetriou / McKay that a working party be formed to investigate and report on the disposal of household waste etc. The working party will consist of Crs Demetriou, McKay and Woodward, and two staff appointed by the Chief Executive Officer. The working party will report its outcome back to Council in three months. Note: Motion carried at the 8/12/2015 meeting of Council recommending that the outcome of the Working Party's investigations be reported by 30 June 2016.	Bill Ross	Bill Ross	GM Corporate and Regulatory and Manager Regulatory Services are the two staff representatives. The Working Party has met on three occasions, which includes visits to the Waste Transfer Station and Underdale/Wingfield. A trip to Mildura is planned. An extension of time beyond 30 June 2016 may be necessary.
22/09/2015	Community Facilities Prescribed General Committee	7.4 Camden Oval Precinct Development Feedback Analysis	Demetriou / Vlahos that the: 1. \$6.0M redevelopment of the Camden Oval precinct proceed. 2. Proposed shared facility not proceed. 3. Multi lined playing courts, playground expansion and footbridge works, as described under Outdoor Facilities Option 1 in the report, proceed as soon as practicable. 4. Administration review the options, costs, and club preferences to redevelop/refurbish, the current football, athletics and soccer facilities, based on the costs recorded within Council's Assets Review Report (2015). 5. Administration review the proposals, subject to the total redevelopment budget, for a small building associated with the playing courts, the development of a junior soccer pitch and associated car parking arrangements, as described under Outdoor Facilities Option 4 in the report, and report back to the Committee.	Joe Ielasi	Angelo Catinari	The project manager for the Camden Oval Precinct Development has been engaged to carry out the actions identified in the Committee's resolution. Meetings have been scheduled with tenants to understand the current use of buildings on site, and how refurbishment might be undertaken to most effectively accommodate user needs. A report will be presented to the 24 November meeting of the Community Facilities Committee outlining progress, including updated budget estimates. 17/2/16: A brief has been developed for the landscape concept plan for the precinct which will support staging of the agreed works (the multi lined playing courts, playground expansion and footbridge works) by City Assets and City Works. Costs for the further works will be presented to the Community Facilities Committee in March. A Consultant has been engaged to develop the landscape plan.

Date	Meeting	Action title	Resolution / Action required	Action officer	GM	Actions taken
22/09/2015	Community Facilities Prescribed General Committee	9.1 Honour Boards	Noting that the matter was not urgent, Cr McKay asked if the number of honour boards under Council's care and control could be advised, together with their dimensions and total surface area? The Administration undertook to investigate and report back to a future meeting.	Sue Curran	Pauline Koritsa	Consulted with Cr McKay to clarify focus is on War Memorial honour boards. Scoped out task with Dean Ottarelli. Workers being deployed to locate, identify, measure and photograph boards in preparation for report back
25/08/2015	Civic Committee	7.2 Thebarton Community Centre - Signage and Public Artworks	Demetriadou / Trainer that the Administration undertake additional research into public art installations at Thebarton Community Centre and environs that reflect the history of the area including early migration, settlement and industry, and report back on possible options at a future meeting of this Committee.	Sue Curran	Pauline Koritsa	Investigations underway concerning art installations of this nature undertaken by other councils and cultural agencies. Consultation with City Works concerning possible location options being developed. EOI and project description documents completed. This has now been incorporated in to wider design brief for the upgrade and refurbishment of Thebarton Community Centre proposals.
19/05/2015	Finance and Regulatory Prescribed Standing Committee	11.9 Hard Waste Collection	Mangos / Woodward that: 1. An at-call hard waste collection service be introduced for trial across the whole Council area for 12 months commencing in October 2015, with two free collections per household; 2. A specification and tender be developed for a contracted out at-call waste collection service; 3. Trial arrangements be publicised widely within the community; 4. A review of the trial be undertaken and it be reported to Council at the conclusion of the trial.	Robyn Butterfield	Bill Ross	Brochures and other media promotions completed and notification sent to all households. 12 month trial awarded to Solo. At-Call collections commenced on 1st October 2015 Recommend referral to 2016/17 financial year.
05/05/2015	Council	17.1 Underdale & Torrenselle Development Plan Amendment Update	Nitschke / McKay that : 1. The Administration write to the Minister acknowledging his concerns and advising of Council's proposed approach to undertake the required investigations for the Underdale and Torrenselle Residential / Industry Interface DPA Statement of Intent. 2. The investigations required by the Minister be undertaken and reported to Council. 3. Council consider the results of the investigations, and at that time determine whether to pursue the Underdale Torrenselle DPA separately, or as part of an integrated council-wide employment DPA. 4. Council identify possible locations where the River Torrens Linear Park could be expanded in the Underdale and Torrenselle area.	Suzi Stiles	Pauline Koritsa	A letter was sent to the Minister acknowledging his concerns and advising of Council's proposed approach. A tender process has now been undertaken, and DRPS planning consultants have been engaged to undertake investigations required by the Minister to underpin the Underdale Torrenselle DPA SOI, including a consultation survey sent to local businesses and residents in the area. An analysis of the consultant's report and recommendations will be presented to Council for decision by the end of the 2015 calendar year. 27/2/16: It was identified that further investigations were required in the South Western part of the Industry Zone at Underdale, and these are currently being conducted. A report will be put to the 8 March CPPP to provide an update on the investigations, and it is anticipated that the results will be reported to the CPPP in May, including options for progressing potential re-zoning in the area. 28/4/16: The further investigations have been conducted and a report will be presented to Council on 7 June 2016 which canvasses options for progressing the DPA.
17/02/2015	Strategy and Community Prescribed Standing Committee	11.1 National Cool Cities Initiative	Mangos / Rypp that subject to the allocation of \$15,000 in the 2015/16 budget, the City of West Torrens participate in the National Cool Cities Initiative.	Suzi Stiles	Pauline Koritsa	As per Council's resolution, \$15,000 has been included in the 2015-16 budget for participation in the National Cool Cities Initiative. The research partners (University of NSW) have proposed to undertake the aerial mapping of Western Adelaide at the end of 2015 or early in 2016. 17/2/16: Uni NSW were not successful in gaining funding to undertake aerial mapping in South Australia. A report will be put to Council requesting that the \$15,000 be carried over till 2016/17 and staff be directed to work with Western Region partner councils in a collaborative project to map the Western region during the 2016/17 summer instead. 28/4/16: A report was received by Council on 19 April 2016 which presented a proposal to progress the mapping as a regional partnership through the Western Adelaide Urban Heat Island Mapping project in 2016/17.

Date	Meeting	Action title	Resolution / Action required	Action officer	GM	Actions taken
04/11/2014	Council	15.2 Proposed Light Rail Link from the Adelaide CBD to the Airport	Mangos/Frances that the relevant State Government Minister be invited to address Council on the proposed light rail link from the Adelaide CBD to Adelaide Airport as recently promoted by Adelaide Airport with the release of their Airport Business District vision.		Terry Buss	Letter sent to DPTI on 2 December 2014 requesting a briefing on the matter. To date, no briefing has been offered.
16/09/2014	Council	15.3 Restoration of the Brickworks Kiln and Chimney	Mangos/Barris that the CEO be authorised to investigate and report back to Council regarding private sponsorship options for restoration works of the Brickworks Kiln and Chimney at the Brickworks Marketplace to assist Council remediate the State Heritage item.		Terry Buss	No further action taken at this point in time as negotiations to dispose of the Riverfront land are currently in progress.
17/09/2013	Council Meeting	Car Parking Contribution Fund	McKay/Coxon that following the approval [by Council] of its Housing Diversity DPA, the Administration commence the requisite investigations to identify the designated areas for considering contributions and the location and costs for providing the car parks, associated with the proposed Car Parking Fund.	Suzi Stiles	Pauline Koritsa	A West Torrens Activity Centres DPA was included in the forward program of DPAs in Council's recent Strategic Directions Report (approved by Council October 2014 and by the Minister February 2015). The Strategic Directions Report proposed that a needs analysis and investigations into the feasibility of a City of West Torrens Parking Contribution Fund be included in the supporting investigations for this DPA.  Subsequent to this the Minister has released an Activity Centres DPA for consultation (August 2015), which would have a significant impact on any Car Parking Contribution Fund in West Torrens. A report was presented to Council on 6 October with a recommended response to the Minister on his Activity Centres DPA.  In-house investigations based on land rezoned through the Housing Diversity DPA have commenced, however it is recognised that the Minister is undertaking a suite of changes to the Planning System that will impact significantly on areas where parking contributions may be considered. The location, costs and viability of providing a Car Parking Contribution Fund will also be significantly affected by the Minister's Activity Centres DPA. This is expected to be rolled out during 2016. 28/4/16: The Minister's Activity Centres DPA was gazetted on 21 April 2016. Strategic Planning staff will now analyse the new policy, including consideration in relation to the proposed Car Parking Fund. In-house investigations have also been completed which identified relevant data relating to parking compliance in past Development Applications.

## 7.4 Building Western Adelaide Economic Development Update

### Brief

This report presents the redesigned *Building Western Adelaide* document and provides an update on progress of projects initiated through the Western Economic Alliance.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The redesigned *Building Western Adelaide* strategy be endorsed, subject to any minor editorial changes.
2. The Administration works with partner councils towards development of a program of events through the Western Innovation Network and preparation of a combined Tourism Destination Action Plan; and
3. A contribution of \$5,000 be allocated towards the Western Innovation Network and an additional \$5,000 allocated towards development of the combined Tourism Destination Action Plan from the current Building Western Adelaide budget.

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### Introduction

At its meeting on 21 April 2015, Council considered a report seeking feedback on the draft *Building Western Futures* document prepared by the City of Charles Sturt and a proposal to create a Western Alliance of councils to partner on economic development outcomes for the region.

On 10 November 2015 the Chief Executive Officer was authorised to sign a 'Memorandum of Understanding' to formalise the Western Alliance. On 30 November 2015, the CEOs of the cities of Charles Sturt, Holdfast Bay, City of Port Adelaide Enfield and West Torrens signed the 'Memorandum of Understanding for Regional Collaboration and a Western Alliance for Economic Development'.

At its 10 November 2015 meeting, Council endorsed the *Building Western Adelaide* strategy and the draft Communications Strategy to promote *Building Western Adelaide*, the Western Alliance and economic development in the Western Adelaide region.

### Discussion

The original version of the *Building Western Adelaide* strategy (the Strategy), was endorsed by all parties and publicised in late 2015 alongside the announcement of the newly formed Western Alliance for Economic Development.

The City of Charles Sturt (CCS) has subsequently written to the Administration to advise of the redesign of the document in order to enhance the look and feel of the Strategy as well as proposing a number of minor changes of an editorial nature.

The CCS requests that the new updated version of the document be accepted and supersede the previously endorsed document.

The updated document is provided as an **attachment under separate cover**.

The proposed minor changes to the document include:

- Redesign of the style and format of the document with the intention of a more modern appearance, including formatting of tables, figures and graphs;
- Some changes to photographs, including the removal or cropping of images and the addition of new images;
- Minor grammatical and textual changes to improve comprehension and clarify meanings;
- Updated information;
- Correction of spelling errors and incorrect or changed names;
- Updated maps to improve clarity and accuracy; and
- Greater visibility of all four council logos.

Updates to information include:

- References have been added regarding the endorsement of the MoU by the four Western Alliance council members in November 2015 and the delegation of businesses accompanying the Premier to China in April 2016;
- The timeframe for the Northern Connector Road (previously given as five years) is changed to 2016-20, and its value has been adjusted from \$1.1 billion to \$985 million, with the corresponding extra jobs scaled down from 2,640 direct and 440 supply chain to 2,364 direct and 394 supply chain;
- The estimated direct economic impact of Tourism and Recreation projects has been revised down from \$4.2 million to \$3.7 million; and
- Kooyonga Golf Club has been added to the list of participating project partners.

#### Progress on *Building Western Adelaide* projects

This report also provides an update on two projects of significance to the City of West Torrens which are identified in the *Building Western Adelaide* strategy and seeks approval to progress these proposals.

##### *Western Innovation Network (WIN)*

Staff of the Alliance councils have met to scope the project described in the *Building Western Adelaide* document as the 'Western Adelaide Innovation and Export Network', as shown on page 31 of the redesigned Strategy.

This project (now re-branded as the Western Innovation Network) aims to provide an opportunity for businesses to network and promote their business and develop business-to-business relationships across Western Adelaide. It may also provide a platform to establish a regional newsletter for western businesses.

It is proposed that a 12 month trial of the Western Innovation Network be undertaken in 2016/17. This will deliver a total of four networking activities with an opportunity for each of the Alliance councils to host a business networking function over the next financial year.

The host council may choose to nominate a specialised industry of interest relevant to their business community. It is anticipated that events will be promoted through the four Alliance councils across the Western Adelaide region, as well as other avenues such as the Australian Institute of Management and the Adelaide Business Hub.

While details are yet to be confirmed, it is proposed that in the trial year each council in the Alliance will host one networking event and cover the costs for the catering, promotions, marketing and expertise/presenters associated with their event.

A WIN working group, comprising staff of the participating councils, will be set up to coordinate and evaluate the events in 2016/17. Key performance indicators to assess the benefits and success of the network will be identified so that the trial year can be evaluated.

To facilitate delivery of the Western Innovation Network, an investment of \$5,000 from each of the four councils is currently being sought.

#### *Western Region Tourism Destination Action Plan (TDAP)*

Western Alliance council staff have also met to progress the Western Region Tourism Destination Action Plan project proposal which is also included in the *Building Western Adelaide* document (on page 30 of the redesigned Strategy).

The Tourism Destination Action Plan is intended to showcase key destinations and tourism experiences in the Western region, with the view to making the Western Region a key destination to stay and enjoy. The ultimate aim of the TDAP is to increase visitor numbers and tourism dollars spent in the region, leading to increased employment in the tourism sector.

Collaborating to deliver a Western Region TDAP would have a practical method to capitalise on the collective experience across the region and build the profile of West Torrens in relation to neighbouring tourism offerings. The Administration at City of Holdfast Bay in particular have considerable experience in tourism planning as part of their core business in their role as 'custodians' of one of Adelaide's premiere tourism destinations and most popular tourist beach (Glenelg).

Preparation of a regional Tourism Destination Action Plan would have the advantage of economies of scale, as well as leveraging the experience of councils in the Alliance that are already advanced in this area. It would also mean more opportunity to build on proximity to neighbouring tourism draw cards, while providing opportunity to establish a point of difference.

The Strategy lists this project as having a nominal investment budget of \$100,000, which anticipates contributions from other key stakeholders as well as from the Alliance councils.

To facilitate development of the Tourism Destination Action Plan, an initial investment of \$5,000 is being sought from each council in the Alliance to support engagement of consultants to assist with preparation of the plan.

It is proposed that the \$10,000 commitment required from West Torrens to deliver both these projects be provided as a carryover of the 2015/16 City Strategy budget allocated for support for local business, initially through the Inner West Business Enterprise Centre, and then (following its demise) through *Building Western Adelaide*.

#### **Conclusion**

A redesigned *Building Western Adelaide* strategy has been prepared which incorporates a number of minor editorial changes of an editorial nature and is presented to Committee for its consideration and subsequently to Council for endorsement.

The Western Innovation Network and the Western Region Tourism Destination Action Plan are two projects included in the Strategy which reflect the economic development priorities of the City of West Torrens.

Proposals to develop these projects are presented through this report and approval is sought to further progress them, with a total \$10,000 investment from the City of West Torrens for both projects, to be matched by equivalent contributions from the other Alliance councils.

The opportunity to align with neighbouring councils on key projects to benefit from the combined experience and expertise across the region will be beneficial to the economic development of West Torrens and the wider region.

## 7.5 Review of Heritage Register and Heritage DPA Approach

### Brief

This report presents an update to local heritage listings in the Development Plan and postponement of the Local Heritage Places Development Plan Amendment.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The proposed changes to the Development Plan heritage listings (as identified in **Attachment 1**) are submitted to the Minister for Planning for amendment in accordance with the provisions of Section 29 of the Development Act 1993.
2. The Local Heritage Places Development Plan Amendment be postponed for consideration as part of the next City of West Torrens Strategic Directions Report.

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### Introduction

Council's *Vision 2025 Strategic Directions Report* (SDR), approved by the Minister for Planning in March 2015, includes a Local Heritage Places Development Plan Amendment (Local Heritage Places DPA) as a medium priority.

A designation as a local heritage place, contributory item or state heritage place can affect what can be developed on listed properties and adjacent properties. Over time, local heritage place listings may become out of date as a result of changes such as subdivisions and development approvals.

The Administration has recently conducted a review of the heritage listings and overlays in the West Torrens Development Plan and has identified a number of inconsistencies and inaccuracies.

This report discusses two possible mechanisms to update the Development Plan in order to address these issues and recommends Option 1 (undertake a s29 amendment) as the preferred option.

It also proposes that the Local Heritage Places DPA be postponed with any comprehensive review of heritage elements in the Development Plan considered through the next City of West Torrens Strategic Directions Report.

### Discussion

Heritage places are shown in the Development Plan by two methods; they are spatially represented by shading or location dots on heritage overlay maps and also listed by address in the heritage tables.

Heritage listings are classified in three types:

- *State heritage* listings are places that have been listed on the South Australian Heritage Register as a "State Heritage Place" and meet criteria specified in the Heritage Places Act 1993.
- *Local heritage* listings are places that have been identified by Council and meet specific criteria identified in the Development Act 1993.

- *Contributory item* listings are identified as part of historic conservation areas, zones or policy areas as surviving examples of particular forms of development that represent a defined period and its built-form character within an area. Contributory items do not have specific status in the Heritage Places Act 1993, nor Development Act 1993, and are not required to demonstrate the level of merit that is required to be individually listed as a local heritage place.

The process for listing and delisting heritage places is prescribed in the Development Act and Development Regulations 2008 and generally requires a Development Plan Amendment (DPA).

The heritage provisions remain unchanged in the impending Planning, Development and Infrastructure Act 2016 (as passed 24 March 2016 and currently awaiting assent). The statutory heritage criteria and associated Heritage DPA guidelines are however scheduled to be reviewed through rolling reforms to the South Australian Planning system.

Department for Planning Transport and Infrastructure (DPTI) staff have therefore recommended that City of West Torrens not undertake a comprehensive review of heritage elements of the Development Plan (a full-scale Local Heritage Places DPA) until such time as the statutory heritage criteria has been reviewed.

DPTI staff have also advised that any inaccuracies in the Development Plan heritage lists and maps may be corrected through one of the two options discussed below.

Option 1 - Undertake a Section 29 amendment to the Development Plan.

Council may present a case to make minor, non-substantive changes and corrections to the Development Plan in accordance with Section 29 of the Development Act (or relevant provisions of the subsequent legislation). This includes provisions to remove items from the heritage list where the relevant item, or place, has been demolished, and updating address details in the heritage list.

Section 29 amendments are designed to address unforeseen errors and minor issues. As they are not subject to scrutiny by the public, agencies or the ERD Committee, the type of changes allowed is limited and does not include changes in policy direction.

If a council submits a request to amend the Development Plan in accordance with Section 29, as with all changes to Development Plans, the approval is at the discretion of the Minister for Planning.

A request to undertake a Section 29 amendment is generally more likely to be supported if it can be demonstrated that the identified error will have considerable implications for development assessment if left uncorrected. If it is determined that the implications are not serious, the correction may be postponed and addressed in a subsequent DPA.

Strategic Planning staff have contacted DPTI staff for confirmation that minor heritage corrections such as those listed would be eligible for progress under Development Act 1993, Section 29 clause (2)(b)(i) -(ii) and (3)(c).

Advice from the Department indicated that a clear case must be stated and forwarded to DPTI in the prescribed format for consideration, before further advice could be provided.

Option 2 - Include heritage changes in a scheduled DPA such as the Employment DPA.

DPTI staff have also suggested that minor changes to the heritage register could be made as part of one of Council's scheduled DPAs, such as the upcoming Employment DPA.

This would have the advantage that any changes that are beyond the scope of a Section 29 amendment could be included in the broader DPA. This method is considered to be somewhat problematic by the Administration as the Employment DPA will not directly address wider heritage policy issues.

In addition, as a large wide-ranging DPA, the associated lengthy timeframe required for investigations for the Employment DPA would be onerous for these relatively small administrative changes.

Public consultation on the broader Employment DPA also would not allow for focussed attention on heritage matters, thereby negating any perceived advantage of public consultation required as part of this process. Furthermore, the inclusion of heritage matters as part of the Employment DPA could distract from the primary strategic policy issues under consideration.

#### Summary of the review of the heritage listings

The Administration has reviewed the West Torrens Development Plan heritage list and heritage overlays for consistency and accuracy of existing heritage listings.

Over a number of years, subdivisions and development approvals have resulted in listing details becoming outdated i.e. some items on the list have been demolished, and therefore require removal from the list. Mapping also needs updating when those newly created allotments have been excised from heritage listed parent allotments.

It is therefore proposed that administrative updates to the Development Plan are made as summarised below:

- Edit the heritage table lists to address street address inconsistencies, remove demolished items and places from the list and revise the heritage overlay maps in relation to the Richmond Historic Conservation Area to reflect redevelopment of the Adelaide Workers' Homes;
- Remove newly created allotments that do not contain a contributory item and revise the heritage overlay maps to reflect a number of residential subdivisions in relation to the Mile End Historic Conservation Area;
- Update heritage list address details and excise allotments from the heritage overlay maps for 11 properties that have incomplete or incorrect listings subsequent to residential subdivision;
- Remove from heritage table and maps 1 local heritage place and 1 contributory item that have been demolished (with Development Approval); and
- Update and correct incomplete or incorrect heritage table listings or heritage overlay maps to provide clarity for 3 property listings (not as a result of sub-division).

Given the minor nature of the required changes described above, Administration is of the view that a good case can be made for undertaking a s29 amendment to the Development Plan, and therefore recommends that Option 1 be pursued.

#### **Conclusion**

A review of local heritage places has been undertaken and various administrative amendments have been identified (**Attachment 1**).

The implementation of a more comprehensive Local Heritage Places DPA has also been assessed, and it is recommended that this be postponed for consideration in a future Strategic Directions Report.

Two options have been identified for effecting the necessary changes to the Development Plan. The option of pursuing minor heritage changes through the upcoming Employment DPA was considered, however it is Administration's view that a section 29 amendment to address these changes would be a quicker and more effective approach.

A s29 amendment request will enable the Council to make corrections to the local heritage listings in the Development Plan using the most resource and time efficient process.

Subject to the Committee's feedback and recommendation to Council and Council's subsequent approval, it is proposed that the amendments summarised in **Attachment 1** and mapped in **Attachment 2** form the basis of a submission to the Minister for Planning as a Section 29 proposal.

## ATTACHMENT 1

### Proposed changes to the City of West Torrens Development Plan

#### 1.0 Items in Richmond Historic Conservation Area

The Adelaide Workers' Homes were issued with Development in 1998 and subsequently substantially redeveloped, including the demolition of some dwellings, construction of new dwellings and land division resulting in boundary realignments and new allotments (DA211/1176/1998).

As a result of this Development Approval, some contributory items have been demolished, some contributory item listings had some land excised from the contributory item buildings through subdivision and some street addresses have changed and the listings in the Development Plan are now incorrect.

The following amendments to the Development Plan heritage table listings and heritage overlay maps are proposed:

Edit the heritage table listings and heritage overlay maps to **remove** following allotments that do not contain a contributory item building:

- 37A Milner Road, Richmond
- 1A Martin Avenue, Richmond
- 14 addresses labelled "Richmond" (no street details provided)

Edit the heritage overlay maps to **remove** the following allotments that do not contain a building identified as a contributory item. (These addresses are not listed in the heritage table.)

- 10A, 18A, 18B, 22A, 22B, 26A, 26B Davenport Terrace, Richmond
- 33A, 43A Milner Road, Richmond
- 2 Martin Avenue, Richmond
- 12A, 13A, 14, 14A, 16, 16A, 16B, 18, 18A, 20, 20A, 22, 22A, 24, 24A, 26, 26A, 28, 28A Frederick Street, Richmond (partial allotments)
- Common area, Frederick Street, Richmond
- Elder (Private Road) Close, Richmond
- 1, 2, 3, 4, 5, 6 Elder (Private Road) Close, Richmond
- 7, 7A, 9, 9A, 11, 11A, 13, 13A, 15, 15A, 17, 17A, 19, 22, 29, 29A, 31, 31A Albert Street, Richmond
- 10, 10A, 10B, 12, 12A Martin Avenue, Richmond
- Lehman (Private Road) Place, Richmond
- Common area, Lehman (Private Road) Place, Richmond
- 1, 3, 5, 7 Lehman (Private Road) Place, Richmond
- 9, 11, 13, 15, 17, 19, 21 Lehman (Private Road) Place, Richmond (partial allotment)

Edit the heritage overlay maps to **add** the following allotments that are listed in the heritage table listings and contain a building identified as a contributory item.

- 21 Albert Street, Richmond

Edit the heritage table listings to **add** the following addresses as the allotment is identified in the heritage overlay maps and does contain a building identified as a contributory item.

- 1 Martin Avenue
- 33 Milner Road, Richmond
- 8 Albert Street, Richmond

## 2.0 Items in Mile End Historic Conservation Area

Over a period of time there have been a number of subdivisions of residential allotments in the Mile End Historic Conservation Area. These residential subdivisions involve properties with a primary street frontage and secondary rear lane access.

The subdivisions have resulted in the creation of allotments containing the contributory item building that front the primary street and a second allotment that fronts the lane and does not contain a contributory item building.

The new rear lane allotments do not contain any heritage value, however they are identified as contributory items in the heritage overlay maps. Although the new street addresses are not listed in the heritage table, the properties are identified in the heritage overlay maps and should be removed. There is also one allotment where the contributory item is not identified in its entirety

The following amendments to the Development Plan heritage table listings and heritage overlay maps are proposed:

**Remove** the following allotments that do not contain a contributory item building from the relevant heritage overlay maps:

- 21 Victoria Lane, Mile End
- 11 & 11A Junction Lane, Mile End
- 1/22 & 2/22 Fisher Place, Mile End
- 21 & 21A Fisher Place, Mile End
- 24 Fisher Place, Mile End
- 32 & 32A Fisher Place, Mile End
- 41 & 43 Fisher Place, Mile End
- 48 & 50 Fisher Place, Mile End
- 57 Fisher Place, Mile End
- 60 & 60A Fisher Place, Mile End
- 68 Fisher Place, Mile End
- 76 Flaherty Lane, Mile End
- 81 Flaherty Lane, Mile End
- 45 Flaherty Lane, Mile End
- 25 Flaherty Lane, Mile End
- 21 Flaherty Lane, Mile End

## 3.0 State Heritage List

There are two state heritage places that are shown with incorrect or incomplete address information in the Development Plan heritage table where, the heritage overlay maps are spatially correct.

These errors may have resulted due to subdivision or incomplete information provided at the time of the inclusion of the original listing.

**Amend** addresses in the Development Plan heritage State Heritage list as follows:

- Former Thebarton Baptist Church and Hall, Phillips Street, Thebarton:  
Add the omitted street number and amend the listed address to be:  
42 and 42A Phillips Street, Thebarton
- Former Hoffman Brick Kiln, Brickworks Market (former Hallett Brickworks), 36 South Road, Torrensville:  
Amend the address to be Lot 201 Ashwin Parade, Torrensville

### 3.0 Sundry Items in various areas across Council

A contributory item building and a local heritage place have been demolished in accordance with Development Approval and require removal from the heritage list and heritage overlay map:

- 66 Henley Beach Road, Mile End
- 14 Wainhouse Street, Torrensville.

A number of addresses linked to contributory items in various Heritage Conservation Areas have been subdivided with Development Approval. This has resulted in two situations:

- For properties in the first situation, the address is correctly identified in the Development Plan heritage list however, the heritage overlay still extends over the subdivided section that does not contain the contributory item building.
- In the case of semi-detached dwellings that have been subdivided into two allotments, the address of the new allotment is omitted from the Development Plan heritage list, however the heritage overlay correctly extends over the entirety of the listed building to include both allotments.

The following amendments to the Development Plan heritage table listings and heritage overlay maps are proposed to correct these anomalies:

**Remove** the following allotments that do not contain a contributory item building from the heritage overlay maps:

- 13A Huntriss Street, Torrensville
- 15C Huntriss Street, Torrensville
- 12A Northcote Street, Torrensville
- 16A Northcote Street, Torrensville
- 17 & 19 Carlton Parade, Torrensville

**Add** following addresses to the heritage list as the allotments contain a contributory item building:

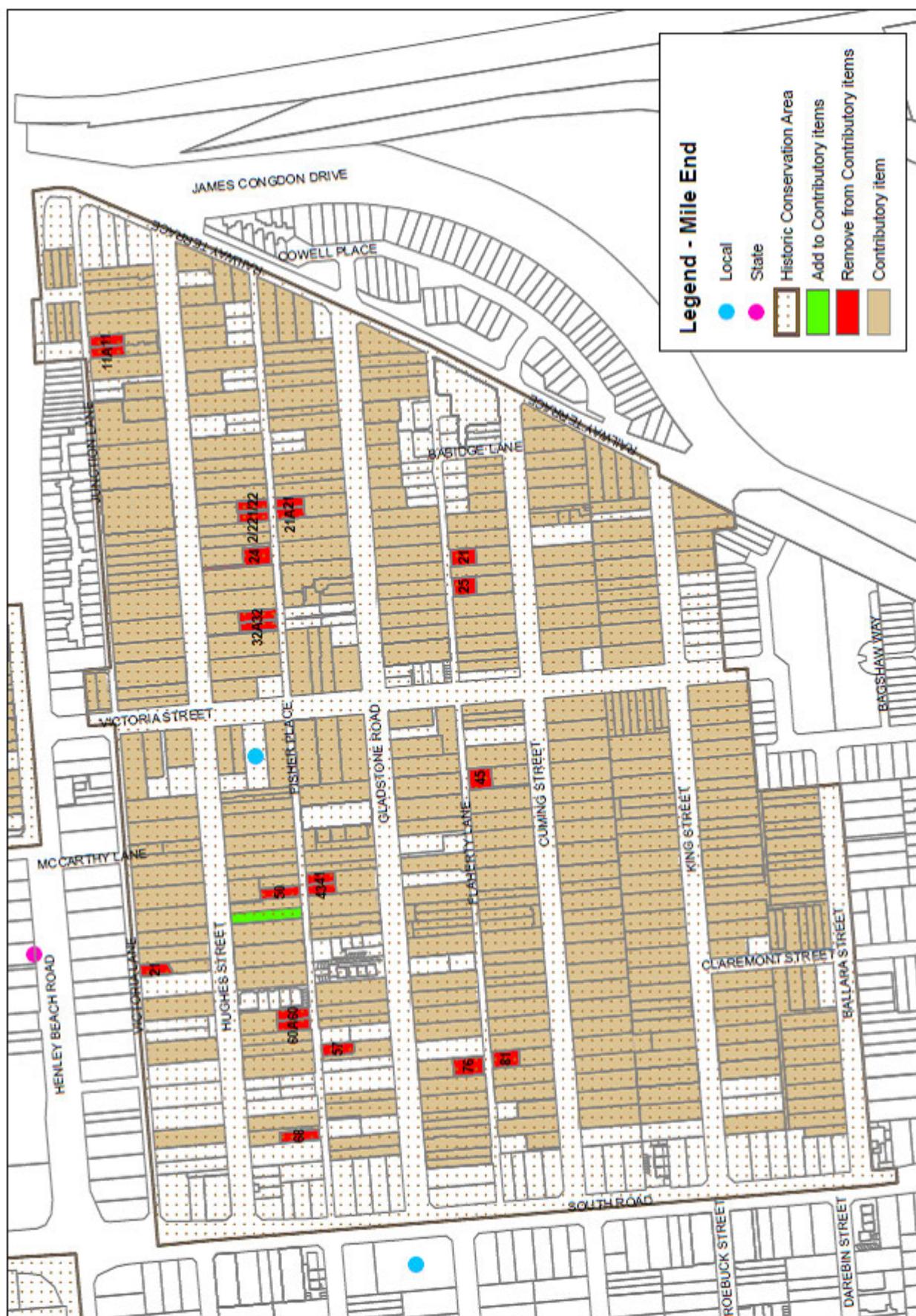
- Add '1A' to the listing for 1 Claremont Street, Mile End
- Add '54' to the listing for 54A King Street, Mile End
- Add '156' to the listing for 158 South Road, Torrensville
- Add '81A' to the listing for 81 Gladstone Road, Mile End
- Add '85A' to the listing for 85 Gladstone Road, Mile End

The following error appears to have resulted due to subdivision or incomplete information provided at the time of the inclusion of the original listing.

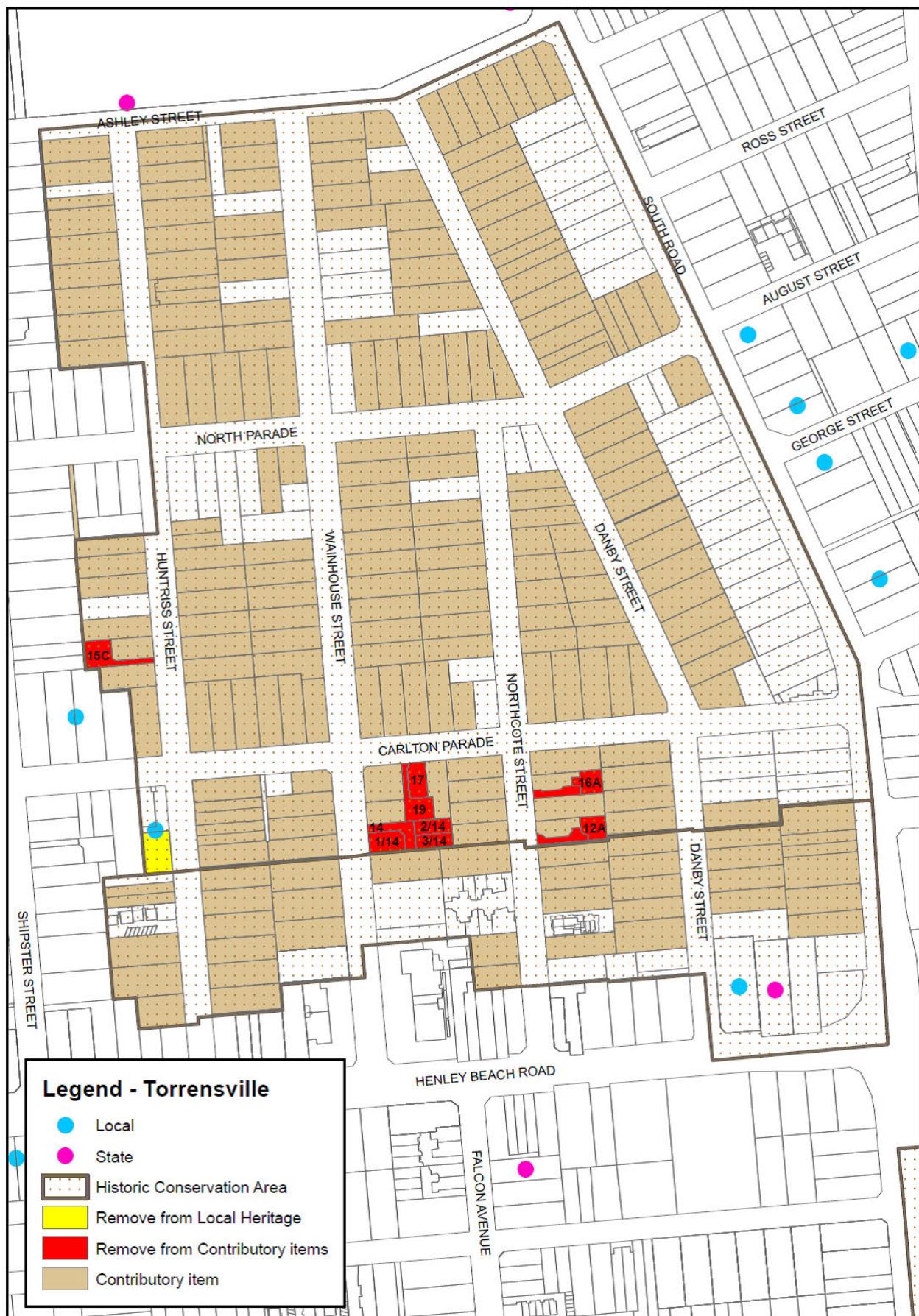
**Amend** the contributory item heritage overlay for the following item to include the complete allotment affected:

- 61 Hughes Street, Mile End - Extend the heritage overlay across all of 61 Hughes Street, Mile End (currently only partially includes the contributory listed building).

ATTACHMENT 2









## 7.6 Asset Naming Policy Review

### Brief

This report presents the feedback resulting from the public consultation on the draft *Council Policy - Asset Naming* to the Corporate Planning, Policy and Performance Prescribed General Committee.

### RECOMMENDATION(S)

The Corporate Planning, Policy and Performance Prescribed General Committee recommends to Council that the revised *Council Policy - Asset Naming* be approved.

---

### Introduction

Section 219(6) of the *Local Government Act 1999* (the Act) requires that prior to a review of a Policy pursuant to this section, public notice must be given of the adopting or altering of this Policy and s50(4)(a) provides that public consultation must occur for a minimum of 21 days.

The *Council Policy - Asset Naming* (Policy) was approved by Council at its 5 March 2013 meeting so was not scheduled for review until March 2018, however, the *Local Government (Accountability and Governance) Amendment Act 2015* (Amendment Act) received assent on 17 November 2015 and commenced on 31 March 2016 resulting in amendments to several provisions of the *Local Government Act 1999* which in turn affect the content and focus of various policies of the City of West Torrens including the Policy. Consequently, the Policy was reviewed to ensure that it is consistent with the provisions of the Amendment Act.

The draft Policy was endorsed by Council for public consultation at its 15 March 2016 meeting on the recommendation resulting from the March 2016 meeting from the Corporate Planning, Policy and Performance Committee (Committee).

### Discussion

A notice was placed on Council's website, in the Weekly Times and Guardian Messenger newspapers and on Council's social media pages as per Council's *Public Consultation Policy* and pursuant to Section 219(6) of the Act.

Members of the public were invited to provide feedback on the draft Policy from 22 March 2016 to 19 April 2016. Feedback was received on the draft Policy during the consultation period suggesting the inclusion of criteria for the temporary asset naming as a result of sponsorship agreements. The draft Policy, presented to the 8 March 2016 meeting of the Committee, inclusive of feedback received is attached (**Attachment 1**). Track changes have been used throughout the Policy to highlight the changes proposed.

As detailed in the report to the Committee at that meeting, the Review resulted in the following proposed modifications:

- Inclusion of clause 5.5 to facilitate feedback received regarding the ability of Council to agree to an asset name on a temporary basis based on sponsorship agreements.
- Amendment to clause 5.6 to bring the public notice requirements in line with the provisions of the Amendment Act. On commencement of the Amendment Act.
- Minor typographic amendments.

The review date of this Policy was not been amended as a result of this review given minor adjustments only are necessary to ensure legislative compliance.

As the Policy is a statutory requirement, it requires direct consideration and approval by Council. Consequently, a report will be presented to the 17 May 2016 meeting of Council advising of the outcome of the public consultation and seeking formal approval of the reviewed Policy. This will finalise the process and ensure that the legislated requirements and timeframes are met.

### **Conclusion**

The revised *Council Policy - Asset Naming* has been subject to an unscheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

ATTACHMENT 1

CITY OF WEST TORRENS



**Council Policy:  
Asset Naming**

<b>Classification:</b>	Council Policy
<b>First Issued:</b>	June 2010
<b>Dates of Review:</b>	20 February 2013, <u>2016</u>
<b>Version Number:</b>	<u>23</u>
<b>DW Doc set ID:</b>	1423091
<b>Next Review Due:</b>	5 March 2018
<b>Applicable Legislation:</b>	<u>Local Government Act 1999 (SA)</u>
<b>Related Policies or Corporate Documents:</b>	
<b>Associated Forms:</b>	
<b>Note:</b>	Amendments and/or adoption of this policy require public notification. Formerly Road Naming Policy
<b>Responsible Manager:</b>	<b>General Manager Business and Community Services</b>
<b>Confirmed by General Manager:</b>	Date <u>26 April 2016</u>
<b>Approved by Executive</b>	Date <u>26 April 2016</u>
<b>Endorsed by Council:</b>	Date

City of West Torrens Council Policy - Asset Naming

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Draft

City of West Torrens Council Policy - Asset Naming

## Council Policy - Asset Naming

### 1. Introduction

- 1.1 A Council has the power under section 219 of the *Local Government Act 1999* (the Act) to assign a name to, or change the name of:
- a public road;
  - a private road; and
  - a public place.
- 1.2 Council *must* assign a name to each public road created by land division.

### 2. Purpose

- 2.1 The purpose of this Policy is to:

- Provide a framework for selecting new and replacement names for assets in the City of West Torrens (CWT).
- Provide staff, the local community and developers with clear information on Council's requirements for the naming of assets.
- Ensure asset names are appropriate, will stand the test of time and preferably are of local or historical significance.

### 3. Scope

This policy applies to:

- 3.1 All existing and proposed assets and public places in the CWT; including both public and private assets.
- 3.2 All sealed and all formed public roads within the ~~City of West Torrens~~ CWT.
- 3.3 All formed private roads that are accessible to the public; including (but not limited to) roads within complexes such as hospitals and retirement villages.

### 4. Definitions

#### 4.1 Asset

A fixed item or facility used to satisfy a service potential or enabling the CWT to meet its corporate or community objectives. There are three types of assets:

1. Infrastructure - includes roads, bridges, footbridges, footpaths, bike paths, carparks, drainage, stormwater and traffic infrastructure.
2. Community - includes parks, playgrounds, sporting fields, monuments, community buildings and hubs.
3. Corporate - includes the Civic Centre, depot and other administrative buildings.

#### 4.2 Community

Community means the residents of the CWT.

City of West Torrens Council Policy - Asset Naming

4.3 Developer

Developer means a person, persons or company that has submitted a development application to Council.

4.4 Land Division

Land division is a reference to the division of an allotment under the *Development Act 1993* or to the dealing with land under the *Roads (Opening and Closing) Act 1991* so as to open a road.

4.5 Property Owner

Property Owner means the registered owner of the relevant parcel of land.

4.6 Road

Road means a public or private street, road or thoroughfare to which public access is available on a continuous or substantially continuous basis to vehicles or pedestrians or both and includes –

- (a) a bridge, viaduct or subway; or
- (b) an alley, laneway or walkway.

4.7 Private Road

Private Road means a road that is on private property that is not under the control of Council.

5. **Policy Statement**

5.1 An asset or public place naming process may be initiated if:

- 5.1.1 A request is received by the Council from an affected land owner or their agent; or the community;
- 5.1.2 Council resolves that a name change be investigated;
- 5.1.3 Council staff determine it is in the public interest to investigate a change in name;
- 5.1.4 Council or DTEI opens or forms a road; or
- 5.1.5 Council receives an application for a land division. Council *must* assign a name to each public road created by land division.

5.2 In the naming and renaming of assets and public places the following principles will be observed.

Uniqueness

- 5.2.1 An asset or public place will have only one name.
- 5.2.2 Duplicate names and similar sounding names within a suburb or locality will be avoided where possible.  
(e.g. Paice, Payce or Pace Roads)

City of West Torrens Council Policy - Asset Naming

- 5.2.3 Wherever practicable, road names will be continuous from the logical start of the road to the logical end of the road, irrespective of Council boundaries, landforms and intersecting roads.

Name Sources

- 5.2.4 Sources for road or public place names may include:

- 5.2.4.1 Early explorers, pioneers, and settlers;
  - 5.2.4.2 Historic home and property names;
  - 5.2.4.3 Long-term and past landholders of the City;
  - 5.2.4.4 Names on old survey plans;
  - 5.2.4.5 Local history;
  - 5.2.4.6 Eminent or notable persons with a connection to the area;
  - 5.2.4.7 Landscapes or physical forms;
  - 5.2.4.8 Persons who have served the community well;
  - 5.2.4.9 Achievements in arts, culture, education, law, medicine, research sciences and sports;
  - 5.2.4.10 Thematic names such as flora, fauna, ships, etc;
  - 5.2.4.11 Commemorative names; and
  - 5.2.4.12 Aboriginal names taken from the local Aboriginal language; only after consultation with the Aboriginal community and obtaining the appropriate permissions.
- 5.2.5 Names will be selected that are appropriate to the physical, historical or cultural character of the area concerned.
- 5.2.6 The origin and significance of each name should be clearly stated and subsequently recorded.
- 5.2.7 Preference will be given to names that refer to the history and development of the CWT; including pre-European settlement history.
- 5.2.8 However, Council will not assign the name of a serving member of the Elected Council, or of the Administration, to an asset owned and/or controlled by the City of West Torrens CWT.

City of West Torrens Council Policy - Asset Naming

Propriety

- 5.2.9 Names, which may be characterised as follows, will not be used:
- 5.2.9.1 Offensive or likely to give offence;
  - 5.2.9.2 Incongruous - out of place;
  - 5.2.9.3 Could be construed as advertising particular commercial or industrial enterprise; or
  - 5.2.9.4 Names of living persons , except in exceptional circumstances.

Form

- 5.2.10 Names will be reasonably easy to read, spell and pronounce in order to assist service providers, emergency services and the travelling public.
- 5.2.11 Unduly long names and names composed of two or more words or unusual combinations of words will be avoided.
- 5.2.12 When using geographical place or feature names, the form adopted in the State Gazetteer will be used. The State Gazetteer may be accessed online at [www.placenames.sa.gov.au](http://www.placenames.sa.gov.au) or by contacting the Geographical Names Unit of the Land Services Group (DTEI).
- 5.2.13 Road or public place names will not contain abbreviated prefixes, with the exception of "St" in place of "Saint" and "Mt" in place of "Mount".
- 5.2.14 The possessive case will not be used e.g. "Smith's Road" would be "Smith Road".
- 5.2.15 The use of given names or both given names and surname or initials should generally be avoided.
- 5.2.16 The use of hyphens or other similar diacritical marks will be avoided. However, hyphens may be used when naming a road after a person with a hyphenated name.
- 5.2.17 Asset and public place names should be practical for maps and plans when possible. Long street names should not be allocated to short roads as the inclusion of such names on street directories and other maps can result in name crowding difficulties for the mapmakers and confusion or uncertainty for the people using the maps.
- 5.2.18 Asset or public place names will not contain a prefix or an additional suffix, eg. "north" or "extension".

City of West Torrens Council Policy - Asset Naming

Road Type

5.2.19 Road names will include an appropriate road type suffix (e.g. Smith Road) conforming with the following guidelines:

5.2.19.1 The appropriate suffix will be selected from those approved at Appendix 1.

5.2.19.2 The suffix chosen will be compatible with the class and type of road and any geometry of the road form where appropriate.  
e.g. a crescent shaped road takes the suffix Crescent.

5.3 Naming of Private Roads

5.3.1 Private land owners are not obliged to seek Council approval for naming their roads. However, there is a public interest in encouraging private land owners and developers to select suitable names, preferably in accordance with this policy, and to obtain Council endorsement for the name.

5.3.2 When Council proposes to assign or change a private road name it will consult with the owner of the land over the proposed name and the signage requirements for the road.

5.4 Consultation with Affected Parties

5.4.1 If Council decides to change the name of a road or public place, it will:

- give at least 14 days notice of the proposed change to owners of adjoining properties;
- consider any representations made in response to the notice; and
- When the road or public place runs into the area of an adjoining council, the Council will give the adjoining council at least two months notice to allow for consultation with their residents.

5.4.2 Council will consult with the Department for Transport, Energy and Infrastructure (DTEI) when State roads under the Council's care and control are to be named.

5.5 Temporary Naming Agreements for Sponsorship Purposes

5.5.1 Lessees or licensees of Council owned property may seek to enter into naming rights agreements with other parties.

5.5.2 Lessees or licensees of Council property who wish to enter into commercial arrangements with third parties to temporarily rename a Council asset must, before entering into any agreement, seek and receive Council's consent for the proposed arrangement in writing. The request for consent should include the following information:

- the existing name (if any) of the Council asset;
- the proposed temporary name of the asset;
- the commercial benefit of temporarily renaming the asset; and
- the proposed duration of the naming agreement.

City of West Torrens Council Policy - Asset Naming

| 5.56 Council Decisions and Responsibility for Costs

- | 5.56.1 A report will be put before Council for a decision detailing the selected name(s), outlining compliance with Clause 5.2 of this policy and providing any submissions made in the consultation phase of the naming process.
- | 5.56.2 The cost of implementing any decision to assign or change a name, that being public notification and signage, will be borne by the Council unless otherwise specified.

| 5.67 Public Notice of Name Assignment or Name Change

- | 5.67.1 Council will give public notice of the assigning or changing of a road or public place name. This will be by publication on the Council website, in the Government Gazette and by notice in a newspaper circulating generally throughout the State/Council area, as required under Section 219 of the *Local Government Act 1999*. The public notice will include the date that the name takes effect.
- | 5.67.2 The date when an asset or public place name takes effect shall be the date of gazettal or the date specified in the resolution of Council.
- | 5.67.3 When a developer proposes to change the approved layout of a development or the layout adjacent to a development that will require a change of an existing or approved road or public place name(s), all costs and any associated public consultation requirements will be borne by the developer.

**Comment [LJ1]:** Amended to reflect new public notice requirements introduced by the Local Government (Accountability and Governance) Act 2015

| 5.78 Advise Relevant Parties of Name Assignment or Change

- | 5.78.1 Council will provide written notice of Council's decision of a name assignment or change to the Registrar-General, Surveyor-General and Valuer-General in accordance with Section 219 of the *Local Government Act 1999*.
- | 5.78.2 Council will update the Register of Public Roads as required by Section 231 of the *Local Government Act 1999*.

| 5.89 Signage

- | 5.89.1 Council will ensure signage is in accordance with the relevant Australian Standard (AS 1742.5 – 1997) is erected.
- | 5.89.2 Signage may be erected during construction of a sub-division.

City of West Torrens Council Policy - Asset Naming

#### Appendix 1. APPROVED ROAD SUFFIXES

Two lists are provided in this Appendix:

- Suffixes for Open Ended Roads.
- Suffixes for Cul-de-sacs.

Open Ended Roads		
Alley	Al	A usually narrow roadway for people or vehicles in cities and towns. A minor roadway through the centre of city blocks or squares.
Arcade	Ar	A passage having an arched roof, or any covered passageway, especially one with shops along the sides.
Avenue	Av	A broad roadway, usually planted on each side with trees.
Boulevard	Bvd	A wide roadway, well paved, usually ornamented with trees and grass plots.
Break	Bk	A vehicular access on a formed or unformed surface which was originally prepared as a firebreak.
Bypass	By	An alternative roadway constructed to enable through traffic to avoid congested areas or other obstructions to movement.
Circle	Ci	A roadway that forms a circle or part of a circle.
Circus	Cs	A circular open place where many roads come together.
Circuit	Cct	A roadway enclosing an area.
Crescent	Cr	A crescent or half-moon shaped roadway.
Drive	Dr	A wide thoroughfare allowing a steady flow of traffic without many cross streets.
Edge	Ed	A roadway constructed along the edge of a cliff or ridge.
Entrance	Ent	A roadway connecting other roads.
Esplanade	Esp	A level roadway, often along the seaside or a river.
Fairway	Fry	A short open roadway between other roadways.
Formation	Fmn	A formed surface, once a timber railway, which now provides vehicular access.
Freeway	Fwy	An express highway with limited or controlled access.
Highway	Hwy	A main road or thoroughfare. A main route.
Interchange	Int	A highway or freeway junction designed so that traffic streams do not intersect.
Lane	La	A narrow way between walls, building, etcetera. A narrow country or city roadway.
Loop	Lp	A roadway that diverges from and rejoins the main thoroughfare.
Mall	Ml	A sheltered walk, promenade or shopping precinct.
Meander	Mr	A sinuous winding roadway, wandering at random through an area or subdivision.
Parade	Pde	A public promenade or roadway which has good pedestrian facilities along the side.
Parkway	Pwy	A roadway through parklands or an open grassland area.
Pass	Ps	A roadway connecting major thoroughfares or passing through hills.
Path	Pt	A roadway usually used for pedestrian traffic.
Promenade	Prm	A roadway-like avenue with plenty of facilities for the public to take a leisurely walk. A public place for walking.
Quays	Qs	A roadway leading to a landing place alongside or projecting into water.
Ramble	Ra	A roadway that meanders from place to place.
Road	Rd	A place where one may ride. An open way or public passage for vehicles, persons and animals. A roadway forming a means of communication between one place and another.
Rotary	Rty	An intersection of two or more carriageways at a common level where all traffic travels around a central island.
Row	Rw	A roadway with a line of professional buildings on either side.
Spur	Sp	A minor roadway off at less than 45 degrees.

City of West Torrens Council Policy - Asset Naming

Street	St	A public roadway in a town, city or urban area, especially a paved thoroughfare with footpaths and buildings along one or both sides.
Terrace	Tce	A roadway usually with houses on either side raised above the road level.
Track	Tk	A roadway with a single carriageway.
Trail	Trl	A roadway through a natural bushland region.
Turn	Tn	A roadway containing a sharp bend or turn.
Vista	Vs	A road with a view or outlook.
Walk	Wk	A thoroughfare with restricted vehicle access used mainly by pedestrians.
Way	Way	An access way between two streets.
<b>Closed Ended Roads</b>		
Close	Cl	A short enclosed roadway.
Court	Ct	A short enclosed roadway.
Courtyard	Cy	An enclosed area.
Cove	Ce	A short enclosed roadway.
Cross	Cro	A roadway forming a "T" or cross.
Elbow	El	A roadway containing a sharp bend or turn.
Gardens	Gns	A roadway with special plantings of trees, flowers, etcetera, and often leading to a place for public enjoyment.
Green	Grn	A roadway often leading to a grassed public recreation area.
Grove	Gr	A roadway which often features a group of trees standing together.
Mews	Me	A roadway having houses grouped around the end.
Place	Pl	A short sometimes narrow enclosed roadway.
Plaza	Pa	A roadway enclosing the four sides of an area forming a market place or open space.
Retreat	Rt	A roadway forming a place of seclusion.
Square	Sq	A roadway bounding the four sides of an area to be used as open space or a group of buildings.
View	Vw	A roadway commanding a wide panoramic view across the surrounding areas.

## 7.7 Impoundment of Vehicles Policy Review

### Brief

The *Council Policy - Impoundment of Vehicles* has been subject to an unscheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The revised *Council Policy - Impoundment of Vehicles* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the *Council Policy - Impoundment of Vehicles*.

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### Introduction

The *Council Policy - Impoundment of Vehicles* (Policy) has been subject to an unscheduled review to ensure that it is consistent with current legislation (**Attachment 1**) and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### Discussion

Given they are not extensive, proposed changes to the policy are shown as 'track changes'.

Amendments are proposed to this policy to ensure its consistency with both the *Road Traffic Act 1961* and the *Heavy Vehicle National Law (South Australia) Act 2013*.

The key changes proposed include:

- Minor amendments to formatting and to the template;
- Amended policy scope to include heavy vehicles;
- New definitions to includes 'light' and 'heavy' vehicles in line with legislation;
- Minor wording amendments; and
- New section to allow for provisions regarding the requirements of the *Heavy Vehicle National Law (South Australia) Act 2013*.

### Conclusion

The revised *Council Policy - Impoundment of Vehicles* has been subject to a review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

ATTACHMENT 1

CITY OF WEST TORRENS



**Council Policy:  
Impoundment of Vehicles**

<b>Classification:</b>	Council Policy
<b>First Issued:</b>	3 August 1993
<b>Dates of Review:</b>	2001, 2008, 2010, 2014, 2016, 2016
<b>Version Number:</b>	7
<b>DW Doc set ID:</b>	305672
<b>Next Review Due:</b>	2019
<b>Applicable Legislation:</b>	<a href="#">Local Government Act 1999 (SA)</a> <a href="#">Heavy Vehicle National Law (South Australia) Act 2013 (SA)</a> <a href="#">Road Traffic Act 1961 (SA)</a> <a href="#">Unclaimed Goods Act 1987 (SA)</a> <a href="#">Motor Vehicles Act 1959 (SA)</a>
<b>Related Policies or Corporate Documents:</b>	<a href="#">Delegations Policy</a> <a href="#">Sale and Disposal of Assets Policy</a> <a href="#">Found Property Policy</a>
<b>Associated Forms:</b>	N/A
<b>Note:</b>	Formerly Policy D.7 - Disposal of Impounded Vehicles
<b>Responsible Manager:</b>	<b>Manager Regulatory Services</b>
<b>Confirmed by General Manager:</b>	General Manager Corporate Date 3 May 2016 and Regulatory
<b>Approved by Executive:</b>	Date 3 May 2016
<b>Endorsed by Council</b>	Date

City of West Torrens Council Policy - Impoundment of Vehicles

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Draft

City of West Torrens Council Policy - Impoundment of Vehicles

## COUNCIL POLICY - Impoundment of Vehicles

### 1. Purpose

- 1.1 The purpose of this policy is to provide information about the identification, removal and possible disposal of abandoned vehicles.
- 1.2 This policy provides the framework for dealing with vehicles that have been abandoned or left on public roads or in public places, to ensure such matters are dealt with lawfully and in a fair, consistent and transparent fashion.

### 2. Scope

#### 2.1 This policy applies to

- 2.1.1 The abandonment of vehicles under Section 236 of the *Local Government Act 1999*;
- 2.1.2 The removal and disposal of vehicles pursuant to Section 237 of the *Local Government Act 1999*; **and**
- 2.1.3 The removal and disposal of **light** vehicles pursuant to Section 40N of the *Road Traffic Act 1961*; **and**
- 2.1.4 The moving of heavy vehicles pursuant to section 519 of the *Heavy Vehicles National Law (South Australia) Act 2013*.**

### 3. Definitions

- 3.1 *Abandonment* refers to the relinquishment or renunciation of an interest, claim, possession or right, especially with the intent of never again resuming or reasserting it.
- 3.2 *Authorised officer* for the purposes of the *Road Traffic Act 1961* refers to an authorised person appointed under Section 260 of the *Local Government Act 1999*.
- 3.3 *Authorised person* refers to a person appointed by the Council as an authorised person under Section 260 of the *Local Government Act 1999*.
- 3.4 *Delegation* refers to the assignment by Council of the authority for an officer to make decisions or undertake specific tasks.

#### 3.5 A heavy vehicle is:

- A vehicle that has a gross vehicle mass (GVM) or aggregate trailer mass (ATM) of more than 4.5 tonnes; or**
- Other than in relation to registration under the *Heavy Vehicle National Law (South Australia) Act 2013*, a combination that includes a vehicle with a GVM or ATM of more than 4.5 tonnes.**

#### 3.6 A light vehicle means a vehicle that is not a heavy vehicle.

**3.57** *Public place* means a place to which the public has access, as defined in Section 4 of the *Local Government Act 1999*.

**3.68** *Public road* refers to a road as defined in Section 4 of the *Local Government Act 1999*.

City of West Torrens Council Policy - Impoundment of Vehicles

#### 4. Policy Statement

##### 4.1 Local Government Act Requirements

4.1.1 The *Local Government Act 1999* provides Council the authority to:

- Expiate or prosecute a person who abandons a vehicle on a public road or public place (Section 236); and
- Impound and sell vehicles left on public roads or public places, or local government land, for longer than 24 hours (Section 237).

##### 4.1.2 Abandonment of Vehicles

4.1.2.1 Vehicle owners will not be expiated or prosecuted under s236 of the *Local Government Act 1999* unless abandonment can be established clearly, along with the identity of the person who abandoned the vehicle.

4.1.2.2 The removal of a vehicle deemed abandoned under s236 will be in accordance with the requirements of s237 of the *Local Government Act 1999*.

##### 4.1.3 Removal of Vehicles

4.1.3.1 Vehicles will not be impounded by Council:

- That are stolen - this being a police matter; or
- Simply because they have been parked for more than 24 hours on a public road or public land, it being a requirement for abandonment to be established.

4.1.3.2 Council staff will endeavour to have all vehicles left on a public road or in a public place removed by their owners. All avenues to locate owners and have them remove their vehicles will be exhausted before resorting to impoundment.

4.1.3.3 If an unregistered vehicle is reported for being on a road, in breach of s9 of the *Motor Vehicles Act 1959*, Council staff will initially notify police and request action by them for the vehicle to be moved. Removal by Council can occur after this has been done, if the police have not acted, consistent with the requirements of this policy.

4.1.3.4 Owners found must be advised of *Local Government Act 1999* requirements and be given a reasonable amount of time to remove their vehicles. Compliance staff will follow up any verbal requests of an owner with a letter explaining Council's requirements.

4.1.3.5 When an owner cannot be contacted personally, a letter will be sent to the address of the last registered owner requesting that that owner remove the vehicle or contact Council within seven working days if the vehicle cannot be removed.

4.1.3.6 A prescribed warning notice must be placed on a vehicle before impoundment occurs.

City of West Torrens Council Policy - Impoundment of Vehicles

#### 4.2 Road Traffic Act Requirements

- 4.2.1 Section 40N of the *Road Traffic Act 1961* applies to light vehicles left unattended or broken down on any road where when the vehicle is:
- Causing harm, or creating a risk of harm, to public safety, the environment or road infrastructure; or
  - Causing or likely to cause an obstruction to traffic or any event lawfully authorised to be held on the road; or
  - Obstructing or hindering, or likely to obstruct or hinder, vehicles from entering or leaving land adjacent to the road.
- 4.2.2 An *event* is defined in section 33 of the Act as an organised sporting, recreational, political, artistic, cultural or other activity, and includes a street party.
- 4.2.3 Removing a vehicle under these circumstances is regarded by Council as being a police matter. If reported to Council, SAPOL must be advised immediately of the vehicle's location, and a request needs to be made for the vehicle to be moved. If SAPOL contacts Council for such a vehicle to be moved, advice should be provided that it is a police rather than a Council responsibility.
- 4.2.4 Further action by Council is not normally required. However, it is recognised under certain circumstances that SAPOL may choose not to move dangerous or obstructive vehicles, and in such cases removal may be authorised, subject to the authorising officer being satisfied that Section 40N allows removal under the circumstances and the requirements of this policy being observed.
- 4.2.5 The removal of stolen vehicles is a police matter, and Council staff should not be involved, apart from notifying police.

#### 4.3 Heavy Vehicle National Law (South Australia) Act Requirements

- 4.3.1 Section 519 of the *Heavy Vehicles National Law (South Australia) Act 2013* applies to heavy vehicles left unattended on a road when the vehicle is:
- Causing or creating an imminent risk of serious harm to public safety, the environment or road infrastructure; or
  - Obstructing traffic or likely to obstruct traffic.
- 4.3.2 Heavy vehicles may only be moved under section 519 to the extent it is reasonably necessary to avoid the harm or obstruction.
- 4.3.3 Abandonment and removal must be carried out pursuant to the *Local Government Act 1999*, requirements, as described in clause 4.1 of this Policy.
- 4.3.4 However, removing a heavy vehicle is regarded by Council as being a police matter. If reported to Council, SAPOL must be advised immediately of the vehicle's location, and a request needs to be made for the vehicle to be moved. If SAPOL contacts Council for such a vehicle to be moved, advice should be provided that it is a police rather than Council responsibility.

City of West Torrens Council Policy - Impoundment of Vehicles

## 5. Procedure

### 5.1 Removal, Reclaim and Disposal of Vehicles

#### 5.1.1 Towing a Vehicle

5.1.1.1 Prior to the towing of the vehicle, authorisation must be obtained in writing from the Manager Regulatory Services.

5.1.1.2 An owner is entitled to the return of goods left in an impounded vehicle and they can be claimed by the owner by providing proof of ownership.

#### 5.2 Notice of Removal

5.2.1 Vehicle owners must be notified in writing of the removal of their vehicles and this must occur as soon as practicable after impoundment occurs. This notice must be served personally, whenever possible, but if the owner is unknown or cannot be found an advertisement in a state newspaper must be placed within 14 days of a vehicle being removed.

5.2.2 When personal service has not been possible, the notice may be sent to the owner by person-to-person registered post, requiring delivery only to the person named and their signature to acknowledge receipt.

#### 5.3 Reclaiming a Vehicle

5.3.1 An owner is entitled to take possession of an impounded vehicle when all expenses in connection with the removal, custody, maintenance and advertising / notification are paid in full. Proof of ownership must be sighted prior to release of a vehicle, and release requires the signing of a release form by the owner.

5.3.2 The expenses levied on the owner of an impounded vehicle must not exceed the expenses incurred.

5.3.3 Costs incurred to hold a vehicle longer than one month will be carried by Council, rather than being passed on to a vehicle owner.

5.3.4 A vehicle must be sold when payment in full does not occur within the time frames set under the *Local Government Act 1999* and the *Road Traffic Act 1961*.

#### 5.4 Disposal of Vehicles

5.4.1 When a vehicle has been impounded and Council has complied with all statutory requirements in relation to contacting the owner and / or advertising in a state wide newspaper, the Council may dispose of the vehicle.

5.4.2 The disposal process must not be commenced until after statutory time frames have passed following the service of a notice to the owner or advertisement appearing in the state newspaper.

5.4.3 All vehicles will be sold by auction by an automotive auctioneering company, except as provided below.

5.4.4 All vehicle disposals must be authorised in writing by the Manager Regulatory Services.

City of West Torrens Council Policy - Impoundment of Vehicles

5.4.5 Disposal of a vehicle may occur otherwise than by way of auction, but this can only occur when the proceeds of sale are unlikely to exceed the costs incurred in removing, holding and selling the vehicle. The costs incurred in selling a vehicle include:

- Advertising;
- Sales commission;
- Costs associated with preparing a vehicle for sale, including having an ignition key cut; and
- Costs associated with towing a vehicle to the premises of a motor vehicle auctioneer.

5.4.6 Any goods in the vehicle at the time of impoundment must not be sold with the vehicle. Disposal must be in accordance with the requirements of the *Unclaimed Goods Act 1987* and Council's [Found Property Policy](#).

**5.5 Transparency and Accountability**

5.5.1 The expenses levied on the owner of an impounded vehicle must not exceed the expenses incurred.

5.5.2 Costs incurred to hold a vehicle longer than one month will be carried by Council, and will not be passed on to a vehicle owner.

**5.6 External Parties Used by Council**

5.6.1 Where external parties are used to tow, store, value and sell vehicles, the Manager, Regulatory Services will ensure that the costs are reasonable and competitive, and evidence of this must be available for audit purposes.

5.6.2 Valuations cannot be undertaken by the party responsible for selling a vehicle.

5.6.3 Formal agreements must be in place with the external parties that provide these services. The storage company's responsibility for costs associated with damage to a vehicle being stored must be covered in an agreement.

## 7.8 Code of Practice - Access to Meetings and Documents Review

### Brief

This report presents the feedback resulting from the public consultation on Council's draft *Code of Practice - Access to Meetings and Documents*.

### RECOMMENDATION(S)

The Corporate Planning Policy and Performance Prescribed General Committee recommends to Council that, having received no feedback from the required community consultation process, the revised *Code of Practice - Access to Meetings and Documents* be approved.

### Introduction

Section 92 of the *Local Government Act 1999* (Act) requires that prior to a review of the Code of Practice - Access to Meetings and Documents (Code), public notice must be given of any proposed alterations to the Code while s50(4)(a) provides that public consultation must occur for a minimum of 21 days.

The current Code was adopted in June 2015 by Council following the last Local Government Elections. However, the *Local Government (Accountability and Governance) Amendment Act 2015* (Amendment Act) received assent on 17 November 2015 and commenced on 31 March 2016. The Amendment Act amends several provisions of the *Local Government Act 1999* which in turn affect the content and focus of various policies of the City of West Torrens. Consequently, the *Code of Practice - Access to Meetings and Documents* (Code) was reviewed to ensure that it is consistent with the provisions of the Amendment Act (**Attachment 1**). Track changes have been used throughout the Policy to highlight the changes proposed.

The draft Code was presented to the Committee at its March 2016 meeting and subsequently endorsed by Council for public consultation at its 15 March 2016 following the receipt of a recommendation from the Committee.

### Discussion

In accordance with the Act, a notice was placed on Council's website, in the Weekly Times and Guardian Messenger newspapers and on Council's social media pages as per Council's *Public Consultation Policy* and pursuant to Section 92 of the *Local Government Act 1999*.

Members of the public were invited to provide feedback on the draft Code from 22 March 2016 to 19 April 2016. No feedback was received on the draft Code during the consultation period.

The current and draft Codes, presented to the 8 March 2016 meeting of the Committee, are attached for reference (**Attachments 1 & 2 respectively**).

As detailed in the report to the Committee at that meeting, the Review resulted in the following proposed modifications:

- Additional grounds that should not be considered as a reason to go into confidence and build on existing grounds (incorporated into clause 5.8.1.2).
- More information to be recorded in the minutes when a confidentiality order is made (incorporated into clause 5.1.8.3).
- Council to adopt a policy in relation to the holding of informal gatherings (these provisions are incorporated into clause 5.8.2).
- Minor typographical and administrative amendments.

The review date of this Code was not been amended as a result of this review given minor adjustments only are necessary to ensure legislative compliance.

As the Code is a statutory requirement, it requires direct consideration and approval by Council. Consequently, following consideration of the consultation outcomes at this Committee meeting, a report will be presented to the 17 May 2016 meeting of Council advising of the outcome of the public consultation and seeking formal approval of the reviewed Code. This will finalise the process and ensure that the legislated requirements and timeframes are met.

### **Conclusion**

The Code is due for further review in early 2019, following the scheduled 2018 periodic Local Government Elections. The Code has been reviewed and is presented to the Corporate Planning Policy and Performance Committee for its consideration and recommendation to Council that it be endorsed.

ATTACHMENT 1

CITY OF WEST TORRENS



**Code of Practice:  
Access to Meetings and Documents**

<b>Classification:</b>	Council Policy
<b>First Issued:</b>	7 November 2000
<b>Dates of Review:</b>	11 December 2001, 12 November 2002, 3 February 2004, 2 October 2007, 7 October 2008, May 2011, August 2012, July 2015
<b>Version Number:</b>	9
<b>DW Doc set ID:</b>	591879
<b>Next Review Due:</b>	November 2019
<b>Applicable Legislation:</b>	<a href="#">Local Government Act 1999 (SA)</a> <a href="#">Development Act 1993 (SA)</a> <a href="#">Freedom of Information Act 1991 (SA)</a> <a href="#">Local Government (Procedures at Meetings) Regulations 2013 (SA)</a> <a href="#">Criminal Law Consolidation Act 1935 (SA)</a> <a href="#">Code of Conduct for Council Members</a> <a href="#">Code of Conduct for Council Employees</a>
<b>Related Policies or Corporate Documents:</b>	<a href="#">Code of Practice: Procedures at Meetings</a> <a href="#">Public Consultation Council Policy</a> <a href="#">Internal Review of Council Decisions Policy</a>
<b>Associated Forms:</b>	
<b>Note:</b>	This is a statutory document and must be reviewed within 12 months of each Local Government General Election.
<b>Responsible Manager:</b>	<b>General Manager Organisational Support</b>
<b>Confirmed by General Manager:</b>	General Manager Organisational Support
<b>Approved by Executive:</b>	<b>Date</b> July 2015
<b>Approved by Council:</b>	<b>Date</b> 15 September 2015

City of West Torrens Code of Practice – Access to Meetings and Documents

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City of West Torrens Code of Practice – Access to Meetings and Documents

## CODE OF PRACTICE – Access to Meetings and Documents

### 1. Preamble

- 1.1 The City of West Torrens (CWT) acknowledges that the procedures observed during the conduct of a meeting of Council, Council Committee (Committee) or the Development Assessment Panel (DAP) should contribute to open, transparent and informed decision-making. However, Council also recognises that on a limited number of occasions it may be necessary, in the broader community interest, to restrict public access to Council, Committee or DAP meetings and/or documents.

### 2. Purpose

- 2.1 To provide guidelines relating to access to meetings and documents by the public and Elected Members.
- 2.2 To clearly outline the purpose of, and on what basis, the Council may apply the provisions of s90 and s91 of the Local Government Act 1999 (Act) and s56A of the Development Act 1993 (Development Act) to restrict public access to meetings and/or documents.

### 3. Scope

- 3.1 The Code of Practice - Access to Meetings and Documents (the Code) applies to the access to Council, Committee or DAP meetings and all documents including Council, Committee and DAP agendas, minutes and attachments.

### 4. Definitions

- 4.1 **Agenda** refers to a list of items of business to be considered at a meeting.
- 4.2 **Clear Days** means the days between the:
- posting of a notice of a meeting and the day the meeting is held excluding both the day on which the notice is given and the day of the meeting, e.g. when notices are given on a Friday for a following Tuesday meeting, the clear days are Saturday, Sunday and Monday; or
  - holding of a meeting and the day the minutes are released excluding the day of the meeting and the day the minutes are released.
- 4.3 **Minutes** refers to a record of the items discussed and the resolutions made at a meeting of Council, Committee or the DAP.
- 4.4 **Principal Member** refers to the Mayor.
- 4.5 **Presiding Member** refers to a member appointed by the Council to preside at Committee meetings.

City of West Torrens Code of Practice – Access to Meetings and Documents

## 5. Access to Meetings

### 5.1 Council Meetings

5.1.1 Sections 81(2) and 81(6) of the Act require Council to meet at least once during each month, but not on a Sunday or public holiday and no earlier than 5pm unless Council resolves otherwise by a resolution supported unanimously by all members of Council. Consequently, ordinary Council meetings will commence at 7pm, in the Council Chamber at the Civic Centre, 165 Sir Donald Bradman Drive, Hilton SA 5033, on the first and third Tuesday of the month with the exception of January each year when it only meets on the third Tuesday of the month and in December each year when Council meets on the second Tuesday of the month.

5.1.2 Special Council meetings may be held at any time.

5.1.2.1 In accordance with the Act, the Chief Executive Officer (CEO) will give each Elected Member at least 4 hours' notice before the commencement of a special Council meeting.

### 5.2 Committees established under Section 41 of the [Act](#).

5.2.1 Council has established four Prescribed Standing Committees that comprise all Elected Members and meet as part of an ordinary Council meeting. These Committees are:

- Finance and Regulatory Prescribed Standing Committee;
- Governance Prescribed Standing Committee;
- Strategy and Community Prescribed Standing Committee; and
- Urban Services Prescribed Standing Committee.

5.2.1.1 The Urban Services and Governance Prescribed Standing Committee meet during the Council meeting held on the first Tuesday of each month between and including February and November each year.

5.2.1.2 The Finance and Regulatory and Strategy and Community Prescribed Standing Committees meet during the Council meeting held on the first Tuesday of each month between and including February and November each year.

5.2.1.3 All four prescribed standing committees meet on the second Tuesday in December and on the third Tuesday of January each year.

5.2.2 Council has established four Prescribed General Committees to which Elected Members and, if legally required, independent members are appointed by Council. These Committees, held outside of the ordinary meetings of Council, are the:

- Audit and Risk Prescribed General Committee;
- Chief Executive Officer's Prescribed General Review Committee;
- Community Facilities Prescribed General Committee; and
- Corporate Planning, Policy and Performance Prescribed General Committee.

City of West Torrens Code of Practice – Access to Meetings and Documents

5.2.3 Council has established one Non-Prescribed General Committee to which Elected Members are appointed by Council. The meetings of this Committee are held outside of Council meetings. This Committee is the:

- Civic Non-Prescribed General Committee

5.3 Committees established under a Deed of Trust.

5.3.1 Council has established the Mendelson Committee under a Deed of Trust and not under s41 of the Act. Both Elected Members and independent members are appointed to this Committee in accordance with the provisions of the Deed of Trust with meetings held outside of Council meetings.

5.3.1.1 The public has no legal right of access to this meeting.

5.4 Development Assessment Panel Meetings.

5.4.1 The DAP, established in accordance with s56A of the Development Act, comprises three Elected Members and four independent members, appointed by Council based on their skills and expertise.

5.4.2 The DAP meets on the second Tuesday of each month.

5.5 Notice and Agenda for Meetings.

5.5.1 The CEO will ensure that notice is given to the public of the times and places of meetings of Council, Committees and the DAP via:

- Hard copies publicly displayed at least three clear days before the date of each meeting at the Civic Centre and Hamra Centre Library;
- Council's website;
- A monthly advertisement in the Guardian and Weekly Times Messenger Newspapers.

5.5.2 The CEO will ensure copies of the agenda for meetings are made available for public inspection three clear days before the date of the meeting via:

- Hard copy displayed in the Civic Centre and Hamra Centre Library;
- The City of West Torrens' website.

5.6 Meeting Schedules.

5.6.1 The CEO will ensure that a schedule of the dates, times and places set for meetings of Council, Committees and the DAP is made available on the City of West Torrens' website.

5.7 Public Access to Meetings.

5.7.1 Section 90 of the Act requires Council and Committee meetings be open to the public.

5.7.2 Section 56A(11) of the Development Act requires DAP meetings to be open to the public.

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5.7.3 The public will only be excluded from part of a Council, Committee or DAP meeting if the need for confidentiality outweighs the principle of open decision-making and an order to exclude the public is made in accordance with s90 of the Act or, in respect of DAP meetings, s56A(12) of the Development Act.

5.8 **Circumstances when the public can be excluded from a meeting.**

5.8.1 **Council or Committee Meetings**

5.8.1.1 Section 90(3) of the Act provides that Council or a Committee may order that the public be excluded from attendance at any part of a meeting as is necessary to receive, discuss or consider in confidence, any information or matter in the following circumstances:

- a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead);
- b) information the disclosure of which:
  - (i) could reasonably be expected to confer a commercial advantage on a person with whom Council is conducting, or proposing to conduct, business, or to prejudice the commercial position of Council; and
  - (ii) would, on balance, be contrary to the public interest;
- c) information the disclosure of which would reveal a trade secret;
- d) commercial information of a confidential nature (not being a trade secret) the disclosure of which:
  - (i) could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage of a third party; and
  - (ii) would, on balance, be contrary to the public interest;
- e) matters affecting the security of Council, Members or employees of Council, Council property or the safety of any person.
- f) information the disclosure of which could reasonably be expected to prejudice the maintenance of law, including by affecting (or potentially affecting) the prevention, detection or investigation of a criminal offence, or the right to a fair trial;
- g) matters that must be considered in confidence in order to ensure that Council does not breach any law, order or direction of a court or tribunal constituted by law, any duty of confidence, or other legal obligation or duty;

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- h) legal advice;
- i) information relating to actual litigation, or litigation that Council or Committee believes on reasonable grounds will take place, involving Council or an employee of Council;
- j) information the disclosure of which;
  - (i) would divulge information provided on a confidential basis by or to a Minister of the Crown, or another public authority or official (not being an employee of Council, or a person engaged by Council); and
  - (ii) would, on balance, be contrary to the public interest;
- k) tenders for the supply of goods, the provision of services or the carrying out of works;
- l) information relating to a proposed amendment to a Development Plan under the *Development Act 1993* before a Development Plan Amendment relating to the amendment is released for public consultation under that Act;
- m) information relevant to the review of a determination of a Council under the *Freedom Of Information Act 1991*.

- 5.8.1.2 Council and Committees cannot make an order, that the public be excluded from a meeting, only on the basis that discussion of a matter in public may:
- cause embarrassment to Council, the Committee, Elected Members, independent members of a Committee or employees of the City of West Torrens; or
  - cause a loss of confidence in Council.
- 5.8.1.3 When a decision to exclude the public is taken, a note will be made in the minutes of the meeting which details:
- a. the making of the order;
  - b. the grounds on which the order was made in accordance with s90(7) of the *Act*; and
  - c. which employees were in attendance.

5.8.2 **Informal Gatherings.**

- 5.8.2.1 Council will, on occasions, hold informal gatherings from which the public are excluded. Section 90(8) of the *Act* provides that informal gatherings of Elected Members (with or without City of West Torrens' employees) may take place if the matter(s) being discussed would not normally form part of a Council meeting agenda, and no decisions are reached.

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Informal gatherings include:-

- planning sessions associated with the development of policies or strategies;
- briefing or training sessions;
- workshops; or
- social gatherings to encourage informal communication between Members or between Members and staff.

### 5.8.3 Development Assessment Panel

5.8.3.1 Section 56A(12) of the *Development Act* provides that the DAP may order that the public be excluded from attendance at any part of a meeting as is necessary to receive, discuss or consider in confidence, any information or matter in the following circumstances:

- a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead);
- b) information the disclosure of which:
  - i) could reasonably be expected to confer a commercial advantage on a person, or to prejudice the commercial position of a person; and
  - ii) would, on balance, be contrary to the public interest;
- c) information the disclosure of which would reveal a trade secret;
- d) commercial information of a confidential nature (not being a trade secret) the disclosure of which:
  - i) could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and
  - ii) would, on balance, be contrary to the public interest;
- e) matters affecting the safety or security of any person or property;
- f) information the disclosure of which could reasonably be expected to prejudice the maintenance of law, including by affecting (or potentially affecting) the prevention, detection or investigation of a criminal offence, or the right to a fair trial;
- g) matters that must be considered in confidence in order to ensure that Council does not breach any law, order or direction of a court or tribunal constituted by law, any duty of confidence, or other legal obligation or duty;
- h) legal advice;

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- i) information relating to actual litigation, or litigation that the panel believes on reasonable grounds will take place;
- j) information the disclosure of which:
  - i) would divulge information provided on a confidential basis by or to a Minister of the Crown, or another public authority or official (not being an employee of Council, or a person engaged by Council); and
  - ii) would, on balance, be contrary to the public interest; or
  - iii) during so much of a meeting that consists of its discussion or determination of any application or other matter that falls to be decided by the panel.

- 5.8.3.2 The DAP will apply the same level of transparency and accountability as Council or Committee and will not make an order, that the public be excluded from a meeting, only on the basis that discussion of a matter in public may:
- cause embarrassment to Council, Committee, DAP, Elected Members, independent members of Committees and/or City of West Torrens employees; or
  - cause a loss of confidence in Council or the DAP.

- 5.8.3.3 When a decision to exclude the public from all or part of a DAP meeting is taken, a note is required to be made in the minutes detailing the making of the order and the grounds on which it was made under s56A(12) of the Development Act.

## 5.9 Approach to the Use of Confidentiality Provisions

- 5.9.1 Any consideration of the use of confidentiality provisions, to exclude the public from the discussion of a particular matter at a meeting, will require the identification of the grounds as outlined in clause 5.8.

- 5.9.2 Council, Committee and DAP meetings are guided by the following principles:

- a) open and accountable government is strongly supported;
- b) confidentiality provisions will only be used when considered proper and necessary;
- c) when a decision to exclude the public is taken, the reason and legislative grounds for this will be communicated to the public, both in the meeting at the time of the public being requested to leave, and in the meeting minutes;

- 5.9.3 The CWT cannot guarantee confidentiality in relation to any information provided to it by members of the public. This includes information such as the names and addresses of person(s):

- contained in petitions to Council
- responding to consultation
- who are representors at DAP meetings

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5.9.4 A report contained in a Council, Committee or DAP agenda must meet the requirements of s90 of the Act or s56A(12) of the Development Act respectively before the CEO orders that a report be retained in confidence until the matter is presented to Council or a Committee.

5.9.4.1 Council, a Committee or the DAP will determine whether any such information will be retained in confidence, refer clause 6.4.

#### 5.10. Process to Exclude the Public

5.10.1 Items to be considered at Council, a Committee or DAP meetings will generally be placed at the end of the relevant agenda. However, each meeting may resolve, for the convenience of the public present at the meeting, to deal with a confidential matter earlier in the meeting.

5.10.2 Before an order to exclude the public from a meeting, to enable the receipt, discussion and consideration of a particular matter, the Council, Committee or DAP will formally determine, in open session, if this is necessary and appropriate.

5.10.2.1 If it is deemed necessary and appropriate, Council, a Committee or DAP, after due consideration will resolve to exclude the public while dealing with a particular matter. The resolution will include the grounds, under the relevant legislation, on which the order to exclude the public was made in accordance with s90 of the Act or s56A(12) of the Development Act respectively.

5.10.3 When a number of agenda items are identified as confidential within an agenda, the Council, a Committee or DAP will;

- determine each item separately, and
- consider the grounds for exemption(s) relevant to each item, and
- if so determined, resolve to consider the item in confidence.

5.10.4 If Council, a Committee or DAP resolves that a particular matter will be considered in confidence, members of the public must immediately leave the Council Chamber or meeting room.

5.10.4.1 If Council or Committee orders that a matter is to be considered in confidence, City of West Torrens' employees are considered to be members of the public and required to leave the meeting unless the Council, Committee or DAP resolves to allow them to remain in the meeting while the item is being considered. The names of those employees will be included in the resolution to consider the matter in confidence.

5.10.4.2 It is an offence for a member of the public, who knowing that a confidential order is in force, to enter or remain in the room in which a matter is being considered in confidence.

#### 5.11 Interruption of Meetings by Members

5.11.1 Interruptions of meetings by members will be dealt with in accordance with the Local Government (Procedures at Meetings) Regulations 2013 (Regulations) and Council's Code of Practice Procedures at Meetings.

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5.11.2 Regulation 29 states:

- (1) A member of a council or council committee must not, while at a meeting:
  - (a) behave in an improper or disorderly manner; or
  - (b) cause an interruption or interrupt another member who is speaking.
- (2) Sub-regulation (1)(b) does not apply to a member who is:
  - (a) objecting to words used by a member who is speaking; or
  - (b) calling attention to a point of order; or
  - (c) calling attention to want of a quorum.
- (3) If the presiding member considers that a member may have acted in contravention of sub-regulation (1), the member must be allowed to make a personal explanation.
- (4) Subject to complying with sub-regulation (3), the relevant member must leave the meeting while the matter is considered by the meeting.
- (5) If the remaining members resolve that a contravention of sub-regulation (1) has occurred, those members may, by resolution:
  - (a) censure the member; or
  - (b) suspend the member for a part, or for the remainder, of the meeting.
- (6) A member who:
  - (a) refuses to leave a meeting in contravention of sub-regulation (4); or
  - (b) enters a meeting in contravention of a suspension under sub-regulation (5), is guilty of an offence.

Maximum penalty: \$1250.

5.12 Interruption of Meetings by Others

5.12.1 Interruptions of meetings by others will be dealt with in accordance with the [Regulations](#) and Council's [Code of Practice: Procedures at Meetings](#).

5.12.2 Regulation 30 states:

- (1) A member of the public who is present at a meeting of a council or council committee must not:
  - (a) behave in a disorderly manner; or
  - (b) cause an interruption.

Maximum penalty: \$500.

5.12.3 A member of the public who interrupts the orderly conduct of a meeting must, on request by the Presiding Member, immediately leave the place where the meeting is being held.

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- 5.12.3.1 If a person does not leave the place where the meeting is held at the request of the Presiding Member, SAPOL will be contacted by a Senior Officer of Council and requested to attend and remove that person.

**6. Access to Documents**

- 6.1 **Publically available documents**, including Council and Committee agendas and minutes are available for inspection at the Civic Centre, and in some cases the Hamra Centre Library as well as on [City of West Torrens' website](#).

- 6.2 **Requests to access documents held by Council** which are not publicly available can be made in accordance with the [Freedom of Information Act 1991](#).

- 6.2.1 Enquiries in relation to the process for seeking access to documents held by Council should be directed to one of the City of West Torrens' accredited freedom of information officers or by going to the [City of West Torrens' website](#).

**6.3 Access to Agendas**

- 6.3.1 The CEO will make the agenda for each ordinary meeting of Council, Committee and the DAP available for public inspection at least three clear days before the date of the meeting in hard copy at the Civic Centre and Hamra Centre Library and on [City of West Torrens' website](#) at the same time they are forwarded to the members of Council, a Committee or the DAP.

- 6.3.2 Items listed on the agenda will be described accurately and in reasonable detail. Copies of any documents and reports that are to be considered at the meeting will be supplied to Council, Committee and DAP members in accordance with clause 6.3.1.

- 6.3.3 Items which are deemed to require consideration in confidence will not be contained in a Council, Committee or DAP agenda made available to the public pursuant to s84(6)(b) of the [Act](#) or s56A(12) of the [Development Act](#).

- 6.3.3.1 When a confidential item is to be considered by Council, a Committee or DAP, a report will be included in the public agenda, made available pursuant to s84(6)(b) of the [Act](#), detailing

- a. the report title;
- b. the basis on which matter should be considered in confidence;
- c. the relevant legislative provisions; and
- d. the recommendation to Council to consider the matter in confidence.

**6.4 Access to Minutes**

- 6.4.1 The CEO will make the minutes of each ordinary or special meeting of Council, a Committee or the DAP available for public inspection, within 5 days after the meeting, in hard copy at the Civic Centre and Hamra Centre Library as well as on [City of West Torrens' website](#) at the same time they are provided to members of Council, a Committee or DAP.

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- 6.4.2 In some circumstances Council, a Committee or DAP may order that a document(s) relating to a particular matter that has been considered in confidence (refer clauses 5.10 and 5.11) be retained in confidence in accordance with s91 of the [Act](#) and s56A(16) of the [Development Act](#) and be kept confidential.
- 6.4.3 Council or a Committee must not make an order to retain a document in confidence:
- a) to prevent the disclosure of the remuneration or conditions of service of an employee of the City of West Torrens after the remuneration or conditions have been set or determined; or
  - b) to prevent the disclosure of the identity of a successful tenderer for the supply of goods or the provision of services (including the carrying out of works), or of any reasons adopted by Council as to why a successful tenderer has been selected; or
  - c) to prevent the disclosure of the amount or amounts payable by Council under a contract for the supply of goods or the provision of services (including the carrying out of works) to, or for the benefit of, Council after the contract has been entered into by all parties to the contract; or
  - d) to prevent the disclosure of the identity of land that has been acquired or disposed of by Council, or of any reasons adopted by Council as to why land has been acquired or disposed of by Council.
- 6.4.4 If the retention of a document(s) in confidence is considered proper and necessary, taking into account the public interest when required, a resolution to this effect contained in the minutes will include the reason and legislative grounds for confidentiality and the circumstances in which the order will cease to apply.
- 6.4.5 Any order that operates for a period exceeding 12 months will be reviewed by Council at least once each year. Such matters will be considered on a case-by-case basis depending on the particular circumstances of the matter.
- 6.4.6 Council may delegate to an employee of the City of West Torrens the power to revoke the order but not extend the order and, if relevant, may place other conditions placed on the delegation.
- 6.4.7 Requests to obtain Council, Committee or DAP documents which are not normally available for public inspection can be made under the [Freedom of Information Act 1991](#) for a fee set annually by the State Government.

**6.5 Status of Recommendations to Council by the CEO and Council Committees**

- 6.5.1 Recommendations to Council or a Committee, contained in reports within a Council or Committee agenda, have not been considered or approved by Council. It is only after the Council has adopted these recommendations, or made alternative decisions, at a formal Council meeting, the Presiding Member has initialled each page of the minutes and signed and dated the last page of the minutes that they become the approved decisions of Council.

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- 6.5.2 Committees do not have the legal ability to make decisions on behalf of Council. Consequently, any decisions contained in the minutes of a Committee have not been considered or approved by Council. It is only after the Council has adopted the recommendations of a Committee, or made alternative decisions, contained in a Council agenda (refer item 12 Adoption of Standing Committee Recommendations and item 13 Adoption of General Committee Recommendations in the agenda), and the Presiding Member has initialled each page of the minutes and signed and dated the last page of the minutes that they become the approved decisions of Council.
- 6.5.3 Recommendations to the DAP contained in the DAP agenda have not been considered or approved by the DAP. It is only after the DAP has adopted the recommendations contained in a DAP agenda, or made alternative decisions, that they have legal status.

**6.6 Elected Member Access to Documents**

- 6.6.1 An Elected Member may access any relevant document held by the City of West Torrens in conjunction with the performance or discharge of their functions and duties as an Elected Member without any charge and within a reasonable timeframe.
  - 6.6.1.1 A request for access to a document held by the City of West Torrens is to be directed, in the first instance to the CEO or a General Manager via phone, in person or email. The request should identify the document(s) sought with sufficient detail for the document(s) to be identified and retrieved as well as state the reason(s) for the request.
  - 6.6.1.2 The documents requested should relate to matters under consideration by Council.
- 6.6.2 Elected Members will not be granted access to documents regarding the personal affairs of City of West Torrens' employees, other than the Employee Register of Interests and any publicly available information.
- 6.6.3 Elected Members must not seek document(s) for personal reasons or release or divulge documents to any third parties. To do so may constitute a breach of the [Code of Conduct for Council Members](#) and/or the [Criminal Law Consolidation Act 1935](#).
- 6.6.4 The form of access to the document(s) will be negotiated with the Elected Member with regard to administrative efficiency. Forms of access include hard and soft copies or links to websites.
- 6.6.5 If there is a degree of sensitivity surrounding the access to a particular document, the CEO may make the document available to the Elected Member for viewing only at the Civic Centre at a mutual convenient time.

City of West Torrens Code of Practice – Access to Meetings and Documents

**7. Confidential Orders Reporting**

- 7.1. A report will be provided to Council on the use of confidential provisions on an annual basis. The report will include the following information:
- the number of occasions each of the identified provisions for excluding the public was used;
  - the number of occasions a confidential order was utilised;
  - the subject of the confidential item (e.g. a property sale or purchase)
  - the relevant sub-sections of s90 and s91 of the Act or s56A of the Development Act 1993 under which the order was made.
- 7.2. In accordance with Schedule 4 of the Act, a summary of confidential items will be included in Council's Annual Report.
- 7.3. A list and the status of items retained in confidence will be maintained on City of West Torrens' website and will be made available on the website when the confidential order is revoked.

**8. Review**

- 8.1. The Act requires that Council's Code of Practice - Access to Meetings and Documents (the Code) be reviewed within 12 months of a periodic election but Council has the ability to review this Code at any other time.
- 8.2. Before Council adopts, alters, or substitutes this Code, unless proposed changes are minor in nature and do not alter the materiality of the Code, it will;
- a) Make copies of the proposed Code, alterations or substitute Code available for inspection or purchase at Council's principal office; and
  - b) Follow the relevant steps set out in its Council Policy - Public Consultation.

**9. Grievance**

- 9.1. Council has established a policy for the review of decisions made by:
- Council
  - Employees of the City of West Torrens
  - Other persons acting on behalf of Council, which have resulted or will result in an administrative act of Council.
- 9.1.1. If a person is aggrieved about a decision to restrict access to meetings and/or documents they may lodge an application in writing for consideration under the Council Policy – Internal Review of Council Decisions, established by Council in accordance with s270 of the Act or lodge a complaint with the SA Ombudsman.
- 9.2. Council has established a policy for customer complaints
- 9.2.1. If a person is aggrieved by a matter contained in this Code, they may lodge a complaint in writing under the Council Policy- Customer Complaints established by Council in accordance with s270 of the Act or lodge a complaint with the SA Ombudsman.

City of West Torrens Code of Practice – Access to Meetings and Documents

**10. Availability of the Code**

- 10.1 A copy of this Code is available for inspection by members of the public at the offices of Council or the library during normal office hours, or from the [City of West Torrens' website](#). Alternatively, the public may obtain a copy for a fee fixed by Council. Further enquiries in relation to the Code should be directed to the General Manager Organisational Support, or telephone 8416 6333 or by email to [csu@wtcc.sa.gov.au](mailto:csu@wtcc.sa.gov.au)

ATTACHMENT 2

CITY OF WEST TORRENS



**Code of Practice:  
Access to Meetings and Documents**

<b>Classification:</b>	Council Policy
<b>First Issued:</b>	7 November 2000
<b>Dates of Review:</b>	11 December 2001, 12 November 2002, 3 February 2004, 2 October 2007, 7 October 2008, May 2011, August 2012, July 2015, <u>2016</u>
<b>Version Number:</b>	<u>910</u>
<b>DW Doc set ID:</b>	591879
<b>Next Review Due:</b>	2019
<b>Applicable Legislation:</b>	<u>Local Government Act 1999 (SA)</u> <u>Development Act 1993 (SA)</u> <u>Freedom of Information Act 1991 (SA)</u> <u>Local Government (Procedures at Meetings) Regulations 2013 (SA)</u> <u>Criminal Law Consolidation Act 1935 (SA)</u> <u>Code of Conduct for Council Members</u> <u>Code of Conduct for Council Employees</u>
<b>Related Policies or Corporate Documents:</b>	<u>Code of Practice: Procedures at Meetings</u> <u>Public Consultation Council Policy</u> <u>Internal Review of Council Decisions Policy</u> <u>Customer Complaints Council Policy</u>
<b>Associated Forms:</b>	
<b>Note:</b>	This is a statutory document and must be reviewed within 12 months of each Local Government General Election.
<b>Responsible Manager:</b>	<u>General Manager Organisational Support Business and Community Services</u>
<b>Confirmed by General Manager:</b>	General Manager <u>Organisational Support Business and Community Services</u>
<b>Approved by Executive:</b>	Date <u>July 2015</u>
<b>Approved by Council:</b>	Date <u>15 September 2015</u>

City of West Torrens Code of Practice – Access to Meetings and Documents

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Draft

City of West Torrens Code of Practice – Access to Meetings and Documents

## CODE OF PRACTICE – Access to Meetings and Documents

### 1. Preamble

- 1.1 The City of West Torrens (CWT) acknowledges that the procedures observed during the conduct of a meeting of Council, Council Committee (Committee) or the Development Assessment Panel (DAP) should contribute to open, transparent and informed decision-making. However, Council also recognises that on a limited number of occasions it may be necessary, in the broader community interest, to restrict public access to Council, Committee or DAP meetings and/or documents.

### 2. Purpose

- 2.1 To provide guidelines relating to access to meetings and documents by the public and Elected Members.
- 2.2 To clearly outline the purpose of, and on what basis, the Council may apply the provisions of s90 and s91 of the Local Government Act 1999 (Act) and s56A of the Development Act 1993 (Development Act) to restrict public access to meetings and/or documents.

### 3. Scope

- 3.1 The Code of Practice - Access to Meetings and Documents (the Code) applies to the access to Council, Committee or DAP meetings and all documents including Council, Committee and DAP agendas, minutes and attachments.

### 4. Definitions

- 4.1 **Agenda** refers to a list of items of business to be considered at a meeting.
- 4.2 **Clear Days** means the days between the:
- posting of a notice of a meeting and the day the meeting is held excluding both the day on which the notice is given and the day of the meeting, e.g. when notices are given on a Friday for a following Tuesday meeting, the clear days are Saturday, Sunday and Monday; or
  - holding of a meeting and the day the minutes are released excluding the day of the meeting and the day the minutes are released.
- 4.3 **Minutes** refers to a record of the items discussed and the resolutions made at a meeting of Council, Committee or the DAP.
- 4.4 **Principal Member** refers to the Mayor.
- 4.5 **Presiding Member** refers to a member appointed by the Council to preside at Committee meetings.

City of West Torrens Code of Practice – Access to Meetings and Documents

## 5. Access to Meetings

### 5.1 Council Meetings

5.1.1 Sections 81(2) and 81(6) of the Act require Council to meet at least once during each month, but not on a Sunday or public holiday and no earlier than 5pm unless Council resolves otherwise by a resolution supported unanimously by all members of Council. Consequently, ordinary Council meetings will commence at 7pm, in the Council Chamber at the Civic Centre, 165 Sir Donald Bradman Drive, Hilton SA 5033, on the first and third Tuesday of the month with the exception of January each year when it only meets on the third Tuesday of the month and in December each year when Council meets on the second Tuesday of the month.

5.1.2 Special Council meetings may be held at any time.

5.1.2.1 In accordance with the Act, the Chief Executive Officer (CEO) will give each Elected Member at least 4 hours' notice before the commencement of a special Council meeting.

### 5.2 Committees established under Section 41 of the Act.

5.2.1 Council has established four Prescribed Standing Committees that comprise all Elected Members and meet as part of an ordinary Council meeting. These Committees are:

- Finance and Regulatory Prescribed Standing Committee;
- Governance Prescribed Standing Committee;
- Strategy and Community Prescribed Standing Committee; and
- Urban Services Prescribed Standing Committee.

5.2.1.1 The Urban Services and Governance Prescribed Standing Committee meet during the Council meeting held on the first Tuesday of each month between and including February and November each year.

5.2.1.2 The Finance and Regulatory and Strategy and Community Prescribed Standing Committees meet during the Council meeting held on the first Tuesday of each month between and including February and November each year.

5.2.1.3 All four prescribed standing committees meet on the second Tuesday in December and on the third Tuesday of January each year.

5.2.2 Council has established four Prescribed General Committees to which Elected Members and, if legally required, independent members are appointed by Council. These Committees, held outside of the ordinary meetings of Council, are the:

- Audit and Risk Prescribed General Committee;
- Chief Executive Officer's Prescribed General Review Committee;
- Community Facilities Prescribed General Committee; and
- Corporate Planning, Policy and Performance Prescribed General Committee.

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5.2.3 Council has established one Non-Prescribed General Committee to which Elected Members are appointed by Council. The meetings of this Committee are held outside of Council meetings. This Committee is the:

- Civic Non-Prescribed General Committee

**5.3 Committees established under a Deed of Trust.**

5.3.1 Council has established the Mendelson Committee under a Deed of Trust and not under s41 of the [Act](#). Both Elected Members and independent members are appointed to this Committee in accordance with the provisions of the Deed of Trust with meetings held outside of Council meetings.

5.3.1.1 The public has no legal right of access to this meeting.

**5.4 Development Assessment Panel Meetings.**

5.4.1 The DAP, established in accordance with s56A of the [Development Act](#), comprises three Elected Members and four independent members, appointed by Council based on their skills and expertise.

5.4.2 The DAP meets on the second Tuesday of each month.

**5.5 Notice and Agenda for Meetings.**

5.5.1 The CEO will ensure that notice is given to the public of the times and places of meetings of Council, Committees and the DAP via:

- Hard copies publicly displayed at least three clear days before the date of each meeting at the Civic Centre and Hamra Centre Library;
- [Council's website](#);
- A monthly advertisement in the Guardian and Weekly Times Messenger Newspapers.

5.5.2 The CEO will ensure copies of the agenda for meetings are made available for public inspection three clear days before the date of the meeting via:

- Hard copy displayed in the Civic Centre and Hamra Centre Library;
- The [City of West Torrens' website](#).

**5.6 Meeting Schedules.**

5.6.1 The CEO will ensure that a schedule of the dates, times and places set for meetings of Council, Committees and the DAP is made available on the [City of West Torrens' website](#).

**5.7 Public Access to Meetings.**

5.7.1 Section 90 of the [Act](#) requires Council and Committee meetings be open to the public.

5.7.2 Section 56A(11) of the [Development Act](#) requires DAP meetings to be open to the public.

City of West Torrens Code of Practice – Access to Meetings and Documents

5.7.3 The public will only be excluded from part of a Council, Committee or DAP meeting if the need for confidentiality outweighs the principle of open decision-making and an order to exclude the public is made in accordance with s90 of the Act or, in respect of DAP meetings, s56A(12) of the Development Act.

**5.8 Circumstances when the public can be excluded from a meeting.**

5.8.1 Council or Committee Meetings

5.8.1.1 Section 90(3) of the Act provides that Council or a Committee may order that the public be excluded from attendance at any part of a meeting as is necessary to receive, discuss or consider in confidence, any information or matter in the following circumstances:

- a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead);
- b) information the disclosure of which:
  - (i) could reasonably be expected to confer a commercial advantage on a person with whom Council is conducting, or proposing to conduct, business, or to prejudice the commercial position of Council; and
  - (ii) would, on balance, be contrary to the public interest;
- c) information the disclosure of which would reveal a trade secret;
- d) commercial information of a confidential nature (not being a trade secret) the disclosure of which:
  - (i) could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage of a third party; and
  - (ii) would, on balance, be contrary to the public interest;
- e) matters affecting the security of Council, Members or employees of Council, Council property or the safety of any person.
- f) information the disclosure of which could reasonably be expected to prejudice the maintenance of law, including by affecting (or potentially affecting) the prevention, detection or investigation of a criminal offence, or the right to a fair trial;
- g) matters that must be considered in confidence in order to ensure that Council does not breach any law, order or direction of a court or tribunal constituted by law, any duty of confidence, or other legal obligation or duty;
- h) legal advice;

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- i) information relating to actual litigation, or litigation that Council or Committee believes on reasonable grounds will take place, involving Council or an employee of Council;
- j) information the disclosure of which:
  - (i) would divulge information provided on a confidential basis by or to a Minister of the Crown, or another public authority or official (not being an employee of Council, or a person engaged by Council); and
  - (ii) would, on balance, be contrary to the public interest;
- k) tenders for the supply of goods, the provision of services or the carrying out of works;
- l) information relating to a proposed amendment to a Development Plan under the *Development Act 1993* before a Development Plan Amendment relating to the amendment is released for public consultation under that Act;
- m) information relevant to the review of a determination of a Council under the *Freedom Of Information Act 1991*.

5.8.1.2 Council and Committees cannot make an order, that the public be excluded from a meeting, only on the basis that discussion of a matter in public may:

- cause embarrassment to Council, the Committee, Elected Members, independent members of a Committee or employees of the City of West Torrens; or
- cause a loss of confidence in Council; or
- involve discussion of a matter that is controversial within the council area; or
- make the council susceptible to adverse criticism.

**Comment [LJ1]:** Amendment to include clause 17 of the Local Government (Accountability and Governance) Act 2015 which amend section 90(4) of the Local Government Act 1999

5.8.1.3 When a decision to exclude the public is taken, a note will be made in the minutes of the meeting which details:

- a. the making of the order;
- b. the grounds on which the order was made in accordance with s90(7) of the *Act*;
- c. the basis on which the information or matter to which the order relates falls within the ambit of each ground on which the order was made;
- b-d. if relevant, the reasons that receipt, consideration or discussion of the information or matter in a meeting open to the public would be contrary to the public interest and
- e-e. which employees were in attendance.

**Comment [LJ2]:** Amendment to include clause 17 of the Local Government (Accountability and Governance) Act 2015 which amend section 90(7) of the Local Government Act 1999

5.8.2 Informal Gatherings.

5.8.2.1 Council will, on occasions, hold informal gatherings from which the public are excluded in accordance with Council's *Informal Gatherings Policy*. Section 90(8) of the *Act* provides that

**Comment [LJ3]:** Amendment to include clause 17 of the Local Government (Accountability and Governance) Act 2015 which amend section 90(8) of the Local Government Act 1999

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informal gatherings of Elected Members (with or without City of West Torrens' employees) may take place if the matter(s) being discussed would not normally form part of a Council meeting agenda, and no decisions are reached.

Informal gatherings include:

- planning sessions associated with the development of policies or strategies;
- briefing or training sessions;
- workshops; or
- social gatherings to encourage informal communication between Members or between Members and staff.

**Comment [LJ4]:** Suggested removal as Policy will contain relevant information and policy will be linked above.

### 5.8.3 Development Assessment Panel

5.8.3.1 Section 56A(12) of the *Development Act* provides that the DAP may order that the public be excluded from attendance at any part of a meeting as is necessary to receive, discuss or consider in confidence, any information or matter in the following circumstances:

- a) information the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead);
- b) information the disclosure of which:
  - i) could reasonably be expected to confer a commercial advantage on a person, or to prejudice the commercial position of a person; and
  - ii) would, on balance, be contrary to the public interest;
- c) information the disclosure of which would reveal a trade secret;
- d) commercial information of a confidential nature (not being a trade secret) the disclosure of which:
  - i) could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and
  - ii) would, on balance, be contrary to the public interest;
- e) matters affecting the safety or security of any person or property;
- f) information the disclosure of which could reasonably be expected to prejudice the maintenance of law, including by affecting (or potentially affecting) the prevention, detection or investigation of a criminal offence, or the right to a fair trial;
- g) matters that must be considered in confidence in order to ensure that Council does not breach any law, order or

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direction of a court or tribunal constituted by law, any duty of confidence, or other legal obligation or duty;

- h) legal advice;
- i) information relating to actual litigation, or litigation that the panel believes on reasonable grounds will take place;
- j) information the disclosure of which:
  - i) would divulge information provided on a confidential basis by or to a Minister of the Crown, or another public authority or official (not being an employee of Council, or a person engaged by Council); and
  - ii) would, on balance, be contrary to the public interest; or
  - iii) during so much of a meeting that consists of its discussion or determination of any application or other matter that falls to be decided by the panel.

5.8.3.2 The DAP will apply the same level of transparency and accountability as Council or Committee and will not make an order, that the public be excluded from a meeting, only on the basis that discussion of a matter in public may:

- cause embarrassment to Council, Committee, DAP, Elected Members, independent members of Committees and/or City of West Torrens employees; or
- cause a loss of confidence in Council or the DAP.

5.8.3.3 When a decision to exclude the public from all or part of a DAP meeting is taken, a note is required to be made in the minutes detailing the making of the order and the grounds on which it was made under s56A(12) of the *Development Act*.

## 5.9 Approach to the Use of Confidentiality Provisions

5.9.1 Any consideration of the use of confidentiality provisions, to exclude the public from the discussion of a particular matter at a meeting, will require the identification of the grounds as outlined in clause 5.8.

5.9.2 Council, Committee and DAP meetings are guided by the following principles:

- a) open and accountable government is strongly supported;
- b) confidentiality provisions will only be used when considered proper and necessary;
- c) when a decision to exclude the public is taken, the reason and legislative grounds for this will be communicated to the public, both in the meeting at the time of the public being requested to leave, and in the meeting minutes;

5.9.3 The CWT cannot guarantee confidentiality in relation to any information provided to it by members of the public. This includes information such as the names and addresses of person(s):

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- contained in petitions to Council
  - responding to consultation
  - who are representors at DAP meetings
- 5.9.4 A report contained in a Council, Committee or DAP agenda must meet the requirements of s90 of the Act or s56A(12) of the Development Act respectively before the CEO orders that a report be retained in confidence until the matter is presented to Council or a Committee.
- 5.9.4.1 Council, a Committee or the DAP will determine whether any such information will be retained in confidence, refer clause 6.4.
- 5.10. Process to Exclude the Public**
- 5.10.1 Items to be considered at Council, a Committee or DAP meetings will generally be placed at the end of the relevant agenda. However, each meeting may resolve, for the convenience of the public present at the meeting, to deal with a confidential matter earlier in the meeting.
- 5.10.2 Before an order to exclude the public from a meeting, to enable the receipt, discussion and consideration of a particular matter, the Council, Committee or DAP will formally determine, in open session, if this is necessary and appropriate.
- 5.10.2.1 If it is deemed necessary and appropriate, Council, a Committee or DAP, after due consideration will resolve to exclude the public while dealing with a particular matter. The resolution will include the grounds, under the relevant legislation, on which the order to exclude the public was made in accordance with s90 of the Act or s56A(12) of the Development Act respectively.
- 5.10.3 When a number of agenda items are identified as confidential within an agenda, the Council, a Committee or DAP will;
- determine each item separately, and
  - consider the grounds for exemption(s) relevant to each item, and
  - if so determined, resolve to consider the item in confidence.
- 5.10.4 If Council, a Committee or DAP resolves that a particular matter will be considered in confidence, members of the public must immediately leave the Council Chamber or meeting room.
- 5.10.4.1 If Council or Committee orders that a matter is to be considered in confidence, City of West Torrens' employees are considered to be members of the public and required to leave the meeting unless the Council, Committee or DAP resolves to allow them to remain in the meeting while the item is being considered. The names of those employees will be included in the resolution to consider the matter in confidence.
- 5.10.4.2 It is an offence for a member of the public, who knowing that a confidential order is in force, to enter or remain in the room in which a matter is being considered in confidence.

**5.11 Interruption of Meetings by Members**

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5.11.1 Interruptions of meetings by members will be dealt with in accordance with the Local Government (Procedures at Meetings) Regulations 2013 (Regulations) and Council's Code of Practice Procedures at Meetings.

5.11.2 Regulation 29 states:

- (1) A member of a council or council committee must not, while at a meeting:
  - (a) behave in an improper or disorderly manner; or
  - (b) cause an interruption or interrupt another member who is speaking.
- (2) Sub-regulation (1)(b) does not apply to a member who is:
  - (a) objecting to words used by a member who is speaking; or
  - (b) calling attention to a point of order; or
  - (c) calling attention to want of a quorum.
- (3) If the presiding member considers that a member may have acted in contravention of sub-regulation (1), the member must be allowed to make a personal explanation.
- (4) Subject to complying with sub-regulation (3), the relevant member must leave the meeting while the matter is considered by the meeting.
- (5) If the remaining members resolve that a contravention of sub-regulation (1) has occurred, those members may, by resolution:
  - (a) censure the member; or
  - (b) suspend the member for a part, or for the remainder, of the meeting.
- (6) A member who:
  - (a) refuses to leave a meeting in contravention of sub-regulation (4); or
  - (b) enters a meeting in contravention of a suspension under sub-regulation (5), is guilty of an offence.

Maximum penalty: \$1250.

**5.12 Interruption of Meetings by Others**

5.12.1 Interruptions of meetings by others will be dealt with in accordance with the Regulations and Council's Code of Practice: Procedures at Meetings.

5.12.2 Regulation 30 states:

- (1) A member of the public who is present at a meeting of a council or council committee must not:
  - (a) behave in a disorderly manner; or
  - (b) cause an interruption.

Maximum penalty: \$500.

City of West Torrens Code of Practice – Access to Meetings and Documents

5.12.3 A member of the public who interrupts the orderly conduct of a meeting must, on request by the Presiding Member, immediately leave the place where the meeting is being held.

5.12.3.1 If a person does not leave the place where the meeting is held at the request of the Presiding Member, SAPOL will be contacted by a Senior Officer of Council and requested to attend and remove that person.

**6. Access to Documents**

6.1 **Publically available documents**, including Council and Committee agendas and minutes are available for inspection at the Civic Centre, and in some cases the Hamra Centre Library as well as on [City of West Torrens' website](#).

6.2 **Requests to access documents held by Council** which are not publically available can be made in accordance with the [Freedom of Information Act 1991](#).

6.2.1 Enquiries in relation to the process for seeking access to documents held by Council should be directed to one of the City of West Torrens' accredited freedom of information officers or by going to the [City of West Torrens' website](#).

**6.3 Access to Agendas**

6.3.1 The CEO will make the agenda for each ordinary meeting of Council, Committee and the DAP available for public inspection at least three clear days before the date of the meeting in hard copy at the Civic Centre and Hamra Centre Library and on [City of West Torrens' website](#) at the same time they are forwarded to the members of Council, a Committee or the DAP.

6.3.2 Items listed on the agenda will be described accurately and in reasonable detail. Copies of any documents and reports that are to be considered at the meeting will be supplied to Council, Committee and DAP members in accordance with clause 6.3.1.

6.3.3 Items which are deemed to require consideration in confidence will not be contained in a Council, Committee or DAP agenda made available to the public pursuant to s84(6)(b) of the [Act](#) or s56A(12) of the [Development Act](#).

6.3.3.1 When a confidential item is to be considered by Council, a Committee or DAP, a report will be included in the public agenda, made available pursuant to s84(6)(b) of the [Act](#), detailing

- a. the report title;
- b. the basis on which matter should be considered in confidence;
- c. the relevant legislative provisions; and
- d. the recommendation to Council to consider the matter in confidence.

**6.4 Access to Minutes**

City of West Torrens Code of Practice – Access to Meetings and Documents

- 6.4.1 The CEO will make the minutes of each ordinary or special meeting of Council, a Committee or the DAP available for public inspection, within 5 days after the meeting, in hard copy at the Civic Centre and Hamra Centre Library as well as on [City of West Torrens' website](#) at the same time they are provided to members of Council, a Committee or DAP.
- 6.4.2 In some circumstances Council, a Committee or DAP may order that a document(s) relating to a particular matter that has been considered in confidence (refer clauses 5.10 and 5.11) be retained in confidence in accordance with s91 of the [Act](#) and s56A(16) of the [Development Act](#) and be kept confidential.
- 6.4.3 Council or a Committee must not make an order to retain a document in confidence:
- a) to prevent the disclosure of the remuneration or conditions of service of an employee of the City of West Torrens after the remuneration or conditions have been set or determined; or
  - b) to prevent the disclosure of the identity of a successful tenderer for the supply of goods or the provision of services (including the carrying out of works), or of any reasons adopted by Council as to why a successful tenderer has been selected; or
  - c) to prevent the disclosure of the amount or amounts payable by Council under a contract for the supply of goods or the provision of services (including the carrying out of works) to, or for the benefit of, Council after the contract has been entered into by all parties to the contract; or
  - d) to prevent the disclosure of the identity of land that has been acquired or disposed of by Council, or of any reasons adopted by Council as to why land has been acquired or disposed of by Council.
- 6.4.4 If the retention of a document(s) in confidence is considered proper and necessary, taking into account the public interest when required, a resolution to this effect contained in the minutes will include the reason and legislative grounds for confidentiality and the circumstances in which the order will cease to apply.
- 6.4.5 Any order that operates for a period exceeding 12 months will be reviewed by Council at least once each year. Such matters will be considered on a case-by-case basis depending on the particular circumstances of the matter.
- 6.4.6 Council may delegate to an employee of the City of West Torrens the power to revoke the order but not extend the order and, if relevant, may place other conditions placed on the delegation.
- 6.4.7 If an order under section 91(7) of the [Act](#) expires or ceases to apply in relation to a document or part of a document, Council will make the document or part of the document (as the case requires) available for inspection on [City of West Torrens' website](#) and available for inspection at the Civic Centre within a reasonable time.
- 6.4.78 Requests to obtain Council, Committee or DAP documents which are not normally available for public inspection can be made under the [Freedom of Information Act 1991](#) for a fee set annually by the State Government.

**Comment [LJ5]:** Amendment to include clause 25 of the Local Government (Accountability and Governance) Act 2015 which amend section 132 of the Local Government Act 1999

City of West Torrens Code of Practice – Access to Meetings and Documents

**6.5 Status of Recommendations to Council by the CEO and Council Committees**

- 6.5.1 Recommendations to Council or a Committee, contained in reports within a Council or Committee agenda, have not been considered or approved by Council. It is only after the Council has adopted these recommendations, or made alternative decisions, at a formal Council meeting, the Presiding Member has initialled each page of the minutes and signed and dated the last page of the minutes that they become the approved decisions of Council.
- 6.5.2 Committees do not have the legal ability to make decisions on behalf of Council. Consequently, any decisions contained in the minutes of a Committee have not been considered or approved by Council. It is only after the Council has adopted the recommendations of a Committee, or made alternative decisions, contained in a Council agenda (refer item 12 Adoption of Standing Committee Recommendations and item 13 Adoption of General Committee Recommendations in the agenda), and the Presiding Member has initialled each page of the minutes and signed and dated the last page of the minutes that they become the approved decisions of Council.
- 6.5.3 Recommendations to the DAP contained in the DAP agenda have not been considered or approved by the DAP. It is only after the DAP has adopted the recommendations contained in a DAP agenda, or made alternative decisions, that they have legal status.

**6.6 Elected Member Access to Documents**

- 6.6.1 An Elected Member may access any relevant document held by the City of West Torrens in conjunction with the performance or discharge of their functions and duties as an Elected Member without any charge and within a reasonable timeframe.
  - 6.6.1.1 A request for access to a document held by the City of West Torrens is to be directed, in the first instance to the CEO or a General Manager via phone, in person or email. The request should identify the document(s) sought with sufficient detail for the document(s) to be identified and retrieved as well as state the reason(s) for the request.
  - 6.6.1.2 The documents requested should relate to matters under consideration by Council.
- 6.6.2 Elected Members will not be granted access to documents regarding the personal affairs of City of West Torrens' employees, other than the Employee Register of Interests and any publicly available information.
- 6.6.3 Elected Members must not seek document(s) for personal reasons or release or divulge documents to any third parties. To do so may constitute a breach of the [Code of Conduct for Council Members](#) and/or the [Criminal Law Consolidation Act 1935](#).
- 6.6.4 The form of access to the document(s) will be negotiated with the Elected Member with regard to administrative efficiency. Forms of access include hard and soft copies or links to websites.

City of West Torrens Code of Practice – Access to Meetings and Documents

- 6.6.5 If there is a degree of sensitivity surrounding the access to a particular document, the CEO may make the document available to the Elected Member for viewing only at the Civic Centre at a mutual convenient time.

**7. Confidential Orders Reporting**

- 7.1. A report will be provided to Council on the use of confidential provisions on an annual basis. The report will include the following information:
- the number of occasions each of the identified provisions for excluding the public was used;
  - the number of occasions a confidential order was utilised;
  - the subject of the confidential item (e.g. a property sale or purchase)
  - the relevant sub-sections of s90 and s91 of the Act or s56A of the Development Act 1993 under which the order was made.
- 7.2. In accordance with Schedule 4 of the Act, a summary of confidential items will be included in Council's Annual Report.
- 7.3. A list and the status of items retained in confidence will be maintained on City of West Torrens' website and will be made available on the website when the confidential order is revoked.

**8. Review**

- 8.1. The Act requires that Council's Code of Practice - Access to Meetings and Documents (the Code) be reviewed within 12 months of a periodic election but Council has the ability to review this Code at any other time.
- 8.2. Before Council adopts, alters, or substitutes this Code, unless proposed changes are minor in nature and do not alter the materiality of the Code, it will:
- a) Make copies of the proposed Code, alterations or substitute Code available for inspection or purchase at Council's principal office and on the Council's website; and
  - b) Follow the relevant steps set out in its Council Policy - Public Consultation.

**Comment [LJG]:** Amendment to include clause 19 of the Local Government (Accountability and Governance) Act 2015 which amend section 92(5) of the Local Government Act 1999

**9. Grievance**

- 9.1. Council has established a policy for the review of decisions made by:
- Council
  - Employees of the City of West Torrens
  - Other persons acting on behalf of Council, which have resulted or will result in an administrative act of Council.
- 9.1.1. If a person is aggrieved about a decision to restrict access to meetings and/or documents they may lodge an application in writing for consideration under the Council Policy – Internal Review of Council Decisions, established by Council in accordance with s270 of the Act or lodge a complaint with the SA Ombudsman.
- 9.2. Council has established a policy for customer complaints

City of West Torrens Code of Practice – Access to Meetings and Documents

- 9.2.1 If a person is aggrieved by a matter contained in this Code, they may lodge a complaint in writing under the *Council Policy- Customer Complaints* established by Council in accordance with s270 of the *Act* or lodge a complaint with the SA Ombudsman.

**10. Availability of the Code**

- 10.1 A copy of this Code is available for inspection by members of the public at the offices of Council or the library during normal office hours, or from the [City of West Torrens' website](#). Alternatively, the public may obtain a copy for a fee fixed by Council. Further enquiries in relation to the Code should be directed to the General Manager [Organisational Support Business and Community Services](#), or telephone 8416 6333 or by email to [csu@wtcc.sa.gov.au](mailto:csu@wtcc.sa.gov.au)

Draft

## 7.9 Libraries Policy Review

### Brief

The *Council Policy - Libraries* has been subject to a scheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The revised *Council Policy - Libraries* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the *Council Policy - Libraries*.

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### Introduction

The *Council Policy - Libraries* (Policy), first approved in 2007 (**Attachment 1**), has been subject to a scheduled review to ensure that it is consistent with current practice and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### Discussion

The most significant change to this Policy is the shift in focus from a Conditions of Use document to an operational Policy to effectively guide the function of the City of West Torrens Library Service.

Given the number of amendments to this Policy track changes have not been used. The reviewed Policy has been attached (**Attachment 2**) along with the current Policy (**Attachment 1**).

The key changes proposed include:

- Amendments to formatting and to the template to reflect current style;
- Removal of outdated position titles;
- Clearer and meaningful preamble, purpose and scope sections; and
- Membership, borrowing and collections provisions to provide for effective library management.
- Inclusion of the rationale for the use of CCTV in the Hamra Centre.

### Conclusion

The revised *Council Policy - Libraries* has been subject to a review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

**ATTACHMENT 1**

**City of West Torrens**

**Libraries Policy**

<b>Classification</b>	Council Policy
<b>First Issued/Approved:</b>	19 July 2005
<b>Amended:</b>	15 May 2007
<b>Next Review Due:</b>	2012
<b>Applicable Legislation:</b>	Copyright Act
<b>Relevant Policies:</b>	N/A
<b>Related Executive Standards:</b>	Information Technology
<b>Responsible Manager:</b>	Manager Library Services
<b>Confirmed by General Manager:</b>	General Manager Community and Governance Date: 15 September 2006
<b>Note:</b>	Was Policy No. A.30/1

City of West Torrens

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City of West Torrens

## LIBRARY POLICY

### Purpose

The City of West Torrens provides library facilities for the benefit of the community. It has developed certain conditions of use to ensure that people do not interfere with the reasonable enjoyment of patrons to the City of West Torrens Libraries and that the library collections and facilities are securely protected.

### Principles

Any person who can produce official proof of their South Australian residential address may become a member of the West Torrens Libraries.

Patrons will be advised of the *Library Conditions of Use* before signing the membership application form. The patron's signature will be taken as proof that they are aware of, understand and accept the *Library Conditions of Use* and will comply with them.

If a patron breaches the *Library Conditions of Use*, the City of West Torrens reserves the right to:

- remove that person from library premises; and/or
- restrict or ban access to library materials and facilities; or
- terminate membership of the library.

This Policy is applicable at the:

- The Hamra Centre – 1 Brooker Terrace, Hilton 5033
- Mobile Library.

*Supplemented by:*

- *Library conditions of use*
- *Loan period and material amount schedule*
- *Fees and charges schedule*
- *Statement on Freedom to Read*
- *Conditions of Use for Electronic Services*
- *Copyright Act 1969 (subsection 40 (2))*

City of West Torrens

### **LIBRARY CONDITIONS OF USE**

#### **1. Membership**

- 1.1 Membership of the West Torrens Libraries is open to any resident of South Australia with official proof of residential address.
- 1.2 Temporary membership is granted to visitors to South Australia with official identification and provision of local address. Restrictions apply with Temporary membership. Details available on application to any West Torrens Library.
- 1.3 A person under the age of 18 who wishes to become a member of the library must have a registration form signed by a parent or guardian, with official proof of residential address, who agrees to be responsible for all items borrowed and any fees incurred.
- 1.4 Independent Living – Under 18. A person under the age of 18 years who is able to show, by producing documentation such as an electricity bill, rates notice or similar, that he or she lives independently of a parent or guardian may join as an adult member.
- 1.5 Members are required to advise staff as soon as possible of any change in membership details or the loss of a West Torrens Libraries card.

#### **2. Behaviour in the Library**

- 2.1 Library facilities, materials and equipment must not be manipulated, altered or damaged in any way by Library patrons.
- 2.2 Patrons of West Torrens Libraries must at all times act in a manner that shows consideration for other patrons and staff. Inappropriate behaviour, such as verbal abuse, sexual or other harassment, aggression, anger, intimidation, rowdiness or assault, displayed by any patron towards another patron or Library staff will not be tolerated.
- 2.3 Library staff may ask any patron to leave the premises if inappropriate behaviour is displayed. If this request is not complied with, Library staff may call the police for assistance in removing the particular individual.
- 2.4 Where there is ongoing inappropriate behaviour, the Manager Library Services will issue a warning letter to the person, or his or her parent/guardian, advising that if the behaviour continues, that person may be restricted or banned from accessing the Library and/or his or her membership terminated.
- 2.5 Adults/Parents/Guardians are responsible for the behaviour of any children under the age of 18 years, in their care, while in the Library and should consider the comfort, safety and needs of other Library patrons.
- 2.6 Adults/Parents/Guardians are responsible for supervising the use

City of West Torrens

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of public computers by such children/dependents and for ensuring that they do not access inappropriate material found on the Internet, or in other materials provided by the Library. The City of West Torrens and Library Services are not responsible in any way for any inappropriate material accessed by any child under the age of 18 years.

- 2.7 The Library/Library staff are not responsible for any children left unattended in the Library.
- 2.8 A Library patron may be denied access to a particular service or to particular materials if their behaviour is inappropriate or unlawful.
- 2.9 A person shall not enter into or remain in the Library premises while intoxicated or so much under the influence of alcohol or a drug so as to be visibly affected by it.

**3. Bags in the Library**

- 3.1 Patrons of the Library are allowed to bring bags into the Library. However, It is a condition of entry to the Library that bags may be required to be presented for inspection.
- 3.2 Patrons are welcome to leave bags or other belongings behind the customer service counter, but Library staff are unable to take responsibility for personal items and valuables.

**4. Borrowing**

- 4.1 A patron shall accept full responsibility for Library materials borrowed in their name, return them by the due dates, and pay any charges incurred as highlighted within the Fees and Charges Schedule. The responsibility lies with the parent/guardian if the borrower is under 18 years of age.
- 4.2 Any materials borrowed may be recalled at short notice and the loan period of any material may be restricted.
- 4.3 In making materials available, the West Torrens Libraries follow the Statement on Freedom to Read issued by the Australian Library and Information Association and conform to Federal and State censorship decisions. Beyond these provisions, parents and guardians are held responsible for monitoring their children's access to the Libraries' resources.

**5. Food and Drink**

Food and drink should not be consumed in the Library except in designated areas when it is purchased from Library vending machines, or when provided as part of a Library program.

**6. Animals in the Library**

With the exception of guide, disability and hearing dogs, animals may not be brought into the Library except on designated occasions.

City of West Torrens

**7. Personal Property**

- 7.1 The Library accepts no responsibility for any damage to patrons' own equipment while using Library materials including, but not limited to, compact discs, DVDs, CD/ROMs, videos, cassettes or computer discs.
- 7.2 The Library does not take any responsibility for the safety and security of personal belongings left in the Library by patrons. Patrons bringing personal belongings into the Library do so at their own risk.
- 7.3 Any item that is found by Library staff will be retained until collected by the owner. If the item contains contact details, Library staff will attempt to contact the owner and inform him or her that the item has been found.
- 7.4 Any unclaimed items will be disposed of after 1 month.

**8. Mobile Telephones**

Mobile telephones may be used in West Torrens Libraries. Patrons are encouraged to either switch off their phones or adjust them to silent whilst in the Library.

**9. Electronic Services**

- 9.1 The City of West Torrens Libraries provide computers and other electronic equipment for use by patrons for a variety of purposes. Patrons are requested to comply with any specific conditions of use for such equipment and to not tamper with computer security or change established settings.
- 9.2 Some activities are unlawful and, therefore, PROHIBITED. These activities include, but are not limited to:
- gaining access to any material which is pornographic, offensive or objectionable;
  - engaging in any conduct which offends Federal, State, or Local Council laws and regulations;
  - embarrassing or harassing (sexually or otherwise) another person;
  - engaging in any communication which contains a defamatory message – including reading and then forwarding a message of which you are not the author;
  - sending or forwarding any material which is abusive, discriminatory, obscene or otherwise illegal.

**10. Copyright**

When borrowing, using, photocopying or downloading information from the Library collection, patrons must comply with the Copyright Act 1968 (Cth), which encompasses literary, dramatic, musical or artistic works on paper, disk, tape or any other medium including any electronic form of material.

City of West Torrens

**11. Breach Of Library Conditions Of Use**

- 11.1 The Library Conditions of Use must be strictly adhered to. If a Library staff member has reasonable cause to suspect that a person has committed a breach of the Library Conditions of Use, the staff member may direct that person to leave the Library for a period of up to 24 hours or restrict access to other services.
- 11.2 If the Manager Library Services has reasonable cause to suspect a person has committed a breach of the Library Conditions of Use then that person may be banned from the Library for a period of up to one month.
- 11.3 Patrons must obey the lawful directions from the Library staff.
- 11.4 In the event of any serious breach of the Library Conditions of Use, the Library reserves the right to terminate a patron's membership of the West Torrens Libraries and to maintain that restriction at the Library's absolute discretion.
- 11.5 A person who commits a breach of the Library Conditions of Use may be subject to prosecution if that action also constitutes a breach of any law.

ATTACHMENT 2

CITY OF WEST TORRENS



**Council Policy:  
Libraries**

<b>Classification:</b>	Council Policy
<b>First Issued:</b>	19 July 2005
<b>Dates of Review:</b>	2007, 2016
<b>Version Number:</b>	3
<b>Next Review Due:</b>	2021
<b>DW Doc set ID:</b>	306068
<b>Applicable Legislation:</b>	<i>Copyright Act 1968 (Cth)</i> <i>Broadcasting Services Act 1992 (Cth)</i> <i>Children's Protection Act 1993 (SA)</i>
<b>Related Policies or Corporate Documents:</b>	<i>Information Technology and Its Use Policy</i> <i>Found Property Policy</i> <i>South Australian Public Library Network (SAPLN) Fair Use Policy</i> <i>SAPLN Library Management System (LMS) Policy &amp; Operations Guide</i> <i>SAPLN Privacy of Customer Information</i> <i>Library Conditions of Use and Conditions of Use for Electronic Services</i> <i>Loan period and material amount schedule</i> <i>Fees and charges schedule</i> <i>Statement on free access to information</i>
<b>Associated Forms:</b>	
<b>Note:</b>	Was Policy No. A30/1
<b>Responsible Manager:</b>	Manager Community Services
<b>Confirmed by General Manager:</b>	General Manager Business and Community Services Date 22 April 2016
<b>Approved by Executive:</b>	Date 3 May 2016
<b>Endorsed by Council</b>	Date

City of West Torrens Council Policy - Libraries

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City of West Torrens Council Policy - Libraries

## **COUNCIL POLICY - Libraries**

### **1. Preamble**

- 1.1 The City of West Torrens (CWT) provides library facilities for the benefit of the community.

### **2. Purpose**

- 2.1 This policy (Policy) provides information on the responsibilities of all users of the CWT Library Service (Library Service) to ensure:

- users understand the conditions of use
- matters are dealt with in a fair, consistent and transparent fashion
- people do not interfere with the reasonable enjoyment of users
- library collections and facilities are securely protected.

### **3. Scope**

- 3.1 This Policy is applicable to all users of the services and facilities provided by the CWT Library Service, including customers, employees, volunteers and contractors.

- 3.2 The CWT Library Service includes:

- The Hamra Centre, including outreach services
- Mobile Library.

### **4. Definitions**

- 4.1 **CWT Library Service** refers to a public service of resources and facilities provided by CWT to users of the Hamra Centre including outreach services and the Mobile Library.

- 4.2 **User** refers to a person(s) who uses the services, assets and facilities provided by the CWT Library Service, including customers, employees, volunteers and contractors.

- 4.3 **Hardship** refers to a situation when a user is unable, because of illness, unemployment or other reasonable cause, to pay their fines or fees when due for payment. It can be of limited or long term duration and essentially involves an inability of the user to pay fines, rather than an unwillingness to do so.

### **5. Policy Statement**

#### **5.1 Conditions of Use**

- 5.1.1 Users will be provided with a copy of the *Library Conditions of Use* at the time of joining.

- 5.1.1.a The user's signature will be taken as proof that they are aware of, understand, accept and comply with the *Library Conditions of Use*. The *Library Conditions of Use* also apply to 'One Card' members who have joined at another South Australian public

City of West Torrens Council Policy - Libraries

library but use the services and facilities of the CWT Library Service.

- 5.1.2 If a user's behaviour is deemed by the CWT to be contrary to the *Library Conditions of Use*, the user will be advised and provided with a copy.
- 5.1.3 The Library will update the *Library Conditions of Use* and the *Conditions of Use for Electronic and Online Services*, as required, and will make it available to users of the service both in hard copy and on the City of West Torrens website.
- 5.1.4 If the CWT has reasonable grounds to suspect that a user has breached one or more of the following in any way:
  - a. *Library Conditions of Use*;
  - b. Loan period and material amount schedule;
  - c. Fees and charges schedule;
  - d. *Statement on Freedom to Read*;
  - e. *Conditions of Use for Electronic Services*;
  - f. *SAPLN Fair Use Policy*;
  - g. *SAPLN LMS Policy & Operations Guide*;
  - h. *Copyright Act 1968* (Cth);
  - i. *Children's Protection Act 1993* (SA);

then the CWT reserves the right, without notice, to:

- a. remove that person from CWT library premises; and/or
- b. restrict or ban physical access to CWT library materials and facilities for a period of up to one month and subsequently up to 3 months; or
- c. seek approval from Public Library Services (PLS) to bar access to the use of any public library service in South Australia, either temporarily or permanently.

## 5.2 Membership

### 5.2.1 General

- 5.2.1.1 Membership of the Library Service is open to any resident of South Australia with proof of residential address which is recognised by the SA Public Library Network (SAPLN). Any person who has an operational SAPLN One Card membership may use the service under the terms of the 'One Card' network.

- 5.2.1.2 Membership expires if no items have been borrowed for three years.

### 5.2.2 Over 18s Membership

- 5.2.1.1 The following recognised identification must be provided to be eligible for library membership:

- 5.2.1.1a First preference - one piece of unique and current identification with photo ID (usually a driver's licence or proof of age card) including name, current address and birthdate.

City of West Torrens Council Policy - Libraries

5.2.1.1b Second preference - one piece of current identification with photo ID including name and birthdate such as a passport or student id card together with one piece of current identification showing name and current address such as current council rates bill, current bank statement or current utilities bills.

- a. If no photo ID is available – Medicare card/health card, pensioner card, credit card etc. with name together with one piece of current identification showing name and current address i.e. current council rates bill, current bank statement or current utilities bills.
- b. Identification can also be verified through registration with an educational institution e.g. school.

#### 5.2.3 Under 18s Membership

5.2.3.1 A person under the age of 18 who wishes to become a member of the library and/or use the internet enabled devices must provide:

- a. a registration form signed by a parent or guardian, with official proof of residential address as per clause 5.2.2, who agrees to be responsible for all items borrowed and any fees incurred; or
- b. show a valid Centrelink card or documentation e.g. tenancy agreement, electricity bill, rates notice or similar in their name, demonstrating independent living arrangements; or
- c. have a social welfare agency representative attend to assist them in applying for membership OR associated documentation from their case worker on department letterhead demonstrating independent living arrangements.

#### 5.2.4 Temporary Membership

5.2.4.1 If there is insufficient documentation to meet the minimum requirements, a temporary membership may be assigned

5.2.4.2 Temporary membership may be granted to any visitor to South Australia with official identification and provision of a South Australian address such as a current council rates bill, current bank statement or current utilities bills. Restrictions to the number of items allowed to be borrowed apply to temporary membership.

#### 5.3 Lost or Damaged Cards

5.3.1 In the case of lost or damaged cards a fee, as per the Fees and Charges Schedule, will be charged for the second or subsequent cards.

5.3.2 Personal records will be kept confidential and not be disclosed other than when they are required by law.

#### 5.4 Borrowing

5.4.1 All users are required to show a SAPLN One Card library membership card to borrow, renew or request items. Identification, such as a valid drivers licence, and proof of age must be provided if requested.

City of West Torrens Council Policy - Libraries

- 5.4.2 The CWT reserves the right to raise a debt for any loss or damage to an item. The Library has the authority to negotiate different repayment arrangements dependent on the age and value of the item, and the circumstances of its loss. A debt collection service may be used to recover items if deemed appropriate by the CWT.
- 5.4.3 Outstanding fines, fees or items may result in the restriction or limitation of borrowing and membership privileges. Records of members who owe fines and fees are retained until resolved or are cancelled at the direction of the CWT.
- 5.4.4 Fees may be reduced or waived by the Chief Executive Officer pursuant to the *Local Government Act 1999*.

**5.5 Wi-Fi Access**

- 5.5.1 All users may use the free WI-FI network and the public internet computers.

**5.6 Security and Found Items**

- 5.6.1 Closed Circuit Television (CCTV) is used to monitor and record public areas in the Hamra Centre building/Library and Auditorium for crime minimisation and security purposes. This footage may be viewed by the CWT and provided to external authorities when necessary or when required by law.
- 5.6.2 Any item of personal property that is found by the CWT will be dealt with according to the *Found Property Policy*.

**5.7 Community Information**

- 5.7.1 Only community information authorised by CWT will be displayed.
- 5.7.2 Any unauthorised materials will be removed without notice.

**5.8 Collections Management**

- 5.8.1 New material will be purchased monthly through local and online suppliers using CWT funds and materials grant funds the Public Library Services purchasing system and made available to users.

## 7.10 Council Suppers Policy Review

### Brief

The *Council Policy - Council Suppers* has been subject to a scheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The revised *Council Policy - Council Suppers* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the *Council Policy - Council Suppers*.

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### Introduction

The *Council Policy - Council Suppers* (Policy) has been subject to a scheduled review to ensure that it is consistent with current practice (**Attachment 1**) and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### Discussion

Proposed changes to the Policy are shown as 'track changes' to highlight the changes proposed.

The key changes proposed include:

- Minor amendments to formatting and to the template;
- Minor wording clarifications;
- Inclusion of a Responsible Officer definition; and
- Removal of repeated clauses.

### Conclusion

The revised *Council Policy - Council Suppers* has been subject to a review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

ATTACHMENT 1

CITY OF WEST TORRENS



**Council Policy:  
Council Suppers**

<b>Classification:</b>	Council Policy		
<b>First Issued:</b>	15 February 2000		
<b>Dates of Review:</b>	November 2007, May 2011, May 2016		
<b>Version Number:</b>	4		
<b>DW Doc set ID:</b>	305629		
<b>Next Review Due:</b>	2021		
<b>Applicable Legislation:</b>			
<b>Related Policies or Corporate Documents:</b>			
<b>Associated Forms:</b>			
<b>Note:</b>	Formerly policy number EM.4-1		
<b>Responsible Manager:</b>	<b>Chief Executive Officer</b>		
<b>Confirmed by General Manager:</b>	Chief Executive Officer	Date	15 March 2016
<b>Approved by Executive:</b>		Date	15 March 2016
<b>Endorsed by Council</b>			Date

City of West Torrens Council Policy - Council Suppers

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Draft

City of West Torrens Council Policy - Council Suppers

## COUNCIL POLICY - Council Suppers

### 1. Preamble

- 1.1 ~~Light-A light~~ supper and refreshments are made available to ~~Council-Elected~~ members and staff following the conclusion of a Council meeting.

### 2. Purpose

- 2.1 The purpose of this policy is to provide guidelines for ~~Council-holding~~ suppers ~~held after following the conclusion of a~~ Council meeting.

### 3. Scope

- 3.1 This policy applies to Elected Members, independent members ~~of a Council~~ of a Council Committee, ~~a~~ Development Assessment Panel (DAP) members and staff when attending ~~Council~~ suppers.

### 4. Definitions

- 4.1 Council supper(s) refers to the provision of food and light refreshments following the conclusion of a Council, ~~Council Committee or DAP~~ meeting.

- 4.2 Responsible Officer refers to the Mayor, CEO or member of the Executive.

### 5. Policy Statement

- 5.1 Council suppers may be held after the close of a Council, Council Committee or DAP meeting.

- 5.1.1 Elected Members, independent members of ~~Council~~, ~~Council Committees~~, ~~or~~ the DAP and staff may attend the Council supper.

- 5.1.2 ~~Members of the public who attend the Council meeting may attend the Council supper at the explicit invitation of the Mayor or Chief Executive Officer.~~

- 5.1.32 Members of the public, ~~invited guests~~ who attend a Council, ~~Council~~ Committee or DAP meeting may attend the ~~Council~~ supper at the explicit invitation of ~~a~~ responsible officer.

- 5.2 Council suppers will be held in the Mayor's Reception room adjacent to the Council Chamber or the George Robertson room, unless otherwise determined.

- 5.3 Council suppers will cease 60 minutes after the completion of a Council, Council Committee or DAP meeting.

- 5.4 A member of the Executive team must be present until the close of a Council meeting supper to ensure that attendees have safely exited the building and that the appropriate security measures have been activated.

- 5.5 The evacuation procedure announced during the Council, Council Committee or DAP meeting applies during ~~the~~ ~~thea~~ Council supper.

## 7.11 Graffiti Management Policy Review

### Brief

The *Council Policy - Graffiti Management* has been subject to a scheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The revised *Council Policy - Graffiti Management* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the *Council Policy - Graffiti Management*.

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### Introduction

The *Council Policy - Graffiti Management* (Policy) has been subject to a scheduled review to ensure that it is consistent with current practice (**Attachment 1**) and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### Discussion

Given they are not extensive, proposed changes to the Policy are shown as 'track changes'.

The key changes proposed include:

- Minor amendments to formatting and to the template;
- Minor wording clarifications;
- Revised preamble to ensure Policy is clear and precise;
- Clear and simple purpose to ensure Policy is well defined;
- Slight amendment to graffiti removal and communication timeframes to better reflect current business practices; and
- Removal of unnecessary Policy Statements.

### Conclusion

The revised *Council Policy - Graffiti Management* has been subject to a review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

ATTACHMENT 1

CITY OF WEST TORRENS



## Council Policy: Graffiti Management

Classification:	Council Policy		
First Issued:	23 May 2000		
Dates of Review:	19 April 2005, 1 March 2011, <u>15 April 2016</u>		
Version Number:	<u>43</u>		
DW Doc set ID:	306029		
Next Review Due:	<u>1 March 2021</u>		
Applicable Legislation:	<ul style="list-style-type: none"><li>• <a href="#">Graffiti Control Act 2001 (SA)</a></li><li>• <a href="#">Graffiti Control Regulations 2013 (SA)</a></li><li>• <a href="#">Criminal Law Consolidation Act 1935 (SA)</a></li><li>• <a href="#">Local Government Act 1999 (SA)</a></li></ul>		
Related Policies or Corporate Documents:			
Associated Forms:			
Note:	<a href="#">Formerly known as Graffiti Management Policy - A.18-1</a>		
Responsible Manager:	Manager City Works		
Confirmed by General Manager:	General Manager Urban Services	Date	<u>19 April 2016</u>
Approved by Executive:		Date	<u>20 April 2016</u>
Approved by Council		Date	

City of West Torrens Council Policy - Graffiti Management

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Draft

City of West Torrens Council Policy - Graffiti Management

## COUNCIL POLICY- Graffiti Management

### 1 Preamble

- 4.1 This policy defines Council's role in reducing the incidence and visibility of graffiti and minimising the financial, social, environmental and economic impact of graffiti within the City of West Torrens.
- 4.2 The Council's objective is to remove graffiti as promptly as possible where Council has control over the affected property; and to seek and encourage removal of graffiti where other persons or agencies are responsible for the damaged property.
- 1.1 Graffiti is a criminal offence against property that costs councils and public agencies in South Australia many millions of dollars annually to repair. The City of West Torrens (CWT) is committed to the apprehension and prosecution of offenders. The CWT will cooperate with any lawful request of the South Australian Police in order to assist the reduction in incidence of this crime.
- 1.23 The City of West Torrens (CWT) seeks to minimise the incidence of graffiti on both public and private property.

### 2 Purpose

- 2.1 To define Council's role in the coordination of graffiti removal and prevention.
- 2.2 To remove graffiti as quickly as possible as a deterrent.
- 2.3 To remove graffiti using environmentally sustainable methods to minimise harm to the environment.
- 2.4 To involve the local community as partners in reducing graffiti.

### 3 Scope

- 3.1 This policy applies to public and private property within the City of West Torrens CWT.

### 4. Definitions

- 4.1 Graffiti means any inscription, word, figure or design that is marked, etched, scratched, drawn, sprayed, painted, pasted or applied to public or private property without the permission of the property owner.

### 5. Policy Statement

- 5.1 Council may exercise the powers provided to it under the Graffiti Control Act 2001 (the Act) to remove graffiti on public and private property when the graffiti is visible from a public place.
- 5.2 Council Officers will maintain surveillance of monitor the council area to locate and report graffiti.
- 5.3 Graffiti deemed by Council to be offensive will be removed from public and private property in the City of West Torrens CWT; subject to the requirements of the Graffiti Control Act 2001 Act, whereby Council:

City of West Torrens Council Policy - Graffiti Management

- | 5.3.1 Will remove graffiti from Council-owned buildings within two~~one~~ business day of notification when feasible.
- | 5.3.2 Will provide written notice within 10 business days of an intention to remove graffiti to affected property owners or occupiers; and
- 5.3.3 Will consult with the owner or occupier regarding the work to be carried out;
- 5.3.4 Will not carry out the works if the owner or occupier objects unless the graffiti is deemed offensive in which instance Council may exercise powers under other legislation;
- 5.3.5 May approach the owner or occupier of properties that are the subject of frequent graffiti to provide a 'standing' authorisation for the removal of graffiti to streamline the removal timelines;
- 5.3.6 Will carry out the works expeditiously with least disturbance to the owner or occupier as practicable; and
- | 5.3.7 Will carry out the works to a reasonable standard with reasonable care.
- 5.4 The removal of graffiti by Council may be conducted by an employee of the Council or by another person duly authorised by the Council for the purpose.
- | 5.5 Council may~~will~~ proactively pursue opportunities to treat surfaces with anti-graffiti coatings when there is a reasonable belief there will be a strong deterrent effect.
- 5.6 Council will consider design and planning aspects that may deter graffiti whenever opportunities arise through deliberations of development in the City or in its own property maintenance. Such measures may include screen planting on prominent locations, installation of night lighting and security lighting.
- | 5.7 Proposals to place murals on appropriate sites will be considered by Council individually on their merits.
- | 5.8 Council Officers may~~will~~ maintain liaison—liaise with schools, other councils, police and other relevant agencies in order to keep abreast of current 'tag registers', approaches to offenders and any other aspects of the issue which may inform this Council's practices, or to which the City of West Torrens~~CWT~~ can contribute.
- | 5.9 Graffiti is a criminal offence against property that costs councils and public agencies in South Australia many millions of dollars annually to repair. The City of West Torrens is committed to the apprehension and prosecution of offenders. Council The CWT will cooperate with any lawful request of the South Australian Police; which may include permitting access to a tag register, CCTV footage, etc in order to assist the reduction in incidence of this crime.

## 7.12 Whistleblowers Policy Review

### Brief

The *Council Policy - Whistleblowers* has been subject to an unscheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The revised *Council Policy - Whistleblowers* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the *Council Policy - Whistleblowers*.

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### Introduction

The *Whistleblowers Protection Act 1993* (the Act) provides protection to any person, such as an employee, Elected Member or a member of the community, who reports "public interest information" to the appropriate authority in accordance with the Act. Pursuant to the Act and the *Council Policy - Whistleblowers* (Policy), the Administration will take action to protect a whistleblower from victimisation and intimidation while ensuring that disclosures are appropriately investigated.

### Discussion

The Policy has traditionally been categorised as an administration policy given it has been overseen by the Responsible Officer who has always been an employee.

The Policy (**Attachment 1**) was approved in February 2013 so is not scheduled for review until 2018.

This unscheduled review was triggered by the departure of the Policy's Responsible Officer who is a person appointed by the Chief Executive Officer and is authorised to receive and act upon information forwarded from informants. The appointment of a new Responsible Officer required an amendment to the Policy which also provided the opportunity to review the entirety of the Policy. This review resulted in a change in the categorisation of the Policy from an Administration Policy to a Council Policy given it contains information relevant to all external stakeholders.

The revised Policy has been attached as **Attachment 2**. Track changes have been used given that the number of amendments to the Policy are not extensive.

Key changes to this Policy include:

- New template (Administration Policy to Council Policy).
- Clearer introduction, purpose and scope with greater alignment to the Act.
- More relevant definitions.
- Clarity of Policy Statements regarding the Codes of Conduct for Council Members and Employees as well as ICAC legislation.
- Removal of duplicated provisions.
- Appointment of General Manager, Business and Community Services as the Responsible Officer for the purposes of this Policy.
- Simplification and integration of public officer requirements regarding disclosures with regards to the Responsible Officer.
- Greater explanation of investigation and reporting procedures.

KelleyJones Lawyers have reviewed this Policy to ensure consistency with the Act and any other relevant legislation.

### **Conclusion**

The *Council Policy - Whistleblowers* has been subject to an unscheduled review as a result of the appointment of a new Responsible Office and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

ATTACHMENT 1

City of West Torrens Administration Policy - Whistleblowers



## Administration Policy: Whistleblowers

Classification:	Administration Policy
First Issued:	17 October 2006
Dates of Review:	5 February 2013
Version Number:	2
DW Doc set ID:	479795
Next Review Due:	5 February 2018
Applicable Legislation:	<i>Whistleblowers Protection Act 1993 (SA)</i> <i>Local Government Act 1999 (SA)</i> <i>Local Government (General) Regulations 1999 (SA)</i> <i>Independent Commissioner Against Corruption Act 2012 (SA)</i> – once fully operational
Related Policies or Corporate Documents:	<a href="#">Fraud and Corruption Prevention and Control Policy</a> <a href="#">Managing Performance Misconduct and Inappropriate Behaviour Policy</a> <a href="#">Code of Conduct for Council Employees</a> <a href="#">Code of Conduct for Council (Elected) Members</a>
Associated Forms:	
Note:	
Responsible Manager:	Deputy Chief Executive Officer
Confirmed by General Manager:	Deputy Chief Executive Officer      Date 1 February 2013
Approved by Executive:	Date 5 February 2013

City of West Torrens Administration Policy - Whistleblowers

Current

City of West Torrens Administration Policy - Whistleblowers

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Current

City of West Torrens Administration Policy - Whistleblowers

## Administration Policy - Whistleblowers

### 1. Introduction

- 1.1 The *Whistleblowers Protection Act 1993 (SA)* is designed to encourage the disclosure of information and to provide protection and immunity for any person (an "Informant") who makes an appropriate disclosure of public interest information.
- 1.2 The City of West Torrens (CWT) is committed to supporting ethical behaviour and good governance.

### 2. Purpose

- 2.1 This Policy is designed to ensure that the CWT responsibilities under the *Whistleblowers Protection Act 1993* (the Act) are properly fulfilled.
- 2.2 Its purpose is to encourage and facilitate disclosures of maladministration, corrupt or illegal activity occurring in the organisation so that internal controls and procedures can be strengthened and to ensure that the organisation's resources are efficiently applied towards the achievement of the Council's objectives.
- 2.3 This policy provides a process for disclosures by Informants as well as protection and confidentiality standards.

### 3. Scope

- 3.1 This Policy applies to all employees including volunteers and contractors as well as Elected Members and members of the public who make disclosures to a responsible officer in accordance with the Act and establishes a system for the matters disclosed to be investigated and remedial action to be taken.
- 3.2 This policy does not apply to general grievance matters which employees are encouraged to discuss freely with their manager.

### 4. Definitions

- 4.1 **Appropriately disclosed** has the same meaning as in the Act.
- 4.2 **Responsible Officer** is a person appointed by the Chief Executive Officer who is authorised to receive and act upon information forwarded from informants.
- 4.3 **Informant** is any person who appropriately discloses public interest information about the organisation that concerns:
  - Illegal activity or corruption;
  - Maladministration, including impropriety, negligence or waste.
- 4.4 **Natural justice** means the process that ensures that a person is given a fair, equitable and reasonable opportunity to respond to or else comment on a complaint.
- 4.5 **Public interest information** is defined in the Act as meaning information that tends to show that an adult person (whether or not a public officer), body corporate or government agency is or has been involved (either before or after the commencement of this Act) -

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- i. in an illegal activity; or
- ii. in an irregular and unauthorised use of public money; or
- iii. in substantial mismanagement of public resources; or
- iv. in conduct that causes a substantial risk to public health or safety or to the environment; or

that a public officer is guilty of maladministration in or in relation to the performance (either before or after the commencement of this Act) of official functions.

**5. Policy Statement**

5.1 In complying with the Act, the CWT will not tolerate improper conduct by its employees, officers or Elected Members, nor the taking of reprisals against those who come forward to disclose such conduct. Council supports the making of disclosures that reveal:

- Illegal activity;
- Irregular and unauthorised use of public money; or
- Substantial mismanagement of public resources; or
- Conduct that causes a substantial risk to public health or safety, or to the environment; or
- That a public officer is guilty of maladministration in, or in relation to, the performance of official functions.

5.2 The CWT will ensure that an appropriate framework exists to allow employees members of the public to provide information to the organisation and to ensure where the person is entitled to protection that person receives protection in accordance with the Act.

5.3 The organisation is committed to investigating all information supplied in a confidential manner and, where required, taking appropriate action.

**5.4 Responsible Officer**

5.4.1 The Chief Executive Officer (CEO) has appointed the Deputy CEO as the Responsible Officer.

5.4.2 The Responsible Officer will be the person to:

- receive information from an Informant; and
- undertake a preliminary investigation; and
- report to the CEO on the matter; and
- refer the matter to SAPOL or the Office of Public Integrity if required; or
- undertake a detailed investigation and submit a full report to the CEO and then report to the appropriate external organisation if required.

5.4.3 In the case of a person disclosing information about (or relating to) the CEO, the Responsible Officer will report the matter to the Mayor who will determine how the matter should be investigated and receive the report.

5.4.4 In the case of a person disclosing information about (or relating to) the Responsible Officer, or in the absence of the Responsible Officer, then the information should be provided directly to the CEO unless the matter relates to the CEO in which case the information should be provided to the Mayor.

5.5 The identity of the Informant appropriately disclosing public interest information will be kept confidential unless the consent of that person is obtained to divulge their identity.

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- 5.6 The CWT will take action as appropriate to protect Informants from victimisation and ensure that they are not subjected to intimidation or discrimination in the work place.
- 5.7 Should a person, wishing to disclose information, want to remain anonymous, the information will be investigated to the extent possible.
- 5.8 When, in the opinion of the Responsible Officer (or the CEO as the case may be), the circumstances warrant, information supplied will be reported to the South Australian Police or the Office of Public Integrity.

#### 5.9 Awareness

- 5.9.1 The Act will be promoted throughout the CWT via the intranet and through the new employee induction process. Information will be provided to new employees as part of their induction.
- 5.9.2 Information will be made public on Council's website and by circulating brochures via appropriate distribution points. These include the Civic Centre, Hamra Centre Library and in New Resident Information Packs.

#### 5.10 Deliberate false disclosures and accusations

- 5.10.1 In situations where a disclosure is found to be deliberately false, malicious or vexatious, the confidentiality provisions and protection under legislation will not apply. In these cases, the CEO or the Mayor (where the matter relates to the CEO) will determine if the informant's identity will remain confidential.
- 5.10.2 The person deliberately making a false a disclosure may become the subject of legal proceedings under the Act or through common law action.
- 5.10.3 In the case of an employee making a deliberate malicious disclosure or accusation about another employee action may be taken in accordance with the [Code of Conduct for Council Employees](#) and Counselling and Discipline Policy.

### 6. Procedure

#### 6.1 Disclosure Process

- 6.1.1 Disclosures can be made to the Responsible Officer in person, by telephone, in writing or via email.
  - Written disclosures should be addressed to:  
Confidential  
Whistleblowers  
Responsible Officer  
City of West Torrens  
165 Sir Donald Bradman Drive  
HILTON SA 5033
  - Additional contact details for the Responsible Officer are as follows:  
Telephone: 8416 6333  
Email: [wtccwhistleblowers@gmail.com](mailto:wtccwhistleblowers@gmail.com)
  - Disclosures can also be made in person by approaching the Responsible Officer.

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- 6.1.2 The Informant may, at their discretion, identify themselves to the Responsible Officer who is accountable for ensuring the Informant remains anonymous (if that is their wish).
- 6.1.3 The mailbox referred to above will only be cleared by the Responsible Officer and the basic details of all disclosures received will be noted in a single purpose register.

**6.2 Investigations**

- 6.2.1 All disclosures will be investigated by the Responsible Officer and the outcomes reported to the CEO except in cases when the matter relates to the CEO.
- 6.2.2 If the matter relates to the CEO the Mayor will appoint an appropriate independent person to conduct the investigation and receive their report.
- 6.2.3 If the disclosure relates to the Responsible Officer it will be investigated by the CEO with support from the Executive Manager Organisational Support.
- 6.2.4 Informants who make a disclosure anonymously must provide sufficient details and evidence for the matter to be investigated. If the responsible officer determines that they are not sufficient, the matter will not be investigated.
- 6.2.5 The Informant will be advised of the outcome of any investigations if they wish to leave their name and contact details. It is at the discretion of the Informant as to whether these details are provided.
- 6.2.6 All investigations will be conducted in accordance with the Act.
- 6.2.7 All information (including written documents and film) will be kept by the Responsible Officer in a securely stored file. All information gathered will be confidential.

**6.3 Reporting**

- 6.3.1 If an investigation supports the nature of the disclosure, that outcome will be reported to the CEO (or the Mayor where the matter relates to the CEO), and the relevant General Manager.
- 6.3.2 If an investigation supports the nature of the 'disclosure' as being serious and involving fraud, theft or corruption, then the outcome must be reported to the South Australian Police or the Office of Public Integrity.
- 6.3.3 In cases when the Informant has chosen to leave their name and contact details, this information will remain confidential at all times. The identity of the "Informant" will not be implicated or divulged to anyone unless his or her express permission has been obtained to do so.
- 6.3.4 On conclusion of an investigation, the CEO, or Mayor in the case of a disclosure about the CEO, should then advise the person about whom the disclosure relates, of the disclosure and the investigation, in accordance with the principles of natural justice and procedural fairness.

ATTACHMENT 2

CITY OF WEST TORRENS



## Council Policy: Whistleblowers

Classification:	Administration Policy
First Issued:	17 October 2006
Dates of Review:	5 February 2013, 20 December 2015, <a href="#">March 2016</a>
Version Number:	<a href="#">24</a>
DW Doc set ID:	479795
Next Review Due:	<a href="#">2021</a>
Applicable Legislation:	<a href="#">Whistleblowers Protection Act 1993 (SA)</a> <a href="#">Local Government Act 1999 (SA)</a> <a href="#">Local Government (General) Regulations 2013 (SA)</a> <a href="#">Independent Commissioner Against Corruption Act 2012 (SA)</a> <a href="#">Ombudsman Act 1972 (SA)</a>
Related Policies or Corporate Documents:	<a href="#">Fraud and Corruption Prevention and Control Policy</a> <a href="#">Managing Performance Misconduct and Inappropriate Behaviour Policy</a> <a href="#">Code of Conduct for Council Employees</a> <a href="#">Code of Conduct for Council (Elected) Members</a> <a href="#">Ombudsman Enquiries and Investigations Policy</a> <a href="#">ICAC Directions and Guidelines</a>
Associated Forms:	
Note:	
Responsible Manager:	<b>General Manager, Business and Community Services</b>
Confirmed by General Manager:	General Manager, Business      Date and Community Services
Approved by Executive:	Date
Approved by Council	Date

City of West Torrens Council Policy - Whistleblowers

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City of West Torrens Council Policy - Whistleblowers

## COUNCIL POLICY - Whistleblowers

### 1. Introduction

- 1.1 Council is committed to ensuring employees and Elected Members maintain high levels of ethical behaviour and integrity.
- 1.2 Consequently, ~~the Council~~ ~~CWAT~~ is committed to fulfilling its responsibilities under the *Whistleblowers Protection Act 1993* (~~the~~ Act). ~~This~~ Act is designed to encourage the disclosure of information and to provide protection and immunity for any person (~~the an~~ "Informant") who makes an appropriate disclosure of public interest information.

### 2. Purpose

- 2.1 The purpose of this policy is to:
  - 2.1.1 encourage and facilitate disclosures of maladministration, misconduct, inappropriate behaviour, corrupt or illegal activity, occurring in the organisation;
  - 2.1.2 provide the process by which disclosures can be made by ~~the~~ Informants; and
  - 2.1.3 provide appropriate protection and confidentiality~~r~~ to those making disclosures.

### 3. Scope

- 3.1 This Policy applies to all employees, Elected Members and members of the public who make disclosures in accordance with the Act, and establishes a system by which disclosures ~~will to~~ be investigated, and remedial action taken if required.

### 4. Definitions

- 4.1 Appropriately disclosed means a disclosure made to the designated ~~R~~esponsible ~~O~~fficer, or as defined under Section 5 of the Act.
- 4.2 Enquiry Agency includes, but is not limited to, the Independent Commissioner Against Corruption (ICAC), the Office for Public Integrity (OPI), South Australia Police (SAPOL) and the Ombudsman.
- 4.32 Inappropriate behaviour includes but is not limited to, bullying, harassment and discrimination as defined in relevant legislation, and behaviour that does not comply with the Code of Conduct for Council Employees, the Code of Conduct for Council (Elected) Members and/or behaviour in the execution of official duties ~~to for~~ which a criminal penalty applies.
- 4.43 Informant is any person who appropriately discloses public interest information about the organisation that concerns:
  - ~~i~~llegal activity or corruption;
  - ~~m~~Maladministration and/or misconduct, including impropriety, negligence or waste.

City of West Torrens Council Policy - Whistleblowers

- 4.54 **Natural justice** means the administrative process that ensures that a person is given a fair, equitable and reasonable opportunity to respond to, or else comment on, an allegation made complaint before any determination is made as to the veracity, or otherwise, of that allegation.
- 4.5 **Public interest information** is defined in the Act as information that tends to show that an adult person (whether or not a public officer), body corporate or government agency is, or has been, involved (either before or after the commencement of the~~eis~~ Act) in:-
- 4.5.1 in-an illegal activity; or
  - 4.5.2 in-an irregular and unauthorised use of public money; or
  - 4.5.3 in-substantial mismanagement of public resources; or
  - 4.5.4 in-conduct that causes a substantial risk to public health or safety or to the environment; or
- that a public officer is guilty of maladministration in, or in relation to, the performance (either before or after the commencement of the~~eis~~ Act) of official functions.
- 4.6 **Responsible Officer** is a person appointed by the Chief Executive Officer who is authorised to receive and act upon information forwarded from informants.

## 5. Policy Statement

- 5.1 Council will not tolerate inappropriate behaviour by its employees, contractors or Elected Members, nor the taking of reprisals against those who come forward to disclose such conduct.
- 5.2 Council supports the making of disclosures that relate to:
- a. illegal activity; or
  - b. irregular and unauthorised use of public money; or
  - c. substantial mismanagement of public resources; or
  - d. conduct that causes a substantial risk to public health or safety, or to the environment; or
  - e. maladministration or misconduct by a public officer in, or in relation to, the performance of official functions.
- 5.3 For matters not defined in clause 5.2, employees, Elected Members and members of the public should refer to the Code of Conduct for Council Employees or the Code of Conduct for Council Members.
- 5.4 Council will ensure that an appropriate framework exists to allow employees, members of the public and Elected Members to make appropriate disclosures to the responsible officer, and to ensure when the informant is entitled to protection, the informant receives protection in accordance with the provisions of the Act.
- 5.5 The organisation-CWT is committed to investigating all information supplied in a confidential manner and, if required, taking appropriate action.
- 5.6 If a matter has been disclosed to an external agency such as the Office of Public Integrity, the same matter cannot be disclosed under the Act to the Responsible Officer until the matter has been resolved or closed by the external agency.

City of West Torrens Council Policy - Whistleblowers

### 5.7 Responsible Officer

- 5.7.1 The Chief Executive Officer (CEO) has appointed the person occupying the position of General Manager, Business and Community Services, as the Responsible Officer for the purposes of this policy.
- 5.7.2 The Responsible Officer will:
- a. receive information from the informant; and
  - b. undertake a preliminary investigation; and
  - c. report to the Chief Executive Officer (CEO) on the matter; and
  - d. undertake a detailed investigation if required and submit a full report to the CEO; and
  - d. consider whether it is appropriate to refer the matter to SAPOL and/or the Office for Public Integrity, and/or other relevant oversight body if required; or an enquiry agency;
  - e. undertake a detailed investigation and submit a full report to the CEO and then report to the appropriate external organisation if required.
- 5.7.3 In the case of the informant disclosing information about (or relating to) the CEO, the Responsible Officer will report the matter to the Mayor who will determine how the matter should be investigated and receive any investigation ~~the~~ report.
- 5.7.4 In the case of the informant disclosing information about (or relating to) the Responsible Officer, or in the absence of the Responsible Officer, then the information must be provided directly to the CEO, unless the matter relates to the CEO, in which case the information must be provided to the Mayor.
- 5.8 The identity of the informant appropriately disclosing public interest information under the Act will be kept confidential, unless the consent of the informant at person is obtained in writing to divulge their identity, or if such disclosure is required at law, or so far as may be necessary to ensure that the matters to which the information relates are properly investigated.
- 5.9 Council will take such action as required and appropriate to protect the informant from victimisation and ensure that they are not subjected to intimidation, reprisals or discrimination.

### 5.10 Awareness

- 5.10.1 The ability to make disclosures pursuant to the Act will be communicated via the intranet and through the new employee induction process.
- 5.10.2 Information will be made publicly available on Council's website and by circulating brochures via appropriate distribution points in the Civic Centre and Hamra Centre.

### 5.11 Deliberate false disclosures and accusations

- 5.11.1 In situations when a disclosure is found to be deliberately false, malicious or vexatious, the confidentiality provisions and protection under legislation will not apply. However, in such cases, the CEO or the Mayor (if the disclosure matter relates to the CEO) will determine if the informant's identity will remain confidential.
- 5.11.2 If the AP informant deliberately making a false, malicious or vexatious disclosure, such disclosure may become the subject of legal proceedings under the Act or through common law.

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- 5.11.3 If the informant is an employee ~~who has made making~~ a deliberate false, malicious ~~or~~ vexatious disclosure or accusation about another employee, action may be taken in accordance with the Code of Conduct for Council Employees and Managing Performance Misconduct and Inappropriate Behaviour Policy.
- 5.11.4 If the informant is an Elected Member ~~who has made making~~ a deliberate false, malicious ~~or~~ vexatious disclosure or accusation about another Elected Member or employee, action may be taken in accordance with the Code of Conduct for Council Members.
- 5.11.5 For the avoidance of doubt, reference to an "employee" is also taken to be a reference to the CEO.

## 6. Procedure

### 6.1 Disclosure Process

- 6.1.1 Disclosures should be made to the Responsible Officer in person, by telephone, in writing or via email.
  - Written disclosures should be addressed to:  
Confidential  
Whistleblowers Protection Act: Responsible Officer  
City of West Torrens  
165 Sir Donald Bradman Drive  
HILTON SA 5033
  - Additional contact details for the Responsible Officer are as follows:  
Telephone: 8416 6333  
Email: [wtccwhistleblowers@gmail.com](mailto:wtccwhistleblowers@gmail.com)
- 6.1.2 The informant may, at their discretion, identify themselves to the Responsible Officer who is accountable for ensuring the informant's identity remains anonymous (if that is their wish) subject to the provisions of Clause 5.85 of this Policy, or other relevant legislative requirements.
- 6.1.3 The mailbox referred to above will only be cleared by the Responsible Officer and the basic details of all disclosures received will be noted in a single purpose Register, such Register to be kept on a confidential basis.

### 6.2 Investigations

- 6.2.1 Informants who make a disclosure anonymously must provide sufficient detail and evidence for the matter to be investigated. If the Responsible Officer determines that ~~there is not sufficient evidence to facilitate an appropriate investigation, then the allegations will y are not sufficient, the matter will~~ not be investigated.
- 6.2.2 Disclosures will be investigated by the Responsible Officer (unless the disclosure relates to the Responsible Officer in which case the disclosure will be investigated by the CEO) and the outcomes reported to the CEO ~~except in cases when the matter relates to the CEO, and as such, the outcomes will then be reported to the Mayor~~.

City of West Torrens Council Policy - Whistleblowers

- 6.2.3 If the matter relates to the CEO the Mayor will appoint an appropriate independent person to conduct the investigation and receive the investigation report.
- 6.2.4 All investigations will be conducted in accordance with the Act.
- 6.2.5 The informant will be advised of the outcome of any investigations if they have provided leave their name and contact details. It is at the discretion of the informant as to whether these details are provided.
- 6.2.6 All information will be kept by the Responsible Officer in a securely stored file. All information gathered will be confidential, unless disclosure is required at law.
- 6.2.7 If the Responsible Officer determines the disclosure warrants referral to an external External Oversight Body, such as the Office for Public Integrity OPI, or other relevant oversight body, the Responsible Officer will make the referral unless the Responsible Officer is aware that the informant has already made this disclosure.

### 6.3 Reporting

- 6.3.1 If the findings of an investigation confirms the allegations made in the disclosure, that finding outcome will be reported to the CEO (or the Mayor if the matter relates to the CEO) and the relevant General Manager, if the matter relates to an employee.
- 6.3.2 If the findings of an investigation confirms allegations of fraud, theft, corruption or other criminal activity made in the disclosure about an employee or Elected Member, then the findings outcome will be reported by the Responsible Officer to the Office for Public Integrity OPI, or other relevant oversight body, (in some cases SAPOL) relevant External Oversight Body in accordance with the ICAC Directions and Guidelines.
- 6.3.3 If the findings of an investigation confirm allegations of misconduct or maladministration made in the disclosure about an employee or Elected Member, then the findings will outcome may be reported to the Office for Public Integrity Office of Public Inetegrit by the Responsible Officer.
- 6.3.4 If the findings of an investigation confirms allegations of serious or systemic misconduct or maladministration made in the disclosure about an employee or Elected Member, then the findings will outcome must be reported to the Office for Public Integrity Office for Public Integrity unless there is knowledge that the disclosure has already been reported to the Office for Public Integrity.
- 6.3.5 If the informant has chosen to provide their contact details, this information will remain confidential unless required to be disclosed by law or with the consent of the informant.
- 6.3.5 Regardless as to the provisions of the Act, the Responsible Officer, as a public officer for the purposes of the Independent Commissioner Against Corruption Act 2012, may have a corresponding obligation to report a matter to the Office for Public Integrity if they have a reasonable suspicion that the matter involves corruption, misconduct or maladministration in public administration.
- 6.3.6 For the avoidance of doubt, the Responsible Officer's reporting obligations to the Office for Public Integrity will not detract from their obligations to investigate in accordance with the Act, and pursuant to the provisions of this Policy.

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- 6.3.76 On conclusion of an investigation, the CEO, (or Mayor in the case of a disclosure about the CEO),in accordance with the principles of natural justice, the Responsible Officer will advise the person about whom the disclosure relates, of the disclosure and the investigation, and will be given the opportunity to make a submission to be taken into account by the Responsible Officer, before any investigation report is finalised., in accordance with the principles of natural justice and procedural fairness.
- 6.3.7.1 If this disclosure relates to an employee, they may be subject to further investigation by an external External Oversight Body agency and/or the Managing Performance, Misconduct and Inappropriate Behaviour Policy.
- 6.3.7.2 If this disclosure relates to an Elected Member, they may be subject to further investigation by an external enquiry agency or action may be taken in accordance with the Code of Conduct for Council Members.

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## 7.13 Social Media Use and Management Policy Review

### Brief

The *Council Policy - Social Media Use and Management* has been subject to an unscheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The revised *Council Policy - Social Media Use and Management* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the *Council Policy - Social Media Use and Management*.

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### Introduction

The *Council Policy - Social Media Use and Management* (Policy) has been subject to an unscheduled review to ensure that it is consistent with current practice (**Attachment 1**) and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### Discussion

One proposed change to the Policy is presented to the Committee, shown as 'track change', to define the response time for customer enquiries and comments received via social media.

### Conclusion

The revised *Council Policy - Social Media Use and Management* has been subject to an unscheduled review to clarify the response time for social media enquiries and requests is presented to the Committee for its consideration and recommendation to Council.

ATTACHMENT 1

CITY OF WEST TORRENS



**Council Policy:  
Social Media Use and Management**

<b>Classification:</b>	Council Policy
<b>First Issued:</b>	1 July 2014
<b>Dates of Review:</b>	2016
<b>Version Number:</b>	2
<b>Next Review Date:</b>	2021
<b>DW Doc set ID:</b>	2188615
<b>Applicable Legislation:</b>	<u>Copyright Act 1968 (Cth)</u> <u>Local Government Act 1999 (SA)</u> <u>Competition and Consumer Act 2010 (Cth)</u>
<b>Related Policies or Corporate Documents:</b>	<ul style="list-style-type: none"><li>• <a href="#">Mandatory Code of Conduct for Council Employees</a></li><li>• <a href="#">Mandatory Code of Conduct for Council Members</a></li><li>• <a href="#">Elected Members Electronic Communications Facilities Policy</a></li><li>• <a href="#">Elected Members Records Management Policy</a></li><li>• <a href="#">Elections Period Caretaker Policy</a></li><li>• <a href="#">Correspondence Policy</a></li><li>• <a href="#">Customer Interaction Policy</a></li><li>• <a href="#">Information Technology and its Use Policy</a></li><li>• <a href="#">Mobile Devices Policy</a></li><li>• <a href="#">Media Releases and Public Comment Policy</a></li><li>• Social Media Register</li></ul>
<b>Associated Forms:</b>	
<b>Note:</b>	
<b>Responsible General Manager:</b>	<b>General Manager Business and Community Services</b>
<b>Confirmed by General Manager:</b>	General Manager Business      Date and Community Services
<b>Approved by Executive:</b>	Date
<b>Endorsed by Council</b>	Date      15 March 2016

City of West Torrens Council Policy - Social Media Use and Management

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City of West Torrens Council Policy - Social Media Use and Management

## COUNCIL POLICY - Social Media Use and Management

### 1. Preamble

- 1.1 Social Media can be used by the City of West Torrens (CWT) in a myriad of ways for dynamic and interactive two-way communication with its community including event promotion, emergency management, recruitment, branding, networking and consulting on strategic, operational and specific issues to further improve access to and delivery of key services.

### 2. Purpose

- 2.1 This policy provides guidance on the management, maintenance, monitoring and moderating of official CWT's social media sites by Elected Members, employees, volunteers and contractors to build an understanding of what is appropriate and productive use of social media, to minimise miscommunication and prevent misuse of social media tools in order to protect the reputation and security of CWT.

### 3. Scope

- 3.1 This policy applies to the management of official CWT social media sites.
- 3.2 This policy does not apply to the personal social media sites of Elected Members or employees.
- 3.3 This policy should be read in conjunction with other relevant policies and procedures of CWT.

### 4. Definitions

- 4.1 **Official CWT pages/sites** means those social media pages/sites authorised by the CWT.
- 4.2 **Elected Members** means the Mayor and Councillors.
- 4.3 **Employee** refers to full-time, part-time, contract, casual, work experience, trainees, and volunteers, as well as those persons working at a CWT workplace through a contract or similar external arrangement.
- 4.4 **Post** means an entry, i.e. a comment, onto a social media site.
- 4.5 **Social Media** refers to any form of online publication or software tool that allows users to generate online content, participate in conversations and exchange content on the internet.

Examples of social media include, but are not limited to:

- Social networking sites such as Facebook.
- Video and photo sharing websites like Flickr and YouTube.
- Micro-blogging sites like Twitter.
- Weblogs, including personal blogs or blogs hosted by traditional media publications.

City of West Torrens Council Policy - Social Media Use and Management

- Forums and discussion boards such as Whirlpool, Yahoo! Groups or Google groups.
- Online encyclopaedias such as Wikipedia.
- Websites that allow individual users or companies to use publishing tools e.g. comments on news sites.

## 5. Policy Statement

- 5.1 The CWT will create, manage, maintain and monitor its official social media pages/sites for purposes such as:
- a. To promote Council events.
  - b. To disseminate information and news.
  - c. To promote projects and programs.
  - d. To undertake consultation and obtain feedback.
  - e. To respond to questions.
- 5.2 Employees that post to social media using personal accounts are personally responsible for their posts whether undertaken in or out of work hours.
- 5.3 CWT will undertake all reasonable efforts to ensure it owns and controls all CWT or West Torrens City Council badged social media sites that are not created by the CWT.
- 5.4 Any official CWT social media site must be authorised by the CEO prior to its launch.
- 5.5 An employee must be approved by the CEO or delegate to implement, update, monitor, moderate and respond to comment on behalf of Council on official CWT social media pages/sites.
- 5.6 Content
- 5.6.1 Employees may post comments through social media or share official CWT social media pages/sites but in doing so they must uphold the values of the Council by acting with honesty, integrity, courtesy, professionalism and not breach their duty of loyalty to their employer. In addition, they must not be discriminatory, defamatory, harassing or encourage law breaking. They must also ensure that their comments/posts do not breach the Council [Employee's Code of Conduct](#) and clearly indicate that they are not acting on behalf of or as the spokesperson of the Council.
- 5.6.2 Elected Members, if sharing or commenting on official CWT social media pages/sites, should be mindful of their legislative obligations as well as the [Council Members' Code of Conduct](#) and, during an election caretaker period, the provisions of the [Elections Period Caretaker Policy](#). In addition, other than the Mayor, Elected Members must ensure that their comments/posts clearly indicate they are not acting on behalf of or as the spokesperson for Council

City of West Torrens Council Policy - Social Media Use and Management

5.6.3 Content posted on CWT's social media page/sites will be related to Council events, news, information, projects, programs, issues, statements as part of a consultation strategy or be relevant to the community. Local not-for-profit organisations that have social media sites which the CWT is following may have their content shared on official CWT sites if the content is:

- a. not a core service provided by Council;
- b. a fundraising opportunity for the not-for-profit organisation;
- c. information pertinent to the West Torrens' community.

5.6.4 Information of a community service nature from not-for-profit organisations outside of the CWT area, may also be shared. This information may come from, but is not limited to, Federal and State Government agencies and other local government bodies (ie neighbouring councils and Local Government Association SA).

5.6.5 Content must reflect Council's stated positions and policies and not personal opinion. Language must be conversational in style, without the use of jargon, and written in the third person (Council, CWT or Hamra Centre Library).

5.6.6 All CWT content must be accurate, factually correct and comply with all relevant legislation and CWT policies, including the Codes of Conduct.

5.6.7 Authorised CWT social media sites will be monitored by an approved employee who will respond to customer enquiries and comments within one business day where practicable, in accordance with CWT policy.

5.6.8 Content must not relate to legal matters or include material that could be considered obscene, defamatory, threatening, intimidating, harassing or portray the CWT in a negative manner.

5.6.9 Content must not reveal private or financial information or breach legislation, confidentiality or any CWT policy or Code of Conduct.

5.6.10 Content will be removed if it:

- Reveals private or financial information.
- Breaches legislation, confidentiality or any CWT policy, including Codes of Conduct.
- Incites or attempts to incite unlawful conduct.
- Is profane, abusive or sexually explicit.
- Contains unauthorised copyright material.
- Is spam, junk or advertising.
- Contains political or election related lobbying or bias.
- Compromises the safety of Elected Members or employees.

5.6.11 Any posts or comments that breach the relevant Code of Conduct will be dealt with according to the provisions of the Code of Conduct and/or the ICAC's Directions and Guidelines for Public Authorities or Public Officers and/or the ICAC Act 2012.

## 5.7 Monitoring and Moderating

5.7.1 CWT social media sites will be monitored and moderated during the hours of 8am and 9pm, Monday to Friday.

City of West Torrens Council Policy - Social Media Use and Management

- 5.7.2 Comments added to CWT posts, other than by an approved officer, will be moderated by an approved officer prior to the comments becoming live.
- 5.7.3 Comments posted to CWT social media sites that breach legislation, CWT policy or Codes of Conduct or that are defamatory, threatening, intimidating, harassing or contain personal or confidential information will not be approved for posting by an approved officer.

**5.8 Records Management**

- 5.8.1 Social media records will be managed in accordance with legislation in CWT's record keeping system.
- 5.8.2 When information is disseminated using multiple channels, a record of where this information is maintained will be kept by the Administration.

Draft

## 7.14 Provision of Council Gifts Policy Review

### Brief

The *Council Policy - Provision of Council Gifts* has been subject to an unscheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### RECOMMENDATION(S)

The Committee recommends to Council that:

1. The revised *Council Policy - Provision of Council Gifts* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the *Council Policy - Provision of Council Gifts*.

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### Introduction

The *Council Policy - Provision of Council Gifts* (Policy) was approved by Council in July 2015 and has been subject to an unscheduled review to ensure that it is consistent with current practice (**Attachment 1**) and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

### Discussion

Proposed changes to the Policy are shown as 'track changes' to highlight the changes proposed.

The key changes proposed include:

- Amendment to the Policy Scope to ensure residents celebrating 100<sup>th</sup> birthdays and 50<sup>th</sup> and 60<sup>th</sup> wedding anniversaries are captured.
- Restructure of policy statements to ensure clarity.
- Providing that the CEO is responsible for purchasing civic gifts rather than the Mayor which is currently the case.

### Conclusion

The revised *Council Policy - Provision of Council Gifts* has been subject to an unscheduled review and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

ATTACHMENT 1

CITY OF WEST TORRENS



**Council Policy:  
Provision of Council Gifts**

<b>Classification:</b>	Council Policy
<b>First Issued:</b>	7 March 2000
<b>Dates of Review:</b>	2 September 2008, 21 July 2015, <b>February 2016</b>
<b>Next Review Due</b>	<b>21-July-2020</b> <b>2021</b>
<b>Version Number:</b>	<b>34</b>
<b>DW Doc set ID:</b>	305936
<b>Applicable Legislation:</b>	
<b>Related Policies or Corporate Documents:</b>	<a href="#">Procurement Policy</a>
<b>Associated Forms:</b>	
<b>Note:</b>	
<b>Responsible Manager:</b>	<b>Deputy Chief Executive Officer</b> <b>Chief Executive Officer</b>
<b>Confirmed by General Manager:</b>	<b>Deputy Chief Executive</b> Date <b>July 2015</b> <b>Officer</b>
<b>Approved by Executive:</b>	Date <b>July 2015</b>
<b>Endorsed by Council</b>	Date <b>21-July-2015</b>

City of West Torrens Council Policy – Provision of Council Gifts

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Draft

City of West Torrens Council Policy – Provision of Council Gifts

## Council Policy - Provision of Council Gifts

### 1. Preamble

- 1.1 Gifts serve to promote the City of West Torrens (CWT), and are given as a gesture of goodwill and friendship, or in recognition of cooperation on joint projects.

### 2. Purpose

- 2.1 This policy provides Council with a consistent process to procure and present gifts as gestures of goodwill and friendship and/or in recognition of cooperation on joint projects.

### 3. Scope

- 3.1 This policy applies to all gifts presented by Council, or by the Mayor on behalf of the Council, to:

- a. Dignitaries;
- b. Visitors;
- c. Guests;
- d. Senior staff of organisations
- e. Residents celebrating their 100<sup>th</sup> birthday when Council is notified of this event
- f. Residents celebrating their 50<sup>th</sup> and/or 60<sup>th</sup> wedding anniversaries when Council is notified of these events.-

- 3.1.2 This policy does not apply to items provided by the City of West Torrens to promote the organisation and/or its services.

### 4. Definitions

- 4.1 Nil.

### 5. Policy Statement

- 5.1 Council's suite of gifts comprises:

- Corporate gifts;
- Civic gifts;
- Celebratory gifts.

Comment [PK1]: Moved up from clause 5.5 with celebratory gifts added

Council makes available a selection of items which may be given as gifts to dignitaries, visitors, guests, and senior staff of organisations.

- 5.2 Recipients may be individuals or organisations from the Council area, other parts of Australia, or overseas.
- 5.3 The request and intended use of materials which comprise gifts must be submitted in writing to the Chief Executive Officer (CEO) or Mayor for authorisation.

City of West Torrens Council Policy – Provision of Council Gifts

5.4 The process for selecting items will be in accordance with Council's the Council Policy - Purchasing, Tendering and Sale and Disposal of Assets Policy Procurement and the Administration Policy - Procurement

5.5 Council's suite of gifts comprises:  
Corporate gifts  
Civic gifts

Comment [PK2]: Moved to 5.1

5.6 Corporate Gifts

5.6.1 Recipients may be individuals or organisations from the Council area, other parts of Australia, or overseas.

5.6.2 Preference will be given to gifts which are of Australian design and manufacture. The items should include the Council's Corporate Logo.

5.6.2 Corporate gift items held in stock must be recorded in an Inventory and securely stored, with access only by nominated persons who have been authorised by the CEO. The Inventory records the description of the item, quantity purchased, quantity in stock, quantity to be issued, name of recipient, reason for gift, date of presentation, name of person who authorised gift, and any other information as may be required for accountability purposes.

5.7 Civic Gifts

5.7.1 Civic gifts are only purchased for specific formal occasions when there is an expectation that Council will provide a gift of a quality expected of a Civic entity.

5.7.2 Recipients may be individuals or organisations from the Council area, other parts of Australia, or overseas.

5.7.23 Items purchased and presented as Civic Gifts should be made in Australia and show the Council Coat of Arms.

5.7.34 The Mayor is authorised by Council to purchase a Civic Gift, up to the value of \$1,000, in collaboration with the CEO (or Deputy CEO) for the occasion.

5.7.45 A report is to be provided to each Civic Committee meeting detailing the purchase of any Civic Gift since its previous meeting.

5.8 Celebratory Gifts

5.8.1 Celebratory Gifts will be presented to those residents who are celebrating their 100<sup>th</sup> birthday as well as significant wedding anniversaries, such as 50<sup>th</sup>, 60<sup>th</sup> and 70<sup>th</sup>, if Council has been notified of the event.

5.8.2 Celebratory gifts will take the form of a bouquet and/or gift hamper.

5.8.3 The Chief Executive Officer is authorised to determine and purchase the appropriate gift to be proffered in these circumstances and the Mayor is authorised to present such gift on behalf of Council.

**8. OUTSTANDING REPORTS/ACTIONS**

**9. OTHER BUSINESS**

**10. NEXT MEETING**

12 July 2016, 6.30pm in the Mayor's Reception Room.

**11. MEETING CLOSE**

CITY OF WEST TORRENS



## **Attachment Under Separate Cover**

**Corporate Planning, Policy and Performance Committee**

**10 May 2016**

Item 7.2 - Draft 2016/17 Departmental Annual Service Plans



City of  
**West Torrens**  
Between the City and the Sea

## **Business Services**

# *2016/17 Draft Annual Service Plan*

**OUR MISSION**

*To optimise the effectiveness of the Office of the Mayor and CEO, Executive Team and Council.*

**OUR VALUES**

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

**RECENT ACHIEVEMENTS**

After the first 12 months of social media, Council built up a steady following on Facebook and Twitter. The 2014/15 Annual Report was completed within legislative requirements. Council's quarterly publication, Talking Points, continued to be produced on time and within budget whilst proving information regarding services, projects and programs, as was Council's monthly Messenger advertisement.

Media and Events worked closely with Community Development to grow the annual Summer Festival and 2016 was our biggest event yet. Assistance was also provided to establish links with local business enterprises (including the new Brickworks Marketplace) to support this event in future years.

A new policy register (Policy HUB) was launched to better facilitate the distribution of policies and policy review process.

Governance successfully implemented legislative amendments to the Local Government Act 1999.

Annual register of interest process was completed.

Finalisation of the Procurement Intranet with interactive processes, implementation of Vendor Panel to manage RFQ processes more efficiently and with greater governance, minor building and related trades panel contract and legal services panel contract finalised.

**PLANNING CONTEXT**

City of West Torrens Community Plan and Corporate Planning Framework  
Freedom of Information (FOI) Act 1991  
Independent Commissioner Against Corruption (ICAC) Act 2012  
Local Government Act 1999  
Ombudsman Act 1972  
Work Health and Safety Act 2012  
Australian Standards  
Risk Management Policy and Framework  
Procurement Framework and Policies

**STAKEHOLDERS**

City of West Torrens Elected Members and officers  
Audit and Risk Prescribed General Committee  
Corporate Planning, Policy and Performance Prescribed Committee  
Local Government Association  
State Records  
SAI Global  
Suppliers and Contractors  
Development Assessment Panel  
SA Ombudsman  
Local Government Risk Services / Local Government Procurement  
Independent Commissioner Against Corruption / Office of Public Integrity  
Residents/Ratepayers, Community groups and organisations affiliated with CWT

## **Business Services**

### **Corporate Governance**

The Governance Team is responsible for facilitating good public sector governance in this organisation and promoting a culture of valuing legislative compliance. This includes ensuring sound corporate governance and administrative practices support the organisation in relation to conformance with legislative policy and standards, the formulation and implementation of sound policies, codes and resolutions and the accountability to and transparency of decisions to citizens and the state.

**Long Term Strategy:**

- 1.3 Foster a sense of identity and pride within the West Torrens community.**
- 17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Corporate Leadership and Management**

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

**Long Term Strategy:**

- 17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Media and Events**

The Media and Events team is responsible for engaging residents and stakeholders, and promoting the work of the City of West Torrens through effective information, community engagement and public relations. Mediums to be used will include, but not limited to, public consultation, advertising, publications and web media

**Long Term Strategy:**

- 2.3 Encourage community awareness of services and resources so they can make informed life choices.**
- 3.1 Encourage the community to participate in opportunities to influence Council's decision making.**

### **Procurement**

The development and implementation of the City of West Torrens procurement roadmap program, including policy, and guidelines that meet best practice in the management of probity risk and the achievement of value for money and support managers and responsible officers in meeting their procurement and contractor management obligations.

**Long Term Strategy:**

- 16.1 Develop and maintain strong partnerships and working relationships with other organisations and within Council.**
- 17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Risk Management**

The ongoing development and implementation of the City of West Torrens' risk management framework, systems and tools to facilitate an organisational wide risk culture that understands its risk exposure, mitigation and control responsibilities

**Long Term Strategy:**

- 17.1 Regularly review, update and adopt leading governance and administrative practices**

## **Business Services**

### **5 Year Strategy: 3.1.1 Provide active and open communication and consultation with the community regarding Council's activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Develop a Community Engagement Framework and provide community engagement advice and support to departments where needed.	Media and Events	Media & Engagement Officer	01/07/2016	30/06/2017	Operating
Raise community awareness and promote positive appreciation of Council services and projects.	Media and Events	Team Leader Media and Events	01/07/2016	30/06/2017	Operating
<b>5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.</b>					
Action	Service Profile	Responsibility	Start	Finish	Budget Type
Ensure all Freedom of Information (FOI) applications are processed in accordance with legislative requirements.	Corporate Governance	Team Leader Governance	01/07/2016	30/06/2017	Operating
Ensure Council and Officer decisions, advice and activities are transparent and accountable through management of Register of Interest, coordination of delegations, sub delegations and authorisations and relevant governance training.	Corporate Governance	Team Leader Governance	01/07/2016	30/06/2017	Operating
Ensure effective operations of the CWT through application of good governance framework, management of Public Registers required by statute or policy and review of Council and Administrative Policies.	Corporate Governance	Team Leader Governance	01/07/2016	30/06/2017	Operating
Annual Report - drafted and adopted	Media and Events	Team Leader Media and Events	01/07/2016	31/12/2016	Operating
Continue to implement procurement roadmap.	Procurement	Manager Business Services	01/07/2016	30/06/2017	Operating
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager Business Services	01/07/2016	30/06/2017	Operating

## **Business Services**

**5 Year Strategy: 17.1.4 Embed risk management principles into all Council operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Undertake Audit and Review in accordance with Annual Internal Audit Program.	Risk Management	Program Leader Internal Audit and Risk	01/07/2016	30/06/2017	Operating
Ensure that risk management processes are integrated into the organisation through application of the annual Risk Management Plan.	Risk Management	Program Leader Internal Audit and Risk	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager Business Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Manager Business Services	01/07/2016	30/06/2017	Operating
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager Business Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.10 Promote innovation and continuously improve all of Council's operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager Business Services	01/07/2016	30/06/2017	Operating



City of  
**West Torrens**

Between the City and the Sea

## **City Assets**

# *2016/17 Draft Annual Service Plan*

## **City Assets**

### **OUR MISSION**

*Effective long term planning and sustainability in the management of Council assets.*

### **OUR VALUES**

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

Asset Review Report - Council Owned Properties.  
Brooker Terrace Road Upgrade.

#### RECENT ACHIEVEMENTS

City of West Torrens Community Plan and Corporate Planning Framework  
Legislative requirements, including:

- Australian Road Rules
  - Local Government Act 1999
  - Work Health Safety Act 2012
  - Road Traffic Act 1961
  - SA Public Health Act 2011
- Commonwealth Financial Assistance grants.  
State Bicycle Fund.  
Government Gazette.  
Roads to Recovery Program.  
Special Local Roads program.  
State Strategic Infrastructure Plan 04/05-14/15.  
A Better Place to Live (State Public Health Plan).  
The State Seven Strategic Priorities.  
The 30 Year Plan for Greater Adelaide.

#### PLANNING CONTEXT

	<b>STAKEHOLDERS</b>
	<ul style="list-style-type: none"><li>• City of West Torrens Elected Members and officers</li><li>• General community and users of Council's facilities, infrastructure and amenity assets.</li><li>• State Government Agencies - including SA Water, SA Power Networks, Department of Environment and Natural Resources, Adelaide and Mount Lofty Ranges Natural Resources Management Board, Environmental Protection Agency (EPA)</li><li>• Specialist Consultancy Services - Engineering, Project Management, Landscape, Occupational Health and Safety, etc.</li><li>• Local Government Mutual Liability Scheme.</li><li>• Local Government Workers Compensation Scheme.</li><li>• Stormwater Management Authority.</li><li>• Brown Hill / Keswick Creek Stormwater Catchment Partners.</li><li>• Local Government Grants Commission.</li><li>• Adelaide Airport Limited.</li><li>• Adjoining Councils</li></ul>

**Asset Management**

The effective and efficient creation/maintenance of Council's infrastructure and property assets, via on-going capital/maintenance works programs, 10 year Asset Management Plans/Long Term Financial Plans and Information Systems

**Long Term Strategy:**

- 15.1 Ensure assets are utilised to their optimal capacity and maintained at acceptable standards.**

**Capital Project Management**

Undertake the planning, design/documentation and contract management of Council's Annual Capital Works Program.

**Long Term Strategies:**

- 9.1 Manage the quantity and quality of stormwater flows.**  
**9.2 Minimise the risk of flooding to existing communities and future developments.**  
**10.1 Facilitate the healthy, safe and effective movement of people through the city.**

**Corporate Leadership and Management**

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

**Long Term Strategy:**

- 17.1 Regularly review, update and adopt leading governance and administrative practices**

**Engineering Services**

The management of stormwater by the establishment of new and upgraded drainage systems, localised flood analysis, water quality and stormwater harvesting. Development assessment referrals, technical advice, and service utility installation management.

**Long Term Strategies:**

- 5.2 Create a water-sensitive city.**  
**9.1 Manage the quantity and quality of stormwater flows.**  
**9.2 Minimise the risk of flooding to existing communities and future developments.**

**Property Services**

To identify, hold, manage and develop real property assets that lead to the provision and maximisation of appropriate community benefits and service delivery and conversely identify real property assets that are surplus to Council's requirements.

**Long Term Strategy:****15.1 Ensure assets are utilised to their optimal capacity and maintained at acceptable standards.****Traffic Management**

The measurement and study of traffic and parking, it includes activities ranging from traffic data collection and analysis, to parking signage and line marking, accident studies, travel demand management and the development of intelligent transport systems. All of these activities contribute towards improving the safety, convenience and economy of the transport systems.

**Long Term Strategy:****10.1 Facilitate the healthy, safe and effective movement of people through the city.**

## Action Plan

## City Assets

**5 Year Strategy: 1.2.2 Facilitate the use of community facilities as points of social, recreational and educational interaction.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continue the staged redevelopment of Lockleys Oval and Apex Park	Property Services	Manager City Assets	01/07/2016	30/06/2017	Capital
Continue the Camden Oval Precinct Development	Property Services	Manager City Assets	01/07/2016	30/06/2017	Capital

**5 Year Strategy: 2.4.3 Design, manage and maintain public places with community safety as a key priority.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Manage and maintain public lighting, including new lighting at:	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	Capital

- Taylors Lane between School Lane and Dew Street,
- Military Road south of Africane, and
- Coast Watcher's Park

**5 Year Strategy: 5.2.1 Develop stormwater management plans for city catchments which take an integrated urban water cycle approach.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Complete Stormwater Catchment Management Plan.	Engineering Services	Coordinator Engineering Services	01/07/2015	30/06/2016	Operating

**5 Year Strategy: 6.1.1 Design streetscapes to maximise opportunities for greening.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Progress the Philip Street/West Thebarton Road concept to detailed design (Thebarton Technical Hub Master Plan) to maximise streetscape greening.	Engineering Services	Manager City Assets	01/07/2016	30/06/2017	Capital

## **City Assets**

**5 Year Strategy: 6.1.3 Develop water-sensitive streetscapes and open spaces.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Establish water-sensitive urban design landscaping where viable in conjunction with planned road reconstruction projects	Engineering Services	Coordinator Engineering Services	01/07/2016	30/06/2017	Capital

**5 Year Strategy: 9.2.1 Continue collaborative arrangements with other local catchment councils to coordinate flood mitigation outcomes.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Work with other Councils to develop catchment-based stormwater and flood management plans, including Brownhill Keswick Creek.	Engineering Services	Manager City Assets	01/07/2016	30/06/2017	Capital

**5 Year Strategy: 9.2.2 Provide infrastructure and ongoing maintenance appropriate for long-term stormwater and flood management.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Deliver Council's approved stormwater capital works, including Stage 3 of the Lockleys Area Catchment - May Terrace.	Engineering Services	Coordinator Engineering Services	01/07/2016	30/06/2017	Capital

**5 Year Strategy: 10.1.1 Review and implement improved traffic management approaches to address traffic flows, speeds and local traffic issues.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Implement Torrensville Thebarton Local Area Traffic Management	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	Capital
Develop Novar Gardens and Camden Park Local Area Traffic Management	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	Capital
Continue to gather baseline data collection for Richmond/Mile End Local Area Traffic Management.	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	Operating
Undertake inspections to ensure all Section 221 - alteration to public road works including:	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	
<ul style="list-style-type: none"> <li>• Installation of cross overs,</li> <li>• Undergrounding electrical, and</li> <li>• Stormwater crossings</li> </ul> meet Council specifications.					
Ensure the dealing of all traffic and parking enquiries have regard for Council's Transport Strategy.	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	Operating
Develop a laneways strategy to guide the typical cross sections, space and infrastructure requirements for laneways across the City	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 10.1.2 Develop a network of pedestrian and cycling pathways, cycling lanes and road crossings that promote healthy activity, support liveability and enable safe access to facilities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Implement scheduled projects within the Strategic Bicycle Plan including the Airport Ring Route connection	Traffic Management	Traffic Engineer	01/07/2016	31/03/2017	Capital
Undertake Disability Discrimination Act (DDA) upgrades to bus stops.	Traffic Management	Traffic Engineer	01/07/2016	30/06/2017	Capital

## Action Plan

### City Assets

**5 Year Strategy: 12.1.3 Enhance and promote the distinctive identity of West Torrens, and the attractions of key locations within the City.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Develop an Urban Design Framework to guide the construction, management and renewal of a consistent, distinct and attractive urban environment.	Capital Project Management	Project Engineer	01/07/2016	30/06/2017	Capital

**5 Year Strategy: 15.1.1 Manage Council's assets with consideration to economic, social, cultural and environmental values.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Undertake a footprint condition audit to inform Council's footpath replacement program.	Asset Management	Coordinator Asset Management	01/07/2016	31/03/2017	Operating
Undertake a review and update of all Asset Management Plans, including progress on improvement plans for each Asset Management Plan	Asset Management	Coordinator Asset Management	01/07/2016	31/03/2017	Operating
Undertake the 2016/2017 capital works program to deliver asset renewal timed at lowest life cycle cost	Capital Project Management	Project Engineer	01/07/2016	30/06/2017	Capital
Investigate maximum use and return for Council facilities, including:	Property Services	Senior Property Officer	01/07/2016	30/06/2017	Operating
<ul style="list-style-type: none"> <li>• Lease renewals and new lease negotiations</li> <li>• Utilisation and occupancy rates</li> <li>• Reviewing current market value for comparative tenancy arrangements</li> </ul>					
Develop the fleet management system	Asset Management	Coordinator Asset Management	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 16.1.2 Enhance service delivery by strengthening the working relationships between Council departments.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Provide technical advice for Development Applications, within required timeframes.	Engineering Services	Coordinator Engineering Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager City Assets	01/07/2016	30/06/2017	Operating

**Action Plan****5 Year Strategy: 17.1.4 Embed risk management principles into all Council operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Undertake annual review of insurance schedules.	Property Services	Senior Property Officer	01/04/2017	30/06/2017	Operating

**5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager City Assets	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager City Assets	01/07/2016	30/06/2017	Operating
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Manager City Assets	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council's operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager City Assets	01/07/2016	30/06/2017	Operating



**City of  
West Torrens**

Between the City and the Sea

# **City Development**

## ***2016/17 Draft Annual Service Plan***

**OUR MISSION**

To facilitate a quality built environment that meets sustainable outcomes.

**OUR VALUES**

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

## **RECENT ACHIEVEMENTS**

Planning applications continue to be handled within suitable time frames.  
Continued to provide advice and support to our customers.  
Online applications for Section 12 Certificates to increase the ease of use for customers.  
Added to the information that is available via the internet so that our customers can access further information from their own home or office.

## **PLANNING CONTEXT**

### **Building Code of Australia**

City of West Torrens Community Plan and Corporate Planning Framework

Development Act 1993 and Regulations 2008.

Environment Protection (Noise) Policy 2007

Land and Business (Sale and Conveyancing) Act 1994

Local Government Act 1999

The State Seven Strategic Priorities

The 30 Year Plan for Greater Adelaide

Work Health Safety Act 2012

## CITY OF WEST TORRENS

## ***Business Overview***

2016/17 Draft Annual Service Plan

## ***City Development***

### ***STAKEHOLDERS***

- Building Fire Safety Committee
- Businesses
- City of West Torrens Elected Members and officers
- Community and residents
- Department of Planning, Transport & Infrastructure
- Department of Environment, Water & Natural Resource
- Development Assessment Panel
- Development Industry
- Ratepayers

### **Corporate Leadership and Management**

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Development Assessment**

Manage the development assessment process to ensure high quality development which reflects the needs of the community, through the interpretation of policy contained within Council's Development Plan.

**Long Term Strategies:**

**7.1 Facilitate residential development that meets the demographic and socio economic needs and expectations of the community.**

**7.2 Promote retail, commercial and industrial activity that is compatible with neighbouring land uses.**

### **Land Information Management**

A Section 12 Certificate is required under the Land & Business (Sale & Conveyancing) Act before buying or selling a house. Council provides potential purchasers with details of a property, including:

- The zoning of the subject property
- Any approvals granted for the property
- Any outstanding notices or orders
- Special provisions such as whether the property is heritage listed, prone to flooding and/or airport noise affected (as listed in the Development Plan)

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Planning and Building Compliance**

Administer the compliance aspects of development and building legislation to ensure orderly development and the application of required building standards.

**Long Term Strategy:**

**2.4 Foster health, wellbeing and safety within the community**

## CITY OF WEST TORRENS **Action Plan**

## 2016/17 Draft Annual Service Plan **City Development**

**5 Year Strategy: 7.1.1 Promote a range of housing types and densities across the City, while conserving areas of high character value.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Provide and maintain development assessment services in accordance with the requirement of the Development Act 1993 and Development Regulations 2008.	Development Assessment	Manager City Development	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 12.1.1 Facilitate revitalisation of key sites and transport corridors into and within the City.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Provide and maintain development assessment services for development proposals that promote the revitalisation of key sites and transport corridors in accordance with the requirements of the Development Act 1993 and Development Regulations 2008.	Development Assessment	Manager City Development	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 12.1.2 Support the development of key localities that provide a mixture of business, recreational and social opportunities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Provide and maintain development assessment services for development proposals that promote the development of key localities that provide a mixture of business, recreational and social opportunities in accordance with the requirements of the Development Act 1993 and Development Regulations 2008.	Development Assessment	Manager City Development	01/07/2016	30/06/2017	Operating

## CITY OF WEST TORRENS **Action Plan**

## 2016/17 Draft Annual Service Plan **City Development**

### **5 Year Strategy: 17.1.1 Deliver effective, efficient and equitable services which deliver on community priorities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Provide property/land information as requested and continuously improve property/land information systems to increase efficiency and provide effective information. Ensure 100% of requests for information are provided within statutory requirements.	Land Information Management	Manager City Development	01/07/2016	30/06/2017	Operating
Provide executive and administrative support to the West Torrens Building Fire Safety Committee, including meeting at least six-monthly.	Planning and Building Compliance	Manager City Development	01/07/2016	30/06/2017	Operating

### **5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - Records Management - Maintain official records in the approved business application so they can be managed and maintained based on business requirements. Ensure at least 95% of all records are registered in ECM within 30 days of receipt or creation. Action 100% of all tasks in ECM within specified timeframes.	Corporate Leadership and Management	Manager City Development	01/07/2016	30/06/2017	Operating

### **5 Year Strategy: 17.1.6 Ensure that Council's plans, projects and activities are aligned with the Community Plan.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Ensure that development proposals are constructed in accordance with planning and building consents.	Planning and Building Compliance	Manager City Development	01/07/2016	30/06/2017	Operating
Undertake building compliance inspections in accordance with the Building Inspection Policy.	Planning and Building Compliance	Manager City Development	01/07/2016	30/06/2017	Operating

### **5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - WHS & IM - Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager City Development	01/07/2016	30/06/2017	Operating

## CITY OF WEST TORRENS **Action Plan**

## 2016/17 Draft Annual Service Plan **City Development**

### **5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager City Development	01/07/2016	30/06/2017	Operating
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Manager City Development	01/07/2016	30/06/2017	Operating
<b>5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council's operations and activities.</b>					
Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continuously improve development assessment processes, including the review of Standard Operating Procedures and the provision of EPA information with development approvals.	Development Assessment	Manager City Development	01/07/2016	30/06/2017	Operating
Corporate - Continuous Improvement Programs - Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager City Development	01/07/2016	30/06/2017	Operating



City of  
**West Torrens**  
Between the City and the Sea

*City Strategy*  
*2016/17 Draft Annual Service Plan*

## Mission and Values

### OUR MISSION

*To support translation of the Community Vision to real social, cultural, economic and environmental outcomes through collaborative planning, strategy, policy and advice.*

### OUR VALUES

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

## City Strategy

### OUR MISSION

### OUR VALUES

## RECENT ACHIEVEMENTS

- Advocated for Council's position and preferred policy approach through the Housing Diversity Development Plan Amendment Part 2 and, following its gazettal, publicised the new provisions (including the Minister's changes) extensively to ratepayers and provided support across the organisation in implementing it.
- Worked with western region councils to support development of an economic development alliance and preparation of the *Building Western Adelaide* document, including identification of 15 major projects to stimulate jobs growth in the region.
- Supported other western region partnership projects, including completion of the AdaptWest Western Region Climate Change Adaptation Plan and of the *Western Adelaide Regional Sports Facility Supply and Demand Study*.
- Conducted consultation with residents and stakeholders about the proposed Camden Oval Precinct Development, and supported Council to develop a preferred approach to this \$6.0 million dollar investment in renewed community facilities.
- Facilitated completion of concept designs for the Camden Oval Precinct and worked with City Assets to implement the first stages of the project (courts and playground redevelopment).
- Conducted a desktop review of the City of West Torrens (CWT) Community Land Management Plans to ensure up to date and consistent with the property register.
- Conducted further investigations as required by the Minister in response to Council's proposed Underdale and Torrensville Residential Interface DPA Statement of Intent, consulted with residents and businesses in the area and developed a policy approach to balance economic and social outcomes in the area.
- Advocated for Council's interests through preparing a number of submissions to the State Government's planning reforms, as well developing responses to proposed Ministerial DPAs on Middle and Metropolitan Urban Infill Corridors and Activity Centres.
- Coordinated and prepared responses to other external plans and documents such as the *Adelaide and Mount Lofty Ranges NRM Board's draft Business Plan; Adelaide Parklands Strategy Review; EPA Draft Air Quality policy; proposed changes to the Liquor Licensing Act and the Food Trucks in SA Discussion Paper*.
- Undertook environmental awareness and engagement activities including the Native Plant Giveaway; three tree planting events; World Water Day and Green e-news.
- Coordinated the Water Smart Suburbs project and program of community arts workshops leading to the installation of public artwork at the Gardner Street raingarden, Plympton.
- Monitored and reported on CWT's annual water consumption and carbon footprint.
- Managed the Environmental Grants program and developed the Water Tank Rebate program to include support for residential rain gardens.
- Coordinated service planning across the organisation and improved corporate planning processes through the development of an integrated annual planning cycle.

## PLANNING CONTEXT

- Council's suite of Strategic Management Plans especially the *Towards 2025 City of West Torrens Community Plan; Open Space & Public Place Plan; Public Health Plan; Water Our Place* consultation feedback from the community and demographic changes within region; changing technical, environmental and community information.
  - Commonwealth Airports Act 1996
  - Development Act 1993; Local Government Act 1999; Work Health Safety Act 2012;
  - The State Seven Strategic Priorities; State Strategic Plan
  - The 30 Year Plan for Greater Adelaide;
  - State Infrastructure Plan; Integrated Transport and Land Use Plan
  - 'Shaping the Future of South Australia' economic development strategy 2014
  - State Natural Resource Management Plan
  - SA Climate Change Adaptation Framework
  - Public Health Act 2011; State Public Health Plan
  - Geographic positioning within Brownhill and Keswick Creeks' Catchments
  - Adelaide Coastal Waters Quality Improvement Plan.
  - Adelaide Parks 2020s Management Strategy Review.
- Draft Departmental Service Plans 2016/17
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## **STAKEHOLDERS**

City of West Torrens Elected Members and officers.

Community members who live, work or play in West Torrens.

Local community groups, residents, businesses and educational institutions.

Adelaide Airport.

Adelaide Shores.

Western Region councils.

LGASA.  
State Government Departments and Agencies.

Internal Council departments, especially:

- Strategic Planning team - City Development, City Assets
- Sustainability Planning team - Community Services, City Works, City Assets
- Corporate Planning - IT, HR, Governance and all departments

Federal departments e.g. Department of Infrastructure and Regional Development.

Industry Peak Bodies

## City Strategy

### Community Planning

Provide strategic and policy advice; and facilitate the development, implementation and evaluation of plans and strategic projects that contribute to community, social and cultural planning outcomes.

#### Long Term Strategies:

- 1.2 *Facilitate opportunities for people from diverse social backgrounds to come together.*
- 2.1 *Encourage all members of the community to pursue active and creative lifestyles*
- 2.5 *Foster health, wellbeing and safety within the community*
- 3.1 *Encourage the community to participate in opportunities to influence Council's decision making*
- 8.1 *Facilitate equitable access to open spaces.*
- 15.1 *Ensure assets are utilised to their optimal capacity and maintained at acceptable standards.*

### Corporate Leadership and Management

Manage resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

#### Long Term Strategies:

- 3.1 *Encourage the community to participate in opportunities to influence Council's decision making*
- 14.1 *Employ sustainable financial management principles.*
- 16.1 *Develop and maintain strong partnerships and working relationships with other organisations and within Council.*
- 17.1 *Regularly review, update and adopt leading governance and administrative practices*

### Corporate Planning

Influence departmental strategies to implement, measure and report on progress towards the Community Plan through a simple, connected planning system.

#### Long Term Strategies:

- 16.1 *Develop and maintain strong partnerships and working relationships with other organisations and within Council.*
- 17.1 *Regularly review, update and adopt leading governance and administrative practices*

### Economic Planning

Provide strategic and policy advice; and facilitate the development, implementation and evaluation of plans and strategic projects that contribute to economic outcomes.

#### Long Term Strategies:

- 11.1 *Support the development and growth of local business and jobs.*
- 11.2 *Encourage economic growth and productivity.*
- 12.1 *Foster a vibrant and inviting City.*

**Environment Planning**

Provide strategic and policy advice; and facilitate the development, implementation and evaluation of plans and strategic projects that contribute to environmental outcomes.

**Long Term Strategies:**

- 5.2 Create a water-sensitive city
- 5.3 Manage current water resources efficiently.
- 5.4 Respond to the challenges of a changing climate.
- 6.1 Create green streetscapes and open spaces
- 6.2 Protect and enrich local biodiversity, waterways and the coast.

**Urban Policy Planning**

Provide strategic and policy advice; and facilitate the development, implementation and evaluation of plans and strategic projects that contribute to urban and built form policy outcomes.

**Long Term Strategies:**

- 4.1 Encourage new and existing development to incorporate environmentally sustainable designs and practices
- 7.1 Facilitate residential development that meets the demographic and socio-economic needs and expectations of the community.
- 7.2 Promote retail, commercial and industrial activity that is compatible with neighbouring land uses.
- 8.1 Facilitate equitable access to open spaces.
- 13.1 Promote sustainable population growth, attracting people from diverse backgrounds.

## Action Plan

## City Strategy

**5 Year Strategy: 2.4.5 Identify and collaborate with partners to plan for community well-being and resilience.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Raise awareness of and support monitoring and reporting on the City of West Torrens Public Health Plan.	Community Planning	Team Leader Sustainability Planning	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 5.2.3 Investigate an optimal water supply mix across the City.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Coordinate preparation of an optimal water mix study for the City of West Torrens (draft by June 2017).	Environmental Planning	Team Leader Sustainability Planning	1/10/2016	30/06/17	Operating

**5 Year Strategy: 5.3.1 Minimise mains water consumption in Council's buildings and operations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Analyse and report on CWT's water consumption for 2015/16, and encourage use of data to minimise consumption through mechanical and behavioural solutions.	Environmental Planning	Team Leader Sustainability Planning	01/07/2016	31/12/2016	Operating

**5 Year Strategy: 5.3.2 Encourage water-sensitive behaviour in the community.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Implement a Water Sensitive City Program to engage households and businesses in West Torrens to encourage water-sensitive behaviour and practices in the community, including Stage 2 Water Smart Suburbs Project, the Water Sensitive City Residential Rebate program and World Water Day (March 2017).	Environmental Planning	Team Leader Sustainability Planning	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 5.4.1 Reduce greenhouse gas emissions from Council's operations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Analyse and report on CWT's Carbon Footprint for 2015/16, and encourage use of data to minimise its footprint through mechanical and behavioural solutions.	Environmental Planning	Team Leader Sustainability Planning	01/07/2016	31/03/2017	Operating

## Action Plan

## City Strategy

**5 Year Strategy: 5.4.3 Work collaboratively with our partners, community and business to plan for, and adapt to, the impacts of a changing climate.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Consult on draft Climate Change Action Plan (September 2016); prepare final revised plan for Council adoption.	Environmental Planning	Team Leader Sustainability Planning	01/07/2016	31/12/2016	Operating
Work with Western Region councils to conduct Urban Heat Island mapping for the region.	Environmental Planning	Team Leader Sustainability Planning	01/07/2016	31/03/2017	Operating

**5 Year Strategy: 6.2.2 Foster a sense of appreciation of, and respect for, our local environment within the community.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Run an annual program of events that increase community awareness and appreciation of the natural environment including Native Plant Giveaway (June 2017); National Tree Day (June 2017) and 2 community seminars during the year.	Environmental Planning	Team Leader Sustainability Planning	01/09/2016	30/06/2017	Operating

**5 Year Strategy: 6.2.3 Assist in actively restoring and maintaining our local environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Coordinate an annual environment grants program that supports community-based sustainability initiatives.	Environment Planning	Team Leader Sustainability Planning	01/11/2016	30/06/2017	Operating

**5 Year Strategy: 7.2.2 Support a range of developments by providing quality infrastructure and appropriately zoned land.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Review and update the Strategic Directions Report when required by proposed changes to the State Planning Strategy.	Urban Policy Planning	Team Leader Strategic Planning	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 7.2.3 Facilitate mixed use developments at key centres.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Develop appropriate activity centre policy consistent with the State Government's Activity Centre Policy review and Ministerial DPA for Inner and Middle Metropolitan Corridor Infill.	Urban Policy Planning	Team Leader Strategic Planning	01/07/2016	30/06/2017	Operating

## Action Plan

## City Strategy

**5 Year Strategy: 8.1.3 Identify opportunities to increase and enhance open space provision to achieve active, vibrant and connected communities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Undertake a strategic spatial review of suitable areas to locate open space to service anticipated development in Urban Corridor and Medium Density Residential and mixed-use zones (subject to funding).	Urban Policy Planning	Team Leader Strategic Planning	01/07/2016	30/06/2017	Operating
Review the Open Spaces and Public Places Plan.	Community Planning	Team Leader Sustainability Planning	01/07/2016	30/06/2017	

**5 Year Strategy: 11.1.1 Develop partnership arrangements and networking opportunities with economic development agencies and key business sectors in the city.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Progress the Western economic development alliance and Building Western Adelaide document.	Economic Planning	Team Leader Strategic Planning	01/07/2016	30/06/2017	Operating
Coordinate preparation of an economic development strategy for the City of West Torrens (draft by June 2017).	Economic Planning	Team Leader Strategic Planning	01/01/2017	30/06/2017	Operating

**5 Year Strategy: 11.1.3 Review Council's Development Plan policies to optimise employment opportunities consistent with other land uses and community needs.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Finalise investigations and submit a Statement of Intent for the Employment DPA.	Economic Planning	Team Leader Strategic Planning	01/07/2016	31/12/2016	Operating

**5 Year Strategy: 15.2.2 Prioritise asset renewal plans based on the level of service required, the effectiveness of the current assets and future sustainability.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Conduct Stage 1 of the community needs analysis including investigation of future needs, trends and demographic changes to inform planning for community facilities and services.	Community Planning	Team Leader Sustainability Planning	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 16.1.1 Develop and implement further opportunities to provide services and share resources with other Councils, government departments and private organisations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Advocate for the City's interests with regard to airport planning matters.	Urban Policy Planning	Team Leader Strategic Planning	01/07/2016	30/06/2017	Operating
Respond to issues arising from the State Government's planning reform agenda and review of the 30-Year Plan for Greater Adelaide, and advocate for the City's interests.	Urban Policy Planning	Team Leader Strategic Planning	01/07/2016	30/06/2017	Operating

## Action Plan

## City Strategy

**5 Year Strategy: 16.1.2 Enhance service delivery by strengthening the working relationships between Council departments.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Support continued development of an integrated planning program with internal departments.	Corporate Planning	Corporate Planner	01/07/2016	30/06/2017	Operating
Coordinate CWT feedback and responses to external documents in areas of City Strategy responsibility as required.	Corporate Leadership and Management	Manager City Strategy	01/07/2015	30/06/2016	Operating

**5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to customer needs.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager City Strategy	01/07/2015	30/06/2016	Operating
Provide social planning and demographic advice across the organisation	Community Planning	Team Leader Sustainability Planning	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.6 Ensure that Council's plans, projects and activities are aligned with the Community Plan.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Coordinate the review of the Towards 2025 Community Plan, including review and monitoring of success indicators.	Corporate Planning	Corporate Planner	01/07/2016	30/06/2017	Operating
Support improved quarterly reporting against Service Plans.	Corporate Planning	Corporate Planner	01/07/2015	30/06/2016	Operating

**5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager City Strategy	01/07/2015	30/06/2016	Operating

**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team	Corporate Leadership and Management	Manager City Strategy	01/07/2015	30/06/2016	Operating
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey	Corporate Leadership and Management	Manager City Strategy	01/07/2015	30/06/2016	Operating

## Action Plan

## City Strategy

### 5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council operations and activities.

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager City Strategy	01/07/2015	30/06/2016	Operating



City of  
**West Torrens**

Between the City and the Sea

## *City Works*

# *2016/17 Draft Annual Service Plan*

***OUR MISSION***

To provide effective service delivery in the improvement, upgrade and maintenance of Council assets.

***OUR VALUES***

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

## **RECENT ACHIEVEMENTS**

Continued to maintain and improve the public infrastructure, property and amenity assets, the built environment and open space areas.  
Delivered the Capital, Fleet and Capital Works programs - including res seal, kerb/gutter, footpath, reserve and irrigation programs, property and building assets, light and heavy vehicle and plant replacement.

Provided effective fleet services.

## **PLANNING CONTEXT**

City of West Torrens Community Plan and Corporate Planning Framework

Legislative requirements include:

- Australian Road Rules
- Australian Standards
- Local Government Act 1999
- Work Health Safety Act 2012
- Road Traffic Act 1961
- SA Public Health Act 2011
- Commonwealth Financial Assistance grants.
- State Bicycle Fund.
- Government Gazette
- Roads to Recovery Program.
- Special Local Roads program
- State Strategic Infrastructure Plan 04/05-14/15
- A Better Place to Live (State Public Health Plan)
- The State Seven Strategic Priorities
- The 30 Year Plan for Greater Adelaide

**STAKEHOLDERS**

City of West Torrens Elected Members and officers  
General community and users of Council's facilities, infrastructure and amenity assets.  
State Government Agencies - including SA Water, SA Power Networks, Department of Environment and Natural Resources, Adelaide and Mount Lofty Ranges Natural Resources Management Board, Environmental Protection Agency (EPA)  
Specialist Consultancy Services - Engineering, Project Management, Landscape, Occupational Health and Safety, etc.  
Local Government Mutual Liability Scheme  
Local Government Workers Compensation Scheme  
Stormwater Management Authority  
Brown Hill / Keswick Creek Stormwater Catchment Partners  
Local Government Grants Commission  
Adelaide Airport Limited  
Adjoining Councils.

**Corporate Leadership and Management**

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

*Long Term Strategy:*

**17.1 Regularly review, update and adopt leading governance and administrative practices**

**Operational Support**

Provision of operational support services to Council's internal operations including effective delivery and maintenance of all infrastructure, open space, buildings, vehicles, plant and equipment.

*Long Term Strategy:*

**15.1 Ensure assets are utilised to their optimal capacity and maintained at acceptable standards.**

**Public Works Maintenance**

Provision and maintenance including cleaning of Council's community assets including civil works, road reserves, drainage, open space and community land, horticultural, and buildings and structures

*Long Term Strategy:*

**2.4 Foster health, wellbeing and safety within the community.**

**5 Year Strategy: 15.1.1 Manage Council's assets with consideration to economic, social, cultural and environmental values.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Provide and maintain:					
Council buildings and facilities,	Operational Support	Manager City Works	01/07/2016	30/06/2017	Operating
• vehicle fleet, and					
• plant and equipment essential to business operations.					
Maintain Council road reserves including:	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Operating
• delivery of the surface and road construction,					
• kerb, gutter and footpath					
• line marking,					
• public lighting,					
• street trees and verges,					
• crossings and bridges,					
• drainage and stormwater devices, and					
• general amenity.					
Maintain Council's open space including:	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Operating
• biodiversity conservation,					
• weed and pest control,					
• reserve trees and plantings,					
• turf and irrigation, and					
• tracks.					
Provide and maintain Council's:	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Operating
• public amenities,					
• buildings and structures,					
• pedestrian lighting,					
• signage, and					
• public furniture and facilities.					
Maintain Council's drainage network, pumps and basins.	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Operating
Continue the upgrade of pedestrian lighting to LED along the River Torrens Linear Park from Henley Beach Road.	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Capital
Undertake the annual playground capital works program to renew and upgrade play facilities as timed by the Asset Management Plan.	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Capital

**5 Year Strategy: 15.1.1 Manage Council's assets with consideration to economic, social, cultural and environmental values cont.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continue the upgrade of pedestrian lighting to LED along the Westside Bikeway	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Capital
Undertake the installation of new pedestrian solar lighting along the Anna Meares shared pathway.	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Capital
Undertake Stage 4 fire safety upgrades at the Thebarton Theatre complex	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Capital
Undertake Disability Discrimination Act (DDA) works and fire compliance upgrades at Reedbeds Community Centre.	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Capital
Undertake the annual capital works program to renew Council buildings, including:	Public Works Maintenance	Manager City Works	01/07/2016	30/06/2017	Capital
<ul style="list-style-type: none"> <li>• Star Theatre,</li> <li>• RSL Hilton,</li> <li>• Civic Centre (Royal Life Saving Building),</li> <li>• Brickworks Kiln, and</li> <li>• Torrensville Bowling Club</li> </ul>					

**5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager City Works	01/07/2016	30/06/2017	Operating
Manage administrative processes to ensure compliance with industry, legal and other frameworks.	Operational Support	Manager City Works	01/07/2016	30/06/2017	Operating

## **City Works**

**5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager City Works	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Manager City Works	01/07/2016	30/06/2017	Operating
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager City Works	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council's operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager City Works	01/07/2016	30/06/2017	Operating



City of  
**West Torrens**

Between the City and the Sea

## **Community Services**

# ***2016/17 Draft Annual Service Plan***

**OUR MISSION**

*Support community development through empowering the choices of individuals.*

**OUR VALUES**

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

**RECENT ACHIEVEMENTS**

The Library continued to provide programmes for adults including Multicultural Nights, Movie Nights, local author visits and book launches, which generated many compliments from appreciative customers.

A replacement mobile library truck was purchased, enabling greater flexibility in its operation. The layout of the Children's Area underwent significant changes. It now provides zoned areas for the different ages of the children using the area, improved signage and a fresh colour scheme.

The Library's began a partnership with ARA to host Homework Club for new arrivals.

The Library successfully tendered for a Radio Frequency Identification Device (RFID) provider, and retrospectively tagged the 70,000 items in the Hamra and Mobile Libraries collections. The Library received more than 220,000 visitors and over 410,000 items were borrowed.

The library's literacy programs for preschool aged children ran 6 times per week with an average weekly attendance of over 300 children and 270 adults.

The Summer Festival offered the ever popular free Family "Music in the Park" events throughout January attracting 3,500 people. However it was the expansion, inclusion and finale to the Festival that was most memorable, over 5000 people crammed the Thebarton Community Centre and Kings Reserve to participate in and enjoy the "Fork in the road" extravaganza.

Thebarton Community Centre accepted 1,800 bookings, ranging from one-off events to regular weekly meetings. These involved community, school and church groups, individuals and group hire, social, cultural and business hires. Most weekends were booked quickly with at least one main Function (wedding etc) on every weekend. An Open Day was held in July and attracted about 300 people.

Volunteering continued to be popular as a means of staying active and connected to the community.

Volunteer numbers with Council levelled at 164, after losing 24 volunteers after the sale of St Martins Aged Care Facility, however they still provided 10,500 hours of service. Volunteer Training included 10 Child Safe Environments courses, 2 Mental Health First Aid Courses, 2 x Perform First Aid Courses and 2 Manual Handling courses. Over 150 volunteers attended these training courses. Three Volunteer Recruitment Expos were hosted throughout the year, 12 different organisations participated and 110 potential volunteers attended.

Aged Care Services transitioned to the National Myagedcare Scheme and introduced the Commonwealth Home Support Program to cater for the aged and vulnerable residents. 1118 clients received services through this program, providing a total of 12,706 hours of service, \$30,040 of home maintenance and modification and included 2,656 nutritious meals.

The Hamra Gallery provided 18 Exhibitions throughout the year that showcased local and emerging artists, and included the SALA Festival, Fringe Festival and Festival Helenika. The "Friends of the Gallery" build to 80 willing supporters.

It was resolved that the 'Disability Access Logo' would be displayed on all promotional brochures and website information.

Community Service Youth & Children's Staff provided nine "Little Days Out" Activities in conjunction with OPAL staff, the outings provided not only opportunities for families to utilize different local parks and open spaces, but also provided an excellent means of community consultation attracting over 1000 families in total to these events.

The Clifford Street Garden was established with 26 regular gardeners tending the 19 additional plots. Regular Gardening Information Sessions and advice were provided to approximately 120 gardeners and interested residents. Plympton Community Garden continued to provide services to capacity.

### **PLANNING CONTEXT**

City of West Torrens Community Plan, Regional Public Health Plan and Corporate Planning Framework  
Libraries Act 1982  
Home and Community Care National Service Standards  
Home and Community Care Act 1985  
National Aged Care Reform 2014  
Local Government Act 1999  
SA Public Health Act 2011  
Disability Discrimination Act 1992

### **STAKEHOLDERS**

City of West Torrens Elected Members and officers  
City of West Torrens Residents and visitors  
Community based groups and agencies  
State Government - Public Library Service  
SA Health (OPAL)  
Commonwealth Government - Home Support Program  
State Government - Home and Community Care Program

## Core Services

### Community Services

#### Community Services

Community Services contributes to the implementation of the Community Plan principally through focussing its services and strategies on the achievement within the domain "Community Life: a community that embraces diversity, an active healthy and learning community and an engaged community". The Department aims to build strong relationships between Council and our Community, through ongoing meaningful, consultation and engagement, networking and the participation of our diverse population. We will plan, coordinate and deliver services and supports for our Children, Youth, Disabled, Elderly and Vulnerable either by direct service provision or through collaborative ventures. We will facilitate equitable access to local and regional programs, activities and supports. We will be responsive to changing needs and opportunities within the local community and annually review the progress, customer satisfaction levels and achievements we have made. Services include: Youth (and Children), Transport, Community Resources, Community Centres, Volunteering, Aged Care, Events and Cultural Recognition and Celebrations, Disability, Recreational Activities (Walking, Sewing,) Community Gardens and the Arts (Gallery).

#### Long Term Strategies:

- 1.1 Encourage recognition and celebration of our community's cultural diversity.
- 1.2 Facilitate opportunities for people from diverse social backgrounds to come together.
- 1.3 Foster a sense of identity and pride within the West Torrens community.
- 2.1 Encourage all members of the community to pursue active and creative lifestyles.
- 2.2 Facilitate life-long learning through equitable access to a range of education and training opportunities.
- 2.3 Encourage community awareness of services and resources so they can make informed life choices.
- 2.4 Foster a sense of health and safety within the community.
- 3.1 Encourage the community to participate in opportunities to influence Council's decision making.
- 10.1 Facilitate the safe and effective movement of people through the City.
- 12.1 Foster a vibrant and inviting City.
- 16.1 Develop and maintain strong partnerships and working relationships with other organisations and within Council.
- 17.1 Regularly review, update and adopt leading governance and administrative practices

#### Corporate Leadership and Management

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

#### Long Term Strategy:

- 17.1 Regularly review, update and adopt leading governance and administrative practices

## Action Plan

**5 Year Strategy: 1.1.1 Support organisations and networks that provide services for people from different cultures.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Review the grant and sponsorship information and structure and introduce Grant and Sponsorship Information Nights as a means of providing guidance to people who wish to apply for grants to support their community and cultural activities and youth development grants.	Community Services	Manager Community Services	01/07/2016	30/06/2017	Operating
Foster and maintain networks with community centres (Camden Community Centre, Reedbeds Community Centre and the Western Youth Centre) and other organisations providing services for the community of West Torrens. Specifically ensure regular information exchange, discussion and planning for collaborative ventures, promotional opportunities and staff development opportunities.	Community Services	Team Leaders Community Development & Library	01/07/2016	30/06/2017	Operating
Strengthen links and develop partnerships with organisations that support new arrivals, consult and identify areas of support and opportunities to include the new arrivals into Council programs.	Community Services	Team Leaders Community Development & Library	01/07/2016	31/03/2017	Operating

**5 Year Strategy: 1.1.2 Support local events, activities and programs that celebrate multicultural and indigenous heritages.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Assist local groups to organize and celebrate their heritage by promoting and making available (where possible) the Community Resource Collection and Venues for Hire.	Community Services	Team Leader Community Development	01/07/2016	30/06/2017	Operating
Utilize the Community Services "Event Calendar" to prioritize, promote and celebrate cultural and significant events and issues within West Torrens.	Community Services	Team Leaders Community Development and Library	01/09/2016	30/06/2017	Operating

**5 Year Strategy: 1.1.3 Facilitate access to information and resources in languages other than English.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Promote inclusion across Council by ensuring all levels of communications and promotions are maintained (Talking Points, Facebook, Website and media outlets), information is kept up to date and produced in relevant languages (where possible)	Community Services	Team Leaders Community Development & Library	01/07/2016	30/09/2017	Operating
Review the "New Arrivals Welcome Information Pack", consider its value and/or duplication and the need to update and reprint the product as a means of improving communication and access.	Community Services	Team Leader Library	01/07/2016	31/06/2017	Operating

## Action Plan

### 5 Year Strategy: 1.2.1 Encourage the community to connect through community based festivals, arts projects and other activities.

Action	Service Profile	Responsibility	Start	Finish	Budget
Plan & implement the 2017 Summer Festival as a series of fun, local and inclusive events that bring people together.	Community Services	Manager Community Services and Team Leader Community Development	01/07/2016	28/02/2017	Operating
Explore new locations and various entertainment options within the city of West Torrens and continue to develop partnerships with local businesses, service clubs, artists and musicians to ensure high quality entertainment.					
Plan, promote and implement key Community Events that recognise diversity within our Council area and that bring people together to celebrate. This may include Cultural Nights, Harmony Day, Every Generation and Refugee Week Celebrations.	Community Services	Team Leader Community Development	01/07/2016	30/06/2017	Operating
Continue to provide structured activities in collaboration with the community that strengthen young people's participation within the community and help shape their future	Community Services	Team Leader Community Development	01/01/2016	30/06/2017	Operating
Plan a collaborative regional Youth Expo (May 2017) showcasing recreational, educational and employment opportunities for young people in the area.					
Manage the Volunteer Program across Council, this will include recruitment, selection, training, recognition and support.	Community Services	Team Leader Community Development	01/07/ 2016	31/06/2017	Operating
Provide a National Volunteer Week Recognition Activity in May and a Volunteer Christmas Luncheon in December, as a means of bringing all volunteers together in recognition of their valued contribution to our community.					
Provide four Recruitment Expos per year in conjunction with local service providers and regularly advertise volunteer role vacancies					
Provide a series of regular relevant Training Sessions to ensure volunteers are compliant with role standards.					
Continue to provide the Community Bus Service and ensure it plays an active role in supporting community needs and initiatives.	Community Services	Team Leader Community Development	01/07/ 2016	31/06/2017	Operating
Progressively implement a more responsive and visible transport services and investigate options for service expansion.					

## Community Services

**5 Year Strategy: 1.2.1 cont. Encourage the community to connect through community based festivals, arts projects and other activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Plan and deliver Gardening Information Sessions and informal Garden Working Bees/social get togethers at each Community Garden site throughout the year.	Community Services	Team Leader Community Development	01/10/2016	30/06/2017	Operating
Redevelop the Plympton Community Garden, hold consultation meetings with interested gardeners from the area to gain input into the upgrade and layout of the garden space (shade, compost, fence, plantings etc.)					
Support Clifford Street Gardeners by maintaining existing plots/numbers and supporting the development of further garden plots closer to the Thebarton Community Centre as part of the Kings Reserve Upgrade project.					

**5 Year Strategy: 1.2.2 Facilitate the use of community facilities as points of social, recreational and educational interaction.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Manage the Thebarton Community Centre facilities and services.	Community Services	Team Leader Community Development	01/07/2016	30/06/2017	Operating
Continue to build on and implement the recommendations fed back during the recent community consultations. Emphasize local community based needs and interests complementing the venue for hire. Promote and publicize the new programs and involve community champions throughout the process.					
Maintain and develop partnership opportunities with the Brickworks Complex, building on existing goodwill.					
Continue efforts to make the internal environment more welcoming and vibrant for hirers, participants and guests.					
Continue to develop the <b>Plympton Community Centre</b> as a Positive Ageing Hub for our older residents.	Community Services	Team Leader Community Development	01/07/2016	30/06/2017	Operating
Liaise with the hirer groups utilizing the Plympton Centre and provide them with information about services and supports offered by Council.					

## CITY OF WEST TORRENS **Action Plan**

## 2016/17 Draft Annual Service Plan **Community Services**

### **5 Year Strategy: 1.2.2 cont. Facilitate the use of community facilities as points of social, recreational and educational interaction.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Implement Radio-frequency Identification (RFID) technology in the Library to enable greater staff interaction with Library users.	Community Services	Manager Community Services and Team Leader Library	01/07/2016	30/06/2017	Operating (subject to further planning and approval)
Post implementation of RFID the Library will change the physical layout to improve the workflow using the RFID equipment. Allow staff to provide a roaming service as RFID releases staff from a focus on a desk bound transaction based service to a value added service helping customers out in the library with a range of tasks. Other redevelopment of spaces will allow a greater range of options in terms of use.					

### **5 Year Strategy: 1.3.1 Encourage and facilitate art in public spaces, including community buildings, streetscapes and open spaces.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Continue to provide the opportunity for local and emerging artists to exhibit their work within the Hamra Auditorium <b>Gallery.</b>	Community Services	Team Leader Community Development	01/07/2016	30/06/2017	Operating
Develop and implement a West Torrens Art Prize competition for local artists.					
Develop and implement an art installation (at a to be identified location) representing the multicultural history of West Torrens					

### **5 Year Strategy: 1.3.2 Create greater public awareness and appreciation of heritage sites, events and people of local significance.**

Action	Service Profile	Responsibility	Start	Finish	Budget
In conjunction with City Strategy and Historical Societies develop and implement a plan for highlighting the heritage values (people and places) in the City of West Torrens, commencing with the Thebarton/Mile End precincts.	Community Services	Manager Community Services	01/07/2016	30/06/2017	Operating

## Action Plan

### Community Services

#### **5 Year Strategy: 1.3.3 Encourage inclusion and participation in local projects, programs and community organisations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Increase awareness of community oriented services and programs by people in West Torrens:	Community Services	Team Leader Community Development and Team Leader Library	01/07/2016	30/06/2017	Operating

- Review Information services and strategies
- Investigate web based and other information provision strategies to identify effective methods for a diverse range of people
- Identify local organisations and other venues ( e.g. businesses and schools) that may be receptive to marketing and participating
- Redesign information provision arrangements in Library and other WTCC Centres,
- Implement and monitor.
- Work with Media & Events to identify ways to improve promotion of these programs and events

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#### **5 Year Strategy: 2.1.1 Collaborate with partners to assist sporting, and recreational programs and facilities to provide a range of activities for all ages and capabilities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Collaborate with schools, church groups and sporting clubs to develop a range of after-school activities designed to encourage children/youth to participate in sport and to develop team skills and friendships.	Community Services	Team Leader Community Development	01/07/2016	30/06/2017	Operating

#### **5 Year Strategy: 2.1.2 Facilitate access to arts and cultural performances, exhibitions and events.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Ensure ongoing contact and support with local and emerging artists, through the "Friends of the Gallery" network to produce a full twelve month calendar of exhibitions to be held in the Hamra Gallery.	Community Services	Team Leader Community Development	01/07/2016	30/06/2017	Operating

- Support and participate in the Adelaide Fringe and SALA Festivals.

Action	Service Profile	Manager Community Services	Start	Finish	Budget
Develop and implement a "Public Art" proposal for Council and complete outstanding Art Projects.	Community Services	01/07/2016	31/12/2017	Operating	

**5 Year Strategy: 2.2.1 Provide an evolving range of resources and informal learning opportunities in response to the changing needs of the community.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Proactively promote the range of library services and collections available which foster independent learning. This will include more visible in-library promotions, use of social media, specific promotions and events which highlight collections as well as the development of outreach strategies developed in conjunction with community events (at least 4 outreach events to be undertaken in 2016-17).	Community Services	Team Leader Library	01/07/2016	30/06/2017	Operating
Hold ad hoc demonstrations of digital ebook & Zinio downloading and behind the scenes tours of the Library including instruction on how to use the OneCard catalogue.	Community Services	Team Leader Library	01/03/2016	30/06/2017	Operating

**5 Year Strategy: 2.3.1 Act as an advocate with government and private organisations that provide services and resources to the community**

Action	Service Profile	Responsibility	Start	Finish	Budget
Provide appropriate and timely feedback to Government Departments and Funding Bodies regarding Funded projects and expected outputs/outcomes.	Community Services	Team Leader Community Development and Team Leader Library	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 2.3.2 Promote the range of community services and resources provided or supported by Council.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Develop public information and client-specific information about significant issues affecting the community's health and wellbeing. Disseminate information broadly in a timely manner. Maintain the website and utilise social media to maximise exposure.	Community Services	Team Leader Library	01/07/2016	30/06/2017	Operating
Focus will include developing children's kits to focus on learning difficulties and special needs with SPELD	Community Services	Team Leader Library	01/07/2016	30/06/2017	Operating

## Community Services

**5 Year Strategy: 2.4.1 Promote and protect the health of the community through the provision and support of public health education and services.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Develop and proactively promote special health oriented collections of the Library including, independent living collection, large print collection, fitness collection, "what's in the box" recreation kits and parks activation.	Community Services	Team Leader Community Development and Team Leader Library	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 2.4.3 Design, manage and maintain public places with community safety as a key priority.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Participate in Council-wide planning for open spaces and places, recreation facility planning and playground redevelopment and relevant precinct development initiatives (e.g. Thebarton biotechnology precinct plan). Specifically provide assistance and facilitate community engagement and consultation strategies and provide access to additional evidence and advice where relevant.	Community Services	Manager Community Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 2.4.4 Work with local groups and organisations to raise awareness of local safety issues and promote social responsibility and enjoyment of the local area.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Monitor vulnerability issues and concerns of specific populations in West Torrens (including older persons and people with disabilities). Develop and enhance coordinated strategies with other groups and organisations which address these with the aim of enhancing community connectedness and community resilience.	Community Services	Team Leader Community Development and Team Leader Library	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 2.4.5 Identify and collaborate with partners to plan for community well-being and resilience.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Promote local approaches to "safer communities and healthier neighbourhoods", this includes continuing with parks activation events, enhancing community connectedness through gallery programs and public art initiatives and developing specific outreach services and supports to new arrival communities.	Community Services	Team Leader Community Development and Team Leader Library	01/07/2016	30/06/2017	Operating

## Action Plan

## Community Services

### 5 Year Strategy: 2.5.2 Facilitate connections between neighbours, older and young people, and the capacity for ageing in place.

Action	Service Profile	Responsibility	Start	Finish	Budget
Continue to implement Council's "Home Advantage" Program and the Commonwealth Home Support Program.	Community Services	Manager Community Services and Team Leader Community Services	01/07/2016	28/02/2017	Operating

### 5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager Community Services	01/07/2016	30/06/2017	Operating

### 5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plans have been completed within the specified timeframes.	Corporate Leadership and Management	Manager Community Services	01/07/2016	30/06/2017	Operating

### 5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Manager Community Services	01/07/2016	30/06/2017	Operating
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager Community Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council's operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager Community Services	01/07/2016	30/06/2017	Operating



City of  
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## ***Financial Services***

# ***2016/17 Draft Annual Service Plan***

**OUR MISSION**

*To ensure effective service delivery and statutory compliance in the management of Council's finances.*

**OUR VALUES**

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

**RECENT ACHIEVEMENTS**

- Attained unqualified audited Financial Statement.
- Attained unqualified audited Internal Controls.
- Delivered quality budgets.
- Developed and implemented an automated employee contract management reporting system.
- Implemented an electronic booking system for Cummins House.
- Took over the management, and improved the efficiency, of the Public Liability, Motor Vehicle and Property insurance claim processes.

**PLANNING CONTEXT**

- City of West Torrens Community Plan and Corporate Planning Framework
- SA Local Government Act 1999
- Work Health Safety Act 2012
- Income Tax Assessment Act 1997
- Fringe Benefits Tax Act 1986
- A New Tax System (Goods and Services Tax) Act 1999
- Australian & International Accounting Standards
- Municipal Officers (SA) Award
- Local Government (SA) Employees Award
- HSC

**STAKEHOLDERS**

- City of West Torrens Elected Members and employees
- Audit and Risk Committee
- Unions
- Local Government Association
- Australian Taxation Office
- External Auditors
- Grants Commission
- Residents and community groups
- Local businesses

## Core Services

### Financial Services

#### Budget Management

Provision of accounting and financial planning services to ensure the Council remains financially sustainable and accounts recorded.

**Long Term Strategy:**

**14.1 Employ sustainable financial management principles.**

#### Corporate Leadership and Management

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices.**

#### Financial Security

Maintain property, customer, staff and financial databases to ensure accurate and timely payment of accounts, salaries and wages.

**Long Term Strategy:**

**14.1 Employ sustainable financial management principles.**

#### Trust Management

Verify and report on the financial activities of the Mendelson Foundation.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices.**

**5 Year Strategy: 14.1.3 Ensure that Council's financial priorities are consistent with the evolving needs of the community and Council's legislative obligations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Deliver quality budget outcomes; including the Annual Business Plan, Annual Budget, Long Term Financial Plan and Fees & Charges, on time and with a high level of Elected Member and community acceptance.	Budget Management	Manager Financial Services	01/01/2017	30/06/2017	Operating
Annually review investment performance against policy to ensure maximisation of investment income while ensuring investments are fully secured, and debts recovered in a timely manner.	Financial Security	Manager Financial Services	01/04/2017	30/06/2017	Operating
Provide quarterly reporting to Council and the Mendelson Committee regarding the Mendelson Foundation.	Trust Management	Manager Financial Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.1 Deliver effective, efficient and equitable services which deliver on community priorities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Ensure seamless management of the Budget Review process and compliance with audit and statutory requirements.	Budget Management	Manager Financial Services	01/10/2016	30/06/2017	Operating
Produce the End of Year statutory accounts and ensure a seamless transition via the external audit, Council and Audit Committee processes.	Financial Security	Manager Financial Services	01/07/2016	31/12/2016	Operating

**5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager Financial Services	01/07/2016	30/06/2017	Operating
Manage the public liability, motor vehicle and property insurance claim processes.	Corporate Leadership and Management	Manager Financial Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.4 Embed risk management principles into all Council operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate Leadership and Management	Corporate Leadership and Management	Manager Financial Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager Financial Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Manager Financial Services	01/07/2016	30/06/2017	Operating
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager Financial Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Review and implement identified improvements in the debt collection process.	Financial Security	Manager Financial Services	01/07/2016	30/06/2017	Operating
In partnership with Community Services department, review and streamline the Thebarton Hub booking system.	Financial Security	Manager Financial Services	01/07/2016	31/12/2016	Operating
Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager Financial Services	01/07/2016	30/06/2017	Operating



## ***Human Resources and Service Centre***

## ***2016/17 Draft Annual Service Plan***

***OUR MISSION***

*Working with the organisation to deliver achievement focussed solutions and building capability in the areas of customer service, human resource management, work health safety and employee wellbeing.*

***OUR VALUES***

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

**RECENT ACHIEVEMENTS**

- Review of the Work Health Safety and Injury Management Plan to capture the 2015 KPI audit findings. 100% completion of actions identified within the Work Health Safety and Injury Management Plan as at 30 September 2015.
- Streamlined the Injury Management process to meet legislative requirements and business needs.
- Improved the performance dashboard reporting process for Work Health Safety and Injury Management
- Developed and implemented the Work Health Safety Corrective Action Register
- Implemented the LGE classification structure.
- Provided education and support to managers with regards to injury management to improve return to work outcomes.
- Commenced the development of a Customer Service framework.
- Implemented automated reporting and process for managing end dates for employment contracts.
- Reviewed the corporate induction process.
- Commenced the review of Position Management functionality within CHRIS21.

**PLANNING CONTEXT**

- City of West Torrens Community Plan and Corporate Planning Framework
- Cultural development program and employee survey.
- Enterprise Agreements
- Fair Work Act SA 2009
- Human Resources and Service Centre Department operational risk assessments.
- Local Government Act 1999
- Relevant Awards
- Work Health and Safety Act and Regulations 2012 (SA)
- Return to Work Act 2014
- Return to Work Regulations 2015
- Performance Standards for self-insured employers

**STAKEHOLDERS**

- Elected Members
- Employees
- Various Unions
- Local Government Association Workers Compensation Scheme
- Residents/ratepayers/local businesses
- Safework SA
- Return to Work SA
- Other internal departments

## **Human Resources and Service Centre**

### **Customer Experience Management**

Provision of high level customer service over the counter and via the call centre.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Employee Health and Well-being**

The ongoing development and management of the claims/return to work management systems and tools to ensure workers receive appropriate, timely and effective services following a work related injury.

The ongoing development and management and review of Work Health and Safety, and Injury Management systems to ensure legislative requirements and Performance Standards for Self Insurers (PSSI) are met.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Organisational Capability**

Partnering across the organisation to build the people capability through provision of information, frameworks, policies and strategies to meet organisational outcomes.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Organisational Culture**

Provision of frameworks, policies and processes to support organisational and individual performance and culture to achieve individual, departmental and organisational objectives.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Corporate Leadership and Management**

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

## Action Plan

## Human Resources and Service Centre

**5 Year Strategy: 16.1.2 Enhance service delivery by strengthening the working relationships between Council departments.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continue working with departments to improve the effectiveness of the customer requests management system	Customer Service	Team Leader Service Centre	01/07/2016	30/06/2017	Operating
Design and develop customer service learning and development program	Customer Service	Team Leader Service Centre	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.1 Deliver effective, efficient and equitable services which deliver on community priorities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continue the delivery of efficient and effective customer service both internally and externally to the organisation that meets the needs of customers.	Customer Service	Team Leader Service Centre	01/07/2016	30/06/2017	Operating
Ensure Service benchmark KPIs are met or exceeded. These KPIs include:	Customer Service	Team Leader Service Centre	01/07/2016	30/06/2017	Operating

- Abandoned call rate <3%
- Average Queue (Call Waiting) time <30 secs
- Call response level (service level) >80%
- Call duration <5 mins
- Call resolution rate >80%

**5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continue to review the CHRI\$21 application to ensure functionality meets CWT business needs for effective human resource management.	People Management	HR Advisor	01/07/2016	30/06/2017	Operating
Corporate -Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager HR & Service Centre	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.4 Embed risk management principles into all Council operations and activities**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continue to manage the workers compensation and income protection programs to ensure the requirements with legislation, insurer and organisational policy are met.	Employee Health and Wellbeing	Internal Return to Work Co-ordinator	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Continue to partner across the organisation in the delivery of efficient and effective human resource management and organisational development principles	People Management	HR Advisor	01/07/2016	30/06/2017	Operating

Continue to facilitate the organisation wide WHS programs to ensure the requirements with legislation, insurer and organisation are met.	Employee Health and Wellbeing	WHS Co-ordinator	01/07/2016	30/06/2017	Operating
Prepare quarterly performance reports to Executive on the progress of WHS and IM Plan	Employee Health and Wellbeing	WHS Co-ordinator	01/07/2016	30/06/2017	Operating

Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager HR & Service Centre	01/07/2016	30/06/2017	Operating
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**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager HR & Service Centre	01/07/2016	30/06/2017	Operating

Corporate - Cultural Development Program: Actively promote and support the Department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.

## Human Resources and Service Centre

**5 Year Strategy:** *17.1.10 Promote innovation and continuously improve all of Council's operations and activities.*

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Development of a framework for reporting against key human resource policies.	People Management	HR Advisor	01/07/2016	30/06/2017	Operating
<b>Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.</b>	<b>Corporate Leadership and Management</b>	<b>Manager HR &amp; Service Centre</b>	<b>01/07/2016</b>	<b>30/06/2017</b>	<b>Operating</b>



City of  
**West Torrens**

Between the City and the Sea

## *Information Services*

# *2016/17 Draft Annual Service Plan*

***OUR MISSION***

To provide a wide range of information management and information technology services that support the delivery of Council's functions

***OUR VALUES***

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

**RECENT ACHIEVEMENTS**

The information services team provide a wide range of information management and information technology services to Council staff and the Elected Members. Business achievements in 2015/2016 have included:

- Assisting our mobile workforce to adopt mobile devices to improve efficiency, productivity and accuracy in their roles and services
- Developing numerous online services to improve business efficiency and services for staff including functions to handle Council Meeting Actions, WHS Corrective Actions and Policy Management
- Digitising paper workflows including Higher Duties, IT Network Access & Banking RDCs
- engaging stakeholders and applying more business oriented subject classifications to improve information management
- exceeding the 99% availability of IT infrastructure, telephony and business applications
- Implementing the Geocortex GIS portal to replace Dekho which is not supported beyond July 2016
- Providing corporate wifi in the Civic, Hamra & Depot areas
- Replacing end-of-life IT assets including desktop & tablet computers, Multi-Function Devices and scanner equipment
- Replacing the end-of-life NEC PABX and associated telephony
- Upgrading ageing SQL databases to SQL2008 or better
- Upgrading from ECM 3.08 to an executive approved Information Management solution
- upgrading key business applications to keep them current
- Upgrading to Microsoft Office 2013

**PLANNING CONTEXT**

City of West Torrens Community Plan and Corporate Planning Framework  
Local Government Act 1999  
State Records Act 1997 and General Disposal Schedules 20 and 21

**STAKEHOLDERS**

Business system users including City of West Torrens Elected Members and Officers  
ICT Suppliers  
Public and business users of Council information via web media  
State Records

## **Information Services**

### **Corporate Leadership and Management**

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

**Long Term Strategy**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Information Management**

The provision of information management, mail and stationery services for Council staff and Elected Members. Additionally, the Information Management Unit produces and distributes Council meeting documentation.

**Long Term Strategy**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

### **Information Technology**

The provision of information, communication and technology direction, support, training and advice across Council.

**Long Term Strategy**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

## Information Services

**5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to customer needs.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate Records Management - Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management Information Management	Manager Information Services	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.7 Provide information management systems that support organisational initiatives and enhance the delivery of services.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Maintain the currency of corporate software, including TechnologyOne Financials, BIS, Conquest, ?ECM?, Pathway, CHRIS21, ArcGIS, Geocortex, Seamless, Internet Explorer and Interplan.	Information Technology	Manager Information Services	01/07/2016	30/06/2017	Operating
Information Services published service standards are met or exceeded. The service standards include :	Information Technology	Manager Information Services	01/07/2016	30/06/2017	Operating
<ul style="list-style-type: none"> <li>• Applications availability &gt; 99%</li> <li>• Telephony availability &gt; 99%</li> <li>• IT Infrastructure availability &gt; 99%</li> <li>• Mail, stationery and publication standards</li> </ul>					
Assist the business take-up of available functionality including:	Information Technology	Manager Information Services	01/07/2016	30/06/2017	Operating
<ul style="list-style-type: none"> <li>• Mobility for field workers</li> <li>• Pathway customer service functionality</li> <li>• GIS</li> </ul>					
Replace end-of-life IT assets including desktop & tablet computers, MultiFunctionDevices and scanner equipment.	Information Technology	Manager Information Services	01/07/2016	31/12/2016	Capital
Replace the use of network drives with Objective ECM functionality where the Executive approve to do so	Information Technology	Manager Information Services	01/07/2016	30/05/2017	Capital
Improve the GIS systems providing Playground Inspection functionality	Information Technology	Manager Information Services	01/08/2015	30/11/2015	Capital

## **Information Services**

### **5 Year Strategy: 17.1.7 Provide information management systems that support organisational initiatives and enhance the delivery of services cont.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Provide Community facing GIS	Information Technology	Manager Information Services	01/10/2016	30/05/2017	Operating
Assist the use of Conquest for asset fleet management	Information Technology	Manager Information Services	01/10/2016	30/05/2017	Operating
Assist the customer service improvements via Pathway	Information Technology	Manager Information Services	01/02/2016	30/06/2017	Operating
Continue to develop customer centric online services that improve customer service and efficiency	Information Technology	Manager Information Services	01/07/2016	30/05/2017	Operating
Assist the take-up of the new PBX and telephony	Information Technology	Manager Information Services	01/07/2016	30/12/2016	Operating
Assist City Works with "systemising" asset management inspections	Information Technology	Manager Information Services	01/07/2016	30/12/2016	Operating

### **5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - WHS & IM - Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager Information Services	01/07/2016	30/06/2017	Operating
Corporate - Continuous Improvement Programs - Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	Corporate Leadership and Management	Manager Information Services	01/07/2016	30/06/2017	Operating

## CITY OF WEST TORRENS **Action Plan**

## 2016/17 Draft Annual Service Plan **Information Services**

**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager, Information Services	01/07/2016	30/06/2017	Operating
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified employee survey.	Corporate Leadership and Management	Manager, Information Services	01/07/2016	30/06/2017	Operating



City of  
**West Torrens**  
Between the City and the Sea

***Office of the Mayor and CEO***

***2016/17 Draft Annual Service Plan***

***OUR MISSION***

Working together to provide support to the Mayor, CEO and employees to facilitate the effective management and development of the City of West Torrens, to increase the value of its services for residents and businesses.

***OUR VALUES***

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

**RECENT ACHIEVEMENTS**

- Increased awareness of the division and what its functions are
- Increased productivity through Lean improvement activities
- Increased the Lean capability of the organisation
- Implemented new Lean framework
- Implemented electronic Lean register via the intranet
- Implemented improvement to the Council agenda and minutes process
- Consistent and efficient production of agendas and minutes
- Coordinated the successful delegation to China
- Developed a business database
- Developed a process for grant and award nominations
- Successfully increased the volume of grant and award applications
- Increased awareness of CWT services in the business community
- Finalised new Rates Agreement with Adelaide Airport Limited
- Finalised sale of St Martins Aged Care Facility
- Completion of contract negotiations for sale of Brickworks Riverfront Land

**PLANNING CONTEXT**

- Towards 2025 City of West Torrens Community Plan
- Reforms to the *Development Act 1993*
- Changes to the *Local Government Act 1999*
- Western Region Economic Development Plan
- *Work Health Safety Act 2012*
- China Engagement
- Economic Development Strategies
- Business Engagement

**STAKEHOLDERS**

City of West Torrens Mayor, CEO and Elected Members  
CWT Executive, Management Team and Leadership Team  
CWT community/residents and businesses  
All CWT employees  
Continuous Improvement (Lean) Facilitators  
State and Federal MPs  
Local Government (other SA Councils)  
State and Federal Government Agencies  
Media  
Metropolitan Local Government Group  
Australian Mayoral Aviation Council  
Adelaide Airport Consultative Group  
West Beach Trust - Adelaide Shores  
Brown Hill Keswick Creek Catchment Councils  
Adelaide and Mt Lofty Ranges Natural Resources Management Board  
Metropolitan CEO Group

## **Office of the Mayor and CEO**

### **Executive Assistance**

**Provide secretarial and administrative support to the Mayor and CEO for the effective and efficient delivery of CWT functions, including:**

- Streamlined Council agenda process;
- Increased public awareness of, and participation in, Council meetings;
- Increased participation by the community in budget setting;
- Increased community communication and education about CWT projects;
- Streamlined process for dealing with customer and Elected Members enquiries and complaints;
- The Office of the Mayor and CEO to be an active contributor to all divisions; and
- Facilitate and coordinate Citizenship ceremonies

*Long Term Strategies:*

*3.1 Encourage the community to participate in opportunities to influence Council's decision making.*

*3.1 Encourage the community to participate in opportunities to influence Council's decision making.*

*16.1 Develop and maintain strong partnerships and working relationships with other organisations and within Council.*

*17.1 Regularly review, update and adopt leading governance and administrative practices.*

### **Executive Projects**

**Seek grant and award opportunities and connect people and business to foster economic development in the City of West Torrens, including:**

- Increased business investment in the CWT by establishing a reputation for economic development opportunities;
- Successful grant applications to support CWT projects;
- Increased community engagement in the area of economic development;
- Policy development/changes to support economic development in the City;
- CWT to be recognised as a tourist destination; and
- Promote business investment and export opportunities through the State Government's China Engagement Strategy

*Long Term Strategies:*

*11.1 Support the development and growth of local business and jobs.*

*12.1 Foster a vibrant and inviting City.*

*14.1 Employ sustainable financial management principles.*

### ***Continuous Improvement***

**Drive, develop and support Lean Thinking capability to facilitate continuous business improvement, including:**

- CWT to provide better and increased services to the community without increasing costs;
- Increased cohesive working relationships between divisions;
- Increased organisational productivity from improved service processes;
- Consistent momentum of improvement activity; and
- Lean thinking workforce who have the capability and empowerment to recognises and act on improvement opportunities.

***Long Term Strategies:***

***16.1 Develop and maintain strong partnerships and working relationships with other organisations and within Council.***

***17.1 Regularly review, update and adopt leading governance and administrative practices***

### ***Corporate Leadership and Management***

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

***Long Term Strategy:***

***17.1 Regularly review, update and adopt leading governance and administrative practices***

## Action Plan

### Office of the Mayor and CEO

**5 Year Strategy: 3.1.1 Provide active and open communication and consultation with the community regarding the Council's activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Increase public awareness and participation in Council meetings.	Executive Support	Senior Executive Assistant	1/7/2016	30/6/2017	Operating

**5 Year Strategy: 3.1.2 Use a variety of methods to inform, consult and engage with the community on Council activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Support increased communication with the community for City of West Torrens projects.	Executive Support	Senior Executive Assistant	1/7/2016	30/6/2017	Operating

**5 Year Strategy: 11.1.1 Develop partnership arrangements and networking opportunities with economic development agencies and key business sectors in the city.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Increase successful investment in the City of West Torrens and be recognised for economic development opportunities.	Executive Projects	Project Officer	1/7/2016	30/6/2017	Operating

**5 Year Strategy: 11.1.3 Review Council's development plan policies to optimise employment opportunities consistent with other land uses and community needs.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Implement successful policy changes to facilitate economic development at City of West Torrens.	Executive Projects	Project Officer	1/7/2016	30/6/2017	Operating

## **Office of the Mayor and CEO**

### **5 Year Strategy: 12.1.3 Enhance and promote the distinctive identity of West Torrens and the attractions of its key localities in the city.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Be recognised as a tourist destination.	Executive Projects	Project Officer	1/7/2016	30/6/2017	Operating and Capital

### **5 Year Strategy: 14.1.2 Actively seek alternative sources of income other than rates.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Pursue successful grant applications to support City of West Torrens projects.	Executive Projects	Project Officer	1/7/2016	30/6/2017	Operating and Capital

### **5 Year Strategy: 16.1.2 Enhance service delivery by strengthening the working relationships between Council departments.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
The Office of the Mayor and CEO to be considered as a valuable contributor to all staff and departments.	Executive Support	Senior Executive Assistant	1/7/2016	30/6/2017	Operating
Improve inter-organisational relationships.	Executive Support	Senior Executive Assistant	1/7/2016	30/6/2017	Operating
Close the gap in silo working to foster cohesive working between departments.	Business Improvement	Program Leader Continuous Improvement	1/7/2016	30/6/2017	Operating

### **5 Year Strategy: 17.1.1 Deliver effective, efficient and equitable services which deliver on community priorities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Increase organisational productivity from improvements made to our business and service processes.	Business Improvement	Program Leader Continuous Improvement	1/7/2016	30/6/2017	Operating

## **Office of the Mayor and CEO**

**5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Streamline process for handling customer and Elected Member complaints and requests.	Executive Support	Senior Executive Assistant	1/7/2016	30/9/2016	Operating
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Senior Executive Assistant	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Senior Executive Assistant	01/07/2016	30/06/2017	Operating

**5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Foster a Lean Thinking culture at City of West Torrens so that improvement is the norm; the way we do things here.	Business Improvement	Program Leader Continuous Improvement	1/7/2016	30/6/2017	Operating
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Senior Executive Assistant	01/07/2016	30/06/2017	Operating
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Senior Executive Assistant	01/07/2016	30/06/2017	Operating

## **Office of the Mayor and CEO**

### **5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council's operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget Type
Provide better/increased services to the community without increasing costs.	Business Improvement	Program Leader Continuous Improvement	1/7/2016	30/6/2017	Operating
Provide the ability for all employees to identify waste in their business processes, problem solve and implement improvements continuously	Business Improvement	Program Leader Continuous Improvement	1/7/2016	30/6/2017	Operating
Foster momentum of improvement activity in all departments.	Business Improvement	Program Leader Continuous Improvement	1/7/2016	30/6/2017	Operating
<b>Corporate - Continuous Improvement Programs: Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.</b>	<b>Corporate Leadership and Management</b>	<b>Senior Executive Assistant</b>	<b>01/07/2016</b>	<b>30/06/2017</b>	<b>Operating</b>



City of  
**West Torrens**

Between the City and the Sea

## ***Regulatory Services***

# ***2016/17 Draft Annual Service Plan***

**OUR MISSION**

*Promote community wellbeing and safety by ensuring compliance with legislation through education, monitoring and enforcement.*

**OUR VALUES**

- ✓ Accountability
- ✓ Advocacy
- ✓ Community Capacity
- ✓ Community Involvement
- ✓ Healthy Communities
- ✓ Inclusivity
- ✓ Quality
- ✓ Supportive Working Environment

## **RECENT ACHIEVEMENTS**

- Implemented the 'Scores on Doors program' with local food businesses.
- Reviewed the Parking Expiration guidelines.
- Initiated the state-wide Compliance Team Leader Forum
- Reviewed the Outdoor Dining Permits.
- Revised the Parking Permit Policy.
- Implemented the 'At Call Hard Waste Collection' service
- Developed the 'Dogs in Enclosed Playgrounds' policy.
- Undertook a doorknock of every residence to reduce the number of unregistered dogs.
- Active involvement in corporate-wide LEAN projects, including instigating and leading those regarding barking dogs and sharps disposal.
- Illegal Dumping Strategy: Continued promotion and enforcement.
- Kerbside bin management: Continued promotion of what goes in each bin, including Bin Tagging program.
- Conducted a 'Microchipping Day' for dogs and cats at a reduced rate to encourage owners to microchip their pets to take advantage of registration rebates and enhance identification of their pet.
- Continuing to implement Mobile Technology within Regulatory Services Department to provide technology out in the field.
- Successfully completed the Immunisation School Base Program, maintained 5 public immunisation clinics and undertook a workplace influenza campaign.
- *Food waste recycling to diverting tonnages from landfill:* Continued promotion through free caddies and compostable bags, worm farm and compost bin subsidies, and received an additional grant from Zero Waste SA for opt-in food waste recycling promotion.
- Continued to promote free vouchers for 6x4 trailer waste disposal, free mattress and sofa collection, and free electrical/electronic waste disposal.
- Continuing the "Healthy Hands" program with local businesses.
- Community waste and recycling education: Continued promotion via 'Get Wasted' community tours, worm farming and composting workshops and community presentations.
- Promotion of recycling of 10c deposit items: Made bins available for loan by community groups for events.
- Improved waste management options for staff events.

## **PLANNING CONTEXT**

- Australian Road Rules 1999
- City of West Torrens Animal Management Plan
- City of West Torrens Community Plan and Corporate Planning Framework
- City of West Torrens Public Health Plan
- City of West Torrens Work Health, Safety and Injury Management Plan
- Department of Health and WTCC Service Agreement
- Dog and Cat Management Act 1995
- Environment Protection Act
- Expiation of Offences Act 1996
- Fire and Emergency Services Act 2005
- Food Act 2001
- Local Government Act 1999
- Motor Vehicles Act 1959
- Private Parking Areas Act 1986
- Public Health Act 2011
- Road Traffic Act 1961
- SA Public Health Plan
- Supported Residential Facilities Act 1992
- Unclaimed Goods Act 1987
- Work Health and Safety Act 2012

**STAKEHOLDERS**

Adelaide Airport Limited  
Adelaide and Mt. Lofty Ranges Natural Resources Management Board  
Animal Welfare League  
Australian Child Immunisation Registrar  
Authorised Officers Association  
Builders/Developers  
Child and Youth Health  
City of West Torrens Elected Members and officers  
Community Groups  
Department of Communities and Social Inclusion  
Department of Environment, Water and Natural Resources  
Department of Planning, Transport and Infrastructure  
Dog and Cat Management Board  
Educational Institutions  
Environment Protection Authority  
Environmental Health Australia  
Fines enforcement and recovery unit  
Green Industries SA  
Institute of Medical and Veterinary Services  
Local Businesses  
Local Government Association  
Metropolitan Fire Service  
Other Local Government Authorities  
Ratepayers and residents  
RSPCA  
SA Health  
SA Immunisation Co-ordination Unit  
SA Police  
Solo Resource Recovery

**Education**

Enhancing community wellbeing and mitigating risks through active education and awareness campaigns with regard to the effective management of animals, car parking, waste, food handling, public health and activities within the public realm.

**Long Term Strategies:**

**2.4 Foster health, wellbeing and safety within the community.**

**5.1 Facilitate the minimisation of waste production and disposal to landfill and productive utilisation of waste.**

**Monitoring**

Maintaining community wellbeing by undertaking inspections, audits and investigations of adherence to legislative controls with regard to the effective management of animals, car parking, waste, food handling, public health and activities within the public realm.

**Long Term Strategy:**

**2.4 Foster health, wellbeing and safety within the community.**

**Enforcement**

Safeguarding the community's wellbeing through administering and enforcing breaches of legislative controls with regard to the effective management of animals, car parking, waste, food handling, public health and activities within the public realm.

**Long Term Strategy:**

**2.4 Foster health, wellbeing and safety within the community.**

**Corporate Leadership and Management**

Managing resources and processes to ensure requirements with industrial, legal and other frameworks are met through effective delivery and innovation.

**Long Term Strategy:**

**17.1 Regularly review, update and adopt leading governance and administrative practices**

## **Regulatory Services**

### **5 Year Strategy: 2.4.1 Promote and protect the health of the community through the provision and support of public health education and services.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Actively promote Council's public health programs, including Healthy Hands, immunisations clinics, household waste education, and recycling initiatives.	Education	Manager Regulatory Services	01/07/2016	30/06/2017	Operating
Provide seasonal influenza vaccinations to the local community and businesses.	Education	Team Leader Environmental Health	01/03/2017	30/06/2017	Operating
Implement Council's Animal Management Plan.	Monitoring	Team Leader Compliance	01/07/2016	30/06/2017	Operating
Continue to promote and provide a microchipping day for dogs and cats at a reduced rate.	Education	Team Leader Compliance	01/07/2016	31/08/2016	Operating

### **5 Year Strategy: 2.4.2 Maintain public health and safety standards within regulatory requirements.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Illegal Dumping Strategy - continue educational awareness and implementation of actions.	Education	Project Officer Waste & Recycling	01/07/2016	30/06/2017	Operating
Undertake enforcement where warranted for breaches of controls with regard to environmental health, compliance and waste management functions.	Enforcement	Manager Regulatory Services	01/07/2016	30/06/2017	Operating
Conduct routine public health inspections with regard to environmental health, compliance and waste management functions.	Monitoring	Manager Regulatory Services	01/07/2016	30/06/2017	Operating
Undertake 100% of cooling tower annual registrations and renewals, and at least 90% of inspections, during the September to December period.	Monitoring	Team Leader Environmental Health	01/09/2016	31/12/2016	Operating
Undertake 100% of public swimming pool inspections during the Summer season.	Monitoring	Team Leader Environmental Health	01/11/2016	01/03/2017	Operating

### **5 Year Strategy: 5.1.1 Promote and enhance waste minimisation and resource recovery within Council, community, local businesses and industry.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Encourage household waste minimisation through the continued promotion of free caddies and compostable bags, worm farms and compost bin subsidies.	Education	Project Officer Waste & Recycling	01/07/2016	30/06/2017	Operating
Continue to undertake educational workshops, bus tours and presentations for the community on waste minimisation.	Education	Project Officer Waste & Recycling	01/07/2016	30/06/2017	Operating
Implement the Bin Tagging Program to educate the community and local businesses on the appropriate use of the three bin system, and reward those who are using the system to its optimum.	Education	Project Officer Waste & Recycling	01/07/2016	30/06/2017	Operating

## CITY OF WEST TORRENS **Action Plan**

## 2016/17 Draft Annual Service Plan **Regulatory Services**

### **5 Year Strategy: 5.1.2 Establish alternative waste disposal options to reduce waste to landfill.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Actively seek alternative waste disposal options and develop strategies to minimise waste to landfill and deal with legislative changes that ban specific items from landfill.	Corporate Leadership and Management	Project Officer Waste & Recycling	01/07/2016	30/06/2017	Operating
Continue the promotion and provision of free 6x4 trailer waste disposal voucher, mattress and sofa collection and electronic/electrical waste disposal programs.	Education	Project Officer Waste & Recycling	01/07/2016	30/06/2017	Operating

### **5 Year Strategy: 17.1.3 Ensure that Council decisions and activities are transparent, accountable and responsive to community aspirations.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Records Management: Maintain official records in the approved business application so they can be managed and maintained based on business requirements.	Corporate Leadership and Management	Manager Regulatory Services	01/07/2016	30/06/2017	Operating

### **5 Year Strategy: 17.1.8 Provide a safe and rewarding workplace that encourages a productive environment.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - WHS & IM: Ensure the actions identified in the WHS and IM Plan have been completed within the specified timeframes.	Corporate Leadership and Management	Manager Regulatory Services	01/07/2016	30/06/2017	Operating

### **5 Year Strategy: 17.1.9 Promote a culture where people are valued, respected and encouraged to reach their full potential.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Corporate - Performance Development Program: A performance development program or plan has been developed and actioned for all employees within the department/team.	Corporate Leadership and Management	Manager Regulatory Services	01/07/2016	30/06/2017	Operating
Corporate - Cultural Development Program: Actively promote and support the department's engagement in cultural development programs, the FITCOR values and addressing opportunities identified in the employee survey.	Corporate Leadership and Management	Manager Regulatory Services	01/07/2016	30/06/2017	Operating

## CITY OF WEST TORRENS **Action Plan**

## 2016/17 Draft Annual Service Plan **Regulatory Services**

### **5 Year Strategy: 17.1.10 Promote innovation and continuously improve all Council operations and activities.**

Action	Service Profile	Responsibility	Start	Finish	Budget
Expand the use of mobile technology for undertaking routine inspections and investigating complaints.	Corporate Leadership and Management	Manager Regulatory Services	01/07/2016	30/06/2017	Operating
<b>Corporate - Continuous Improvement Programs:</b> Actively promote and support the department's engagement in continuous improvement and ensure that its specific obligations under the LEAN Program are met each year.	<b>Corporate Leadership and Management</b>	<b>Manager Regulatory Services</b>	<b>01/07/2016</b>	<b>30/06/2017</b>	<b>Operating</b>

CITY OF WEST TORRENS



## **Attachment Under Separate Cover**

**Corporate Planning, Policy and Performance Committee**

**10 May 2016**

**Item 7.4 - Building Western Adelaide Economic Development  
Update**

# BUILDING OUR WORLD



City of  
**West Torrens**  
Between the City and the Sea



CITY OF  
Port Adelaide Enfield



CITY OF  
**HOLDFAST BAY**



CITY OF  
**Charles Sturt**



## Acknowledgements

We would like to acknowledge the contributions from the following people to the preparation of this strategy:

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# Introduction

The Western Region of Councils comprises the Cities of Charles Sturt, Holdfast Bay, Port Adelaide Enfield and West Torrens. A map of the region is included on page 8.

The strategy can be used to advocate to the State and Commonwealth Government to secure funding and support for the projects. It can also be used to advocate for government policy reform.

Western Adelaide is home to a number of iconic South Australian businesses including: Adelaide Airport, Coopers, West End, Arnott's, Vili's, Rossi Boots, San Remo, Smiths and Australian Submarine Corporation.

A list of projects on which the Councils can collaborate to grow local jobs on a regional basis has been outlined in this document. The projects have been aligned to the State Economic priorities thereby aligning Local and State Government priorities.



# Role of Local Government in Economic Development

Governments on their own don't drive economic development, business investment, innovation and entrepreneurship drive growth.

Governments are enablers, facilitators and enhancers of economic growth.

All three levels of government play critical roles in economic development and it's important that they are complementary and developed and implemented in a coordinated approach.

Councils can have a substantial impact on the business investment appeal of a local area. They are also, participants in the early stages of business development through their role in:

- » Assessing development applications
- » The provision of local infrastructure that facilitates business activity

Councils are widely acknowledged to be of fundamental importance to building and sustaining strong, cohesive and resilient communities. Much of what Councils do as part of their core functions affect local economic activity.

Councils at a regional level can collaborate to drive and shape the strategic focus for economic development. They can also work with the State and Commonwealth Government to deliver economic development initiatives and local employment outcomes.

- » Supporting Main Street Business Associations to encourage investment, growth and vibrancy of local retail precincts eg Jetty Road Mainstreet Management Committee, Glenelg.



## **Creation of a Western Alliance**

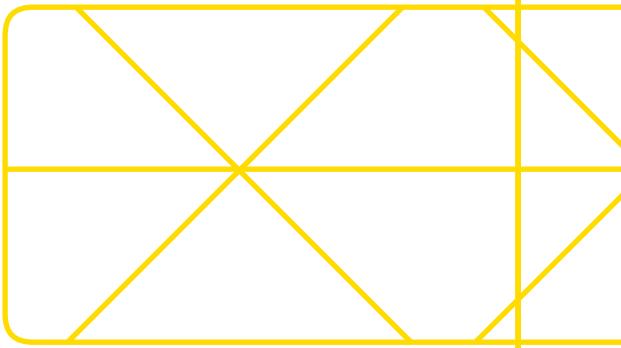
## **Western Region Economic Strategy**

In February 2015, the Chief Executive Officers and key staff from the four Councils met to explore the potential of a Western Alliance for economic development matters.

The Building Western Adelaide Strategy was subsequently endorsed and a Memorandum of Understanding (MoU) for Regional Collaboration and a Western Alliance for Economic Development was signed by the four Councils in November 2015. The MoU has a number of objectives which seek to facilitate local employment opportunities and economic development outcomes for the Western Region.

There is a need to formally engage with the State and Federal Governments to develop a Western Region Economic Strategy.

It is proposed to provide this Building Western Adelaide document to relevant agencies and businesses including: Western Business Leaders, as well as Local, State and Commonwealth Government as a first step in developing a Western Region Economic Strategy.



# Western Business Leaders

The Western Business Leaders (WBL) group was formed in 2013 by the City of Charles Sturt working with local businesses.

It consists of 40 businesses in the sports, recreation, tourism, health and manufacturing sectors located in the Western Adelaide region.

The WBL meets three times a year to discuss issues of major

importance to business and holds policy focused business lunches and business breakfasts including: New Directions for South Australian Tourism Commission, Sports for Export and Invest in the West.

The Adelaide Business Hub is based in Todd Street, Port Adelaide and provides a business incubator and support services for businesses in the Western Adelaide Region and beyond.

# Adelaide Business Hub



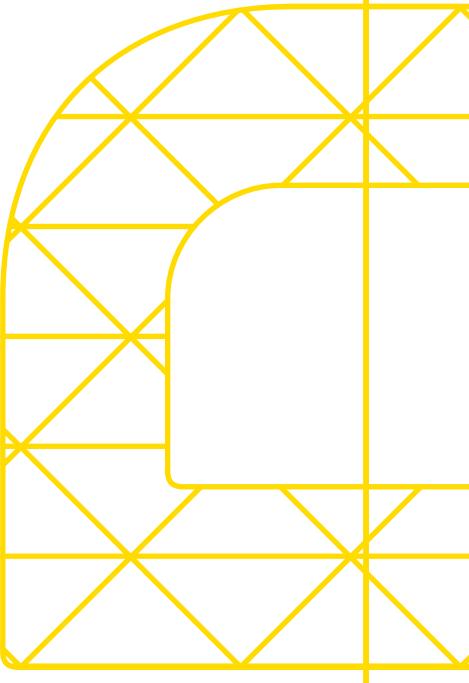
# Western Region Map



# Current Status of the Western Region Economy

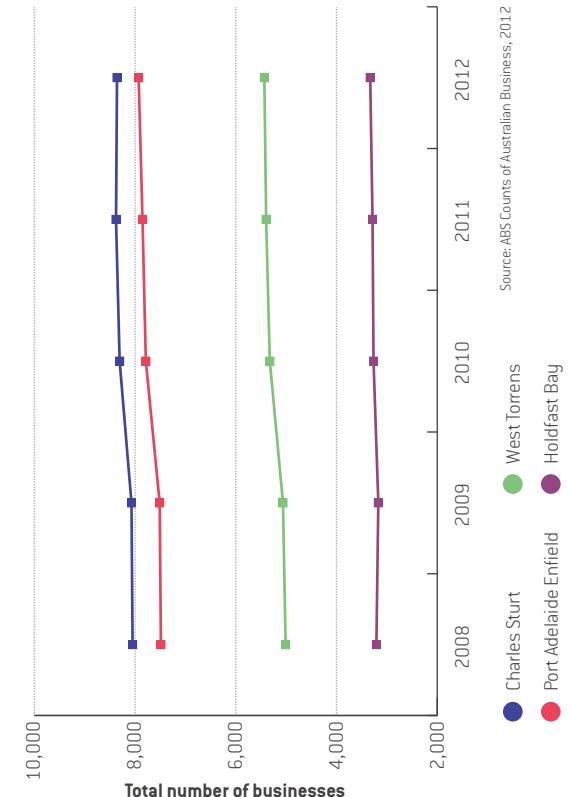
The population of the Western Region is 322,320 (2014) which represents just over a quarter of the total Greater Adelaide population.

In the four Western Adelaide Councils in 2008 there were a total of 23,756 businesses. By 2012 the total number of business had increased by 1,297 to 25,053 businesses. The City of Charles Sturt had the largest number of businesses with nearly 8,500 (figure 1).



# Manufacturing Decline

Figure 1: Total Businesses in Western Adelaide from 2008 – 2012



The Western region has seen a reduction in manufacturing industries, particularly since the decision to close the Holden manufacturing plant at Elizabeth.

In mid 2014, two automotive companies in Royal Park: Techalloy and Custom Coaches closed.

This is indicative of the decline in manufacturing in Australia and particularly Western Adelaide.

Department of Employment data indicates that employment in the manufacturing sector in Western Adelaide has reduced by 1000 jobs in the previous four year period.





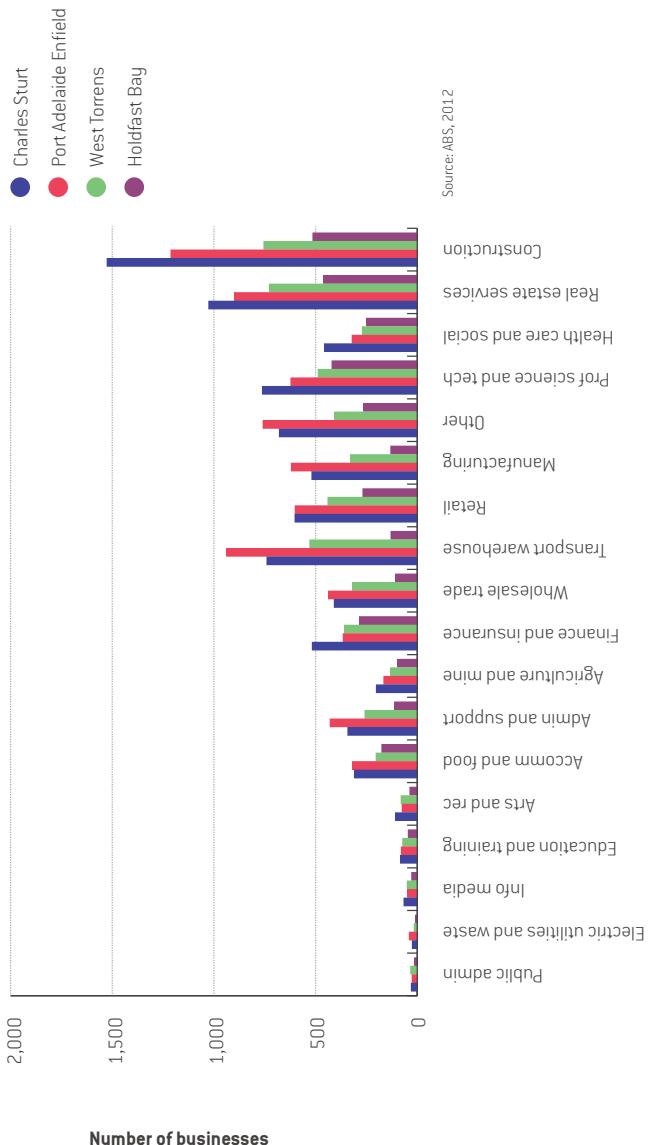
# Tourism Sector

Tourism is a growing economic priority for Western Adelaide, directly employing 9,537 people [6% of total employment] and supporting 4,669 businesses [19% of all businesses].

Cafe and restaurant sector jobs account for the largest proportion of tourism jobs, followed by jobs in retail, and in the air, water and other transport sectors. The geographical spread of tourism employment, the fragmented nature of industries involved in

providing goods and services to visitors, and the high proportion of small businesses illustrate the importance of government support for marketing, investment in demand-driving infrastructure, and policy settings which improve the industries' competitiveness.

**Figure 2: Businesses in Western Adelaide by Industry Sector**



Source: ABS, 2012



## Economic Growth

## Small business formation in decline

Western Adelaide's proximity to the City, Airport, Port of Adelaide, transport networks (road and rail) and the beach underscore the strength of its sporting and entertainment facilities and services.

The Western Business Leaders group is actively identifying and promoting business opportunities in the West.

The recent Western Business Leaders Sport for Export Business Breakfast highlighted the opportunities for economic growth based on the region's assets and competitive advantage.

The Western Region also contains significant defence ([Techport]), logistics and tourism infrastructure which can provide future economic development and growth opportunities.

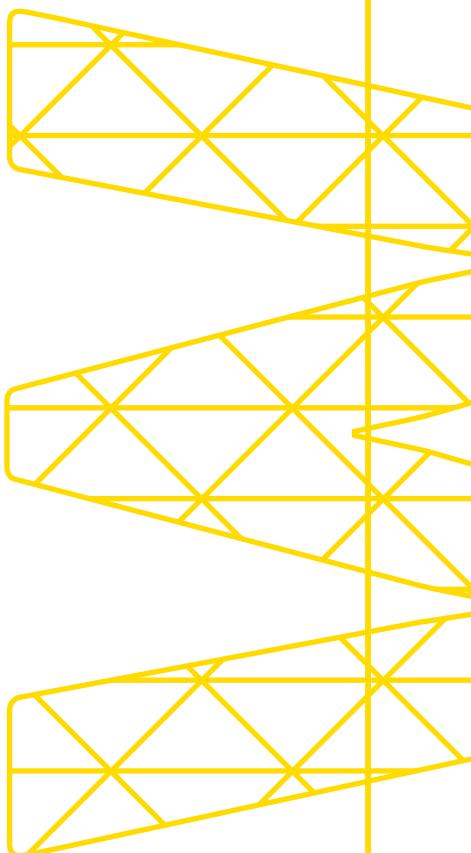
The region's recent employment growth sectors include:

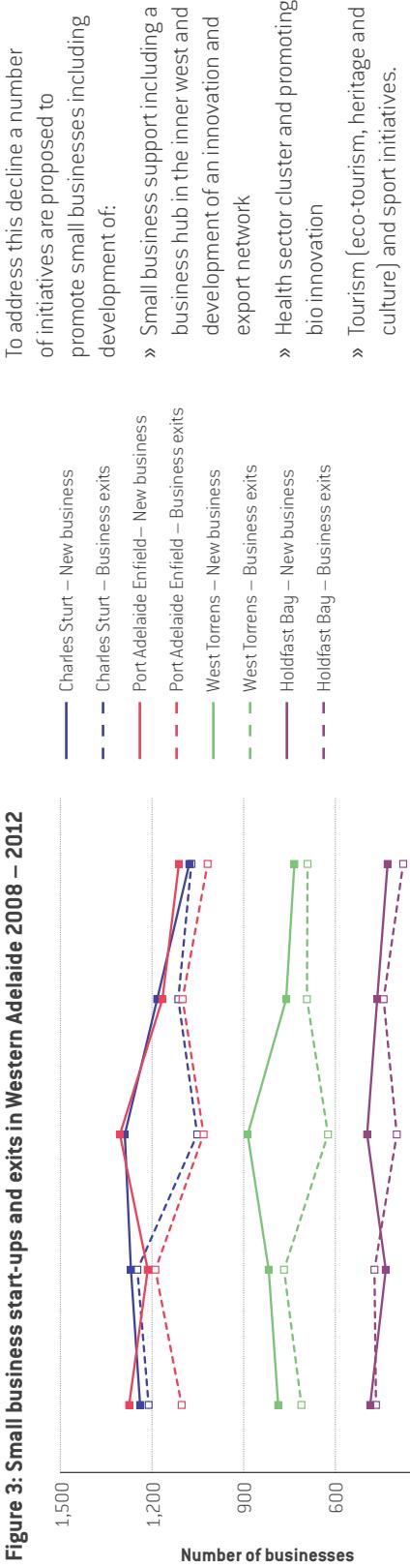
- » Health Care and Social Assistance
- » Education and Training
- » Construction
- » Professional, Scientific and Technical Services
- » Transport, Postal and Warehousing

Further details on the growth sectors statistics are included in Appendix 1.

Critical to jobs and business growth is the number of small businesses that start up each year and the number that exit. Figure 3 below provides an analysis of small business start-ups and exits in the four Councils.

New business entries in all four Councils areas declined over the five years between 2008 to 2012. The total decline in new business start-ups over the five year period was 11.4%. In the same period business exits have been stable or in decline. The most marked trend is in Charles Sturt where in 2012 the number of new business start-ups exceeds exits by only seven businesses.



**Figure 3: Small business start-ups and exits in Western Adelaide 2008 – 2012**

To address this decline a number of initiatives are proposed to promote small businesses including development of:

- » Small business support including a business hub in the inner west and development of an innovation and export network
- » Health sector cluster and promoting bio innovation
- » Tourism (eco-tourism, heritage and culture) and sport initiatives.

# Job creation and labour force participation in Western Adelaide

The 30 Year Plan for Greater Adelaide (2010) sets ambitious targets for jobs growth in Greater Adelaide over the next 30 years to meet the Government's population targets for 2040.

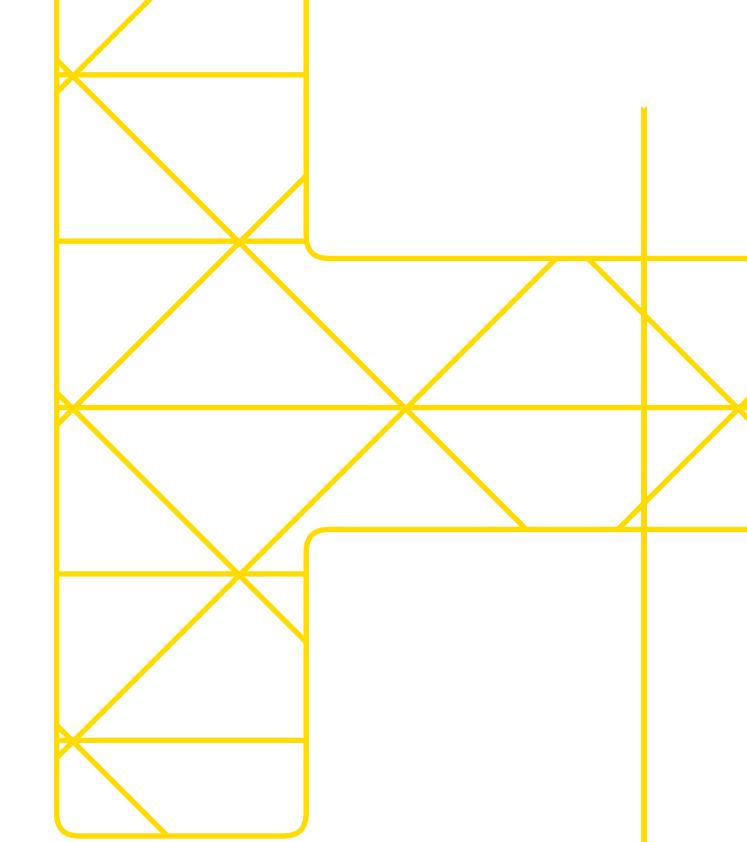
The 40,500 new jobs targeted in the Western Adelaide region as part of the 30 Year Plan creates a challenge for us. The Western region is in transition from a manufacturing and automotive based economy to a service based economy and needs to foster new growth sectors and job creation initiatives.

The region is responding, there has been a 3.9 percent increase in the labour force participation rate across Western Adelaide over the last 12 months. The largest increases have been in the Cities of Charles Sturt and West Torrens. This has occurred against the state-wide trend of a slight decrease in labour force participation. Since 2011 the Western region has generally experienced a positive increase each year.

Table 1: Labour force participation in the Western Adelaide Region and South Australia, 2011 to 2014

Year (ending June 30)	Western Adelaide Region Number	% change	South Australia Number	% change
2014	171,098	+3.9	857,644	-0.21
2013	164,703	-0.8	859,444	+0.56
2012	166,043	+2.4	854,677	+0.39
2011	162,033	—	851,358	—

Source: Australian Government, Department of Employment 2014 <http://lmip.gov.au/default.aspx?LMIP/SALM>



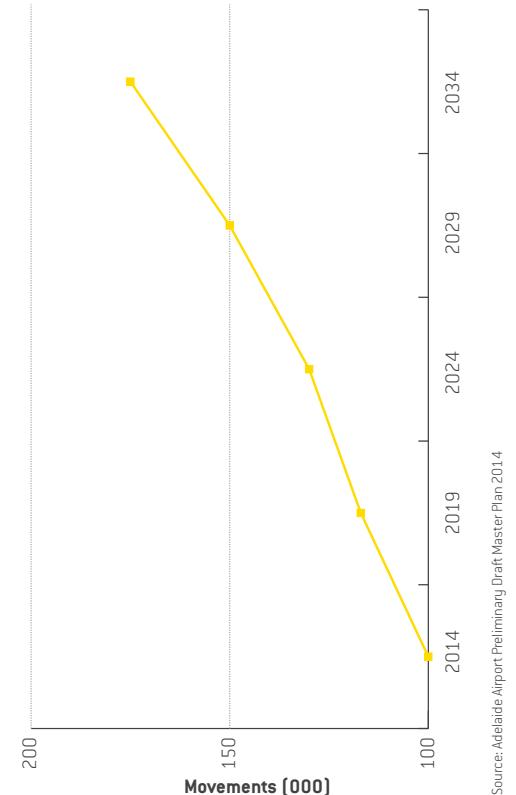
# Adelaide Airport growth

Adelaide Airport is a major driver for investment and growth. Adelaide Airport is the single largest employer in South Australia directly employing 8,726 people and indirectly employing an additional 9,000 people.

In 2013 the airport activities contributed \$1.9 billion to the State's economy and represented 2.1 percent of the Gross State Product. It is estimated that by 2019, almost 10 million passengers per annum will pass through the airport.

International inbound freight volumes are estimated to grow between 42 percent and 62 percent over the next five years. The total number of international, national and regional flight movements are estimated to grow to approximately 175,000 per annum by 2034.

Figure 4: Estimated Flight Movement at Adelaide Airport 2014 to 2034



Source: Adelaide Airport Preliminary Draft Master Plan 2014



# China Ready Program

A five step China Ready Program has been developed by the City of Charles Sturt to assist businesses in their preparation to export to China and seek investment. A key component of the program involves working with the University of South Australia to prepare businesses for engaging and doing business with China including developing a business pitch.

Over 100 businesses from the Western Region have participated in the program and in May 2015, 10 Western Adelaide businesses travelled to Shandong Province to explore export opportunities. This was followed by an inbound China business mission that visited Adelaide in September and was supported by a further delegation of businesses accompanying the Premier to China in April 2016.



# Major Infrastructure and Development Projects in Western Adelaide

Western Adelaide has almost \$13 billion in major projects underway or in the pipeline over the next 10 years. These projects are outlined in the following table.

**Table 2: Key infrastructure, major development and employment projects**

Project	Time frame	Value	Estimated Jobs (direct / supply chain)
<b>Infrastructure</b>			
Torrens to Torrens Project, South Road	2015–18	\$896 million	2,150 / 358
Northern Connector Road	2016–20	\$985 million	2,364 / 394
Henley Beach Police Station development	2015–16	\$5.1 million	? / 4
Henley Square redevelopment	2015	\$8.4 million	11 / ?
Water Proofing the West – Stormwater recycling	2012–15	\$71.5 million	100 / 64
Glenelg Town Hall rejuvenation project	2016–17	\$6 million	8 / 5
Glenelg Jetty redevelopment – tourism and economic hub	? – 2020	\$280 million	392 / 252
Adelaide Airport expansion – Stage 1: Terminal 1 expansion, hotel, office park	2015–19	\$1 billion	1,400 / 900
Stage 2: Further terminal expansion, expanded freight facilities, office park expansion, car park expansion	2020–34	\$1 billion	1,400 / 900
<b>Sub total</b>		<b>\$4.25 billion</b>	<b>7,832 / 2,884</b>
<b>Major Developments</b>			
Bowden Village development	2013–22	\$1 billion	1,400 / 900
The Square, Woodville West redevelopment	2012–18	\$130 million	182 / 117
St Clair, Cheltenham Racecourse development	2010–17	\$500 million	700 / 450
AAMI Stadium redevelopment	2015–27	\$1 billion	1,400 / 900
Industrial and commercial developments (various projects)	–	\$1.2 billion	1,680 / 1,080



Project	Time frame	Value	Estimated Jobs (direct / supply chain)
Lightsview development	2008–20	\$1.05 billion	1,420 / 945
Port Adelaide Centre Renewal Project	2015–18	\$2 billion	2,800 / 1,800
Quest Apartments, Port Adelaide	2015–16	\$9 million	13 / 8
The Parks redevelopment, Library & Community facility	2013–17	\$33.7 million	47 / 30
Blair Athol / Kilburn [Housing SA redevelopment] – stage 1	2015–17	\$23 million	32 / 21
Woodville Gardens [Housing SA redevelopment]	2015–18	\$34 million	48 / 31
Inner North Government Lands redevelopment [Oakden, Gilles Plains & Enfield High School]	2016–26	\$350 million	490 / 315
Fort Largs redevelopment	2016–19	\$90 million	126 / 81
Gilman, Dry Creek & Wingfield Employment Lands	10 yrs*	\$755 million	1,057 / 680
Port Direct & Osbourne Employment Lands	2015–25	\$100 million	140 / 90
Techport Employment Lands	2015–25	\$32 million	45 / 29
7 screen cinema complex & car park, Glenelg	2015	\$17 million	24 / 15
12 Storey Hotel, Glenelg North	2016–18	\$110 million	154 / 99
Kauri Parade Sporting and Community Precinct, Seacliff	2015–16	\$11 million	15 / 10
Minda Retirement Village & redevelopment, North Brighton	2014–?	\$200 million	280 / 180
<b>Sub total</b>		<b>\$8.64 billion</b>	<b>12,103 / 7,781</b>
<b>Total</b>		<b>\$12.89 billion</b>	<b>19,935 / 10,665<sup>iv</sup></b>

\* subject to funding being provided, start date unknown.

## Significant Council Projects

Other significant Council projects include: Brighton Caravan Park upgrade (\$3 million), Glenelg Foreshore playspace redevelopment (\$2 million), Brighton to Kingston Coast Park (\$2 million), Taperoo Reserve upgrade (\$6 million), Roy Marten Reserve (\$5 million) and St Clair Recreational Precinct (\$20 million).

# Government Policy Reform

In consultation with business, the following were identified as priorities.



## Payroll tax reform

## Stamp duty concessions

The State Government has halved the payroll tax rate for businesses with a taxable payroll of less than \$1 million. The maintenance and advancement of this reform is an essential incentive to small business to keep and place additional people on the payroll.

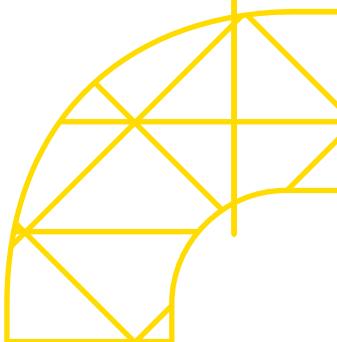
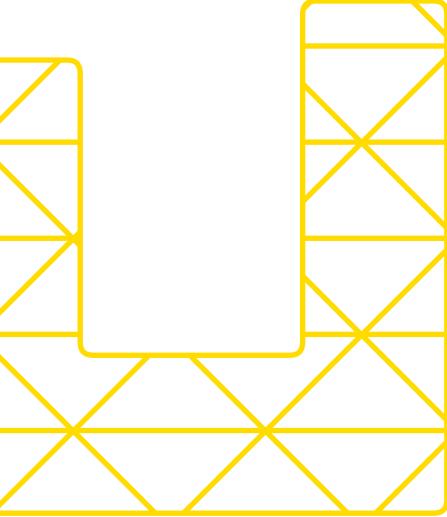
Stamp duty concessions have been provided for off the plan apartments in the inner metropolitan area. This includes Bowden, Croydon, and Thebarton. This should be extended to all apartment developments in Western Adelaide as a way to stimulate the housing industry. In particular the redevelopment of the land around the West development, Port Adelaide land releases and Lightsview would benefit from off the plan concessions for apartments being geographically broadened to include Western Adelaide.

## Reducing red tape

**Buy local and Australian made**

The logo has genuinely Australian. The logo has received a 98 percent recognition and 88 percent trust rating in recent surveys (Roy Morgan, 2012) and is a powerful marketing tool. There is an indisputable link between the logo and Australian industry, local employment, opportunities and skills training which helps to drive economic development and prosperity for Australian communities. Further exploration of a buy local and Australian made is a priority.

and manufacturers in Australia by clearly identifying their product as



# Projects for Jobs and Business Growth

The creation of 40,500 new jobs in Western Adelaide (as identified in the State Government's 30 Year Plan for Greater Adelaide) over the next 25 years should be the focus of economic initiatives.

This will include initiatives to foster greater levels of cooperation between business, government and research institutions. In particular, the focus should be on mobilising local resources toward key regional and State projects that build on the region's key assets. Fundamental to jobs growth will be support for small business and development of projects in the following sectors: tourism, sports, health and advanced manufacturing including defence.



# State Economic Priorities

The State Government has recently released ten economic priorities along with the vision ‘South Australia is the place where people and business thrive’.

The vision and actions have evolved from the economic development strategy which seeks strong partnerships between business, government and the community.

The project descriptions include the relevant links to the State economic priorities. The priorities are outlined below.

Priority 1	Unlocking the full potential of South Australia's resources, energy and renewable assets
Priority 2	Premium food and wine produced in our clean environment and exported to the world
Priority 3	A globally recognised leader in health research, ageing and related services and products
Priority 4	The Knowledge State – attracting a diverse student body and commercialising our research
Priority 5	South Australia – a growing destination choice for international and domestic travellers
Priority 6	Growth through innovation
Priority 7	South Australia – the best place to do business
Priority 8	Adelaide, the heart of a vibrant state
Priority 9	Promoting South Australia's international connections and engagement
Priority 10	South Australia's small business have access to capital and global markets

# Defence Projects

The defence industry is a significant employer in South Australia. The Australian Submarine Corporation (ASC) based at Osborne is the focus for maritime defence construction and maintenance. The ASC undertake maintenance for the Collins Class Submarines and construction of the Air Warfare Destroyers.

The Federal Government are considering a range of options for the replacement of the existing Collins Class Submarine fleet. Economic analysis of the future submarine program considered two scenarios:

1. Building 12 submarines overseas and providing light maintenance in Australia.
2. Building 12 submarines in Australia and providing maintenance over the life of the 40 year project.

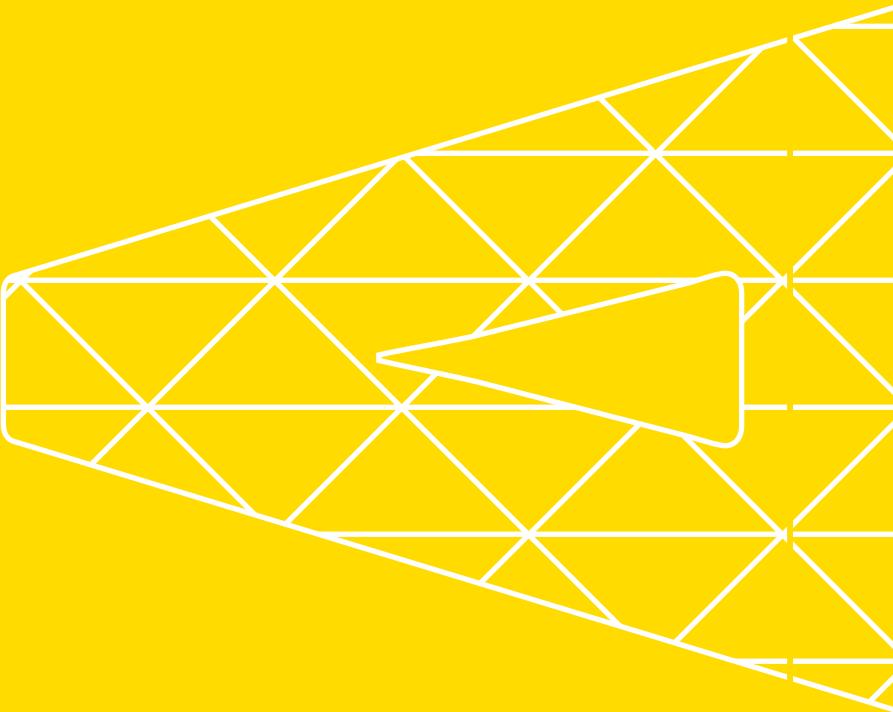
At a local level the impact of building submarines in Australia is estimated to have the following positive impact on the Gross Regional Product and jobs over 40 years (by Council area):  
Port Adelaide Enfield \$5.18 billion, 14,753 jobs; West Torrens \$388 million, 4,256 jobs; and Charles Sturt \$541 million, 10,303 jobs.

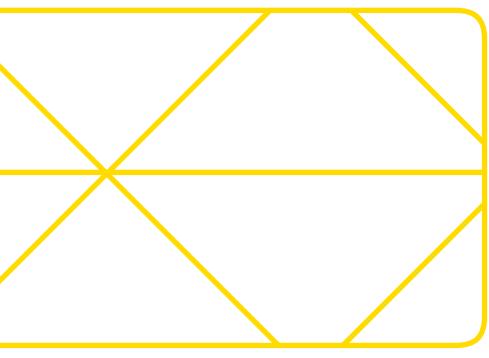
The Federal Government recently announced that Future Frigates will be built at Osborne from 2020 and will sustain 2500 jobs and a further fleet of Offshore Combatant Vessels will be built from 2018.

Other potential future defence projects include the construction of 150 to 210 Light Armoured Vehicles (Land 400). The analysis showed a stark difference in employment and economic outcomes between the two scenarios. The overseas build (scenario 1) could expect the loss of 6,600 jobs every year over 40 years and a negative impact of \$29 billion on Australian GDP. The build in Australia (scenario 2), is expected to result in 3,000 jobs being saved per year over the 40 years and have a negative impact of \$8.2 billion. This represents a saving of \$21 billion compared to scenario 1.

# Overview of Projects

The Western Business Leaders have identified the following projects to generate employment growth. The potential for the creation of direct employment and the flow on effects into support and ancillary businesses as a consequence of these projects are very important.



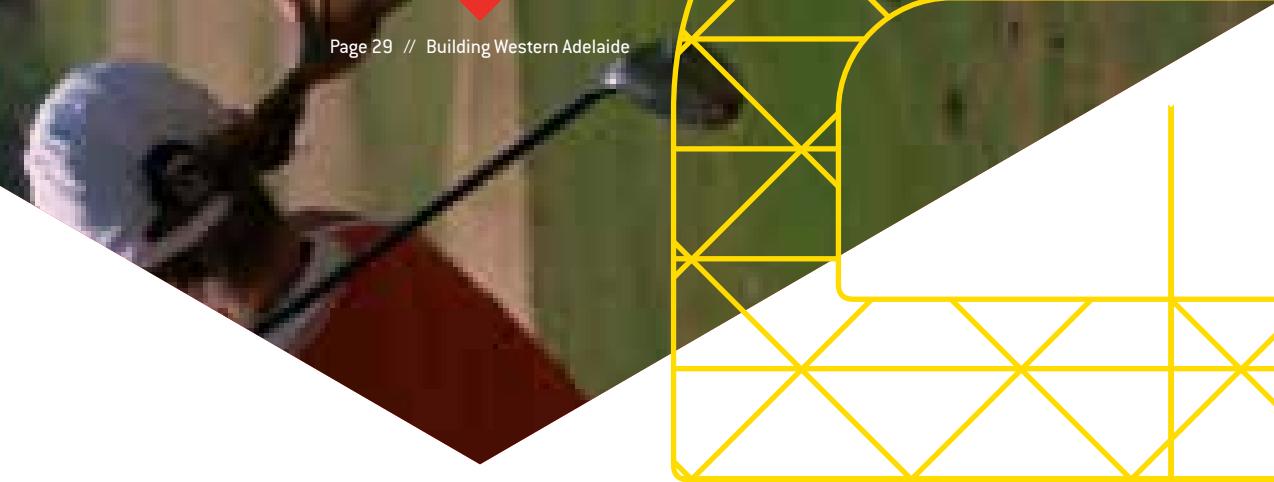


**Table 3: Key Projects in Western Adelaide**

Sector and Project	Indicative Value	Estimated Jobs (direct / supply chain)
<b>Tourism and Recreation</b>		
1. Women's Australian Open – Golf	\$4 M	
2. Western Region Tourism Destination Action Plan	\$100 k	
<b>Sub total</b>	<b>\$4.1 M</b>	
<b>Small Business Development</b>		
3. Inner West Business Hub	\$500 k	877
4. Western Region Economic Development Plan	\$100 k	
5. Western Adelaide Innovation and Export Network	\$30 k	
<b>Sub total</b>	<b>\$630 k</b>	<b>877</b>
<b>Health</b>		
6. Bio Innovation Accelerator Building	\$40 M	200
7. Health Business Collaboration for Commercialisation	\$85 k	
8. SAHMRI Stage 2 – The John Chalmers Centre for Transforming Healthcare	\$280 M	392 / 252
<b>Sub total</b>	<b>\$320.1 M</b>	<b>592 / 252</b>
<b>Transport [Light Rail]</b>		
9. WestLINK – Henley Beach to Adelaide Airport	\$657 M	855 / 495
10. PortLINK – Hindmarsh to Port Adelaide, West Lakes and Semaphore	\$450 M	1,248 / 722
11. ProspectLINK – Grand Junction Road to the City	\$295 M	561 / 325
<b>Sub total</b>	<b>\$1.4 B</b>	<b>2,664 / 1,542</b>
<b>Defence</b>		
12. Twelve Submarines	\$50 B	200 to 3,000
13. Air Warfare Destroyers	\$2 B	2,500
14. Future Frigates	\$20 B	[ongoing employment of the above]
15. Light Armoured Vehicle Fleet	\$14 B	300 to 500
<b>Sub total</b>	<b>\$86 B</b>	<b>3,000 to 6,000</b>
<b>Total</b>	<b>\$87.7 B</b>	<b>10,133 to 7,133 / 1,794</b>

# Description of Projects of Tourism and Recreation

<b>Women's Australian Open – Golf</b>	Host Women's Australian Open – Golf
<b>Project description</b>	The women's golf tournament in February 2016 /17/18 will provide great exposure for the western region and SA.
<b>Project aim &amp; outcome</b>	The tournament is broadcast into 40 countries including New Zealand, United Kingdom, Asia and South Africa. The event is co-sanctioned by the United States Ladies Pro Golfing Organisation and Golf Australia.
	150 golfers are expected to compete in the four day event. Around 10,000 spectators are expected on the weekend of the tournament, 3,000 to 5,000 during the week. 30 percent visitation is expected from interstate. Economic impact estimated by Golf Australia, \$3.7 million direct and total \$7.8 million per annum. Event to be held over three years.
	This major event will provide opportunities for tourism exposure and promotion while creating local jobs in accommodation, meals and visitation to local facilities.
<b>Project partners</b>	Royal Adelaide Golf Club, Grange Golf Club, Kooyonga Golf Club, SA Golf Clubs, Golf Australia, State Government
<b>Investment</b>	\$3.5 to 4 million over 3 years. \$1.15 million per annum
<b>No of Jobs</b>	TBD
<b>SA Economic Priority</b>	5 and 9



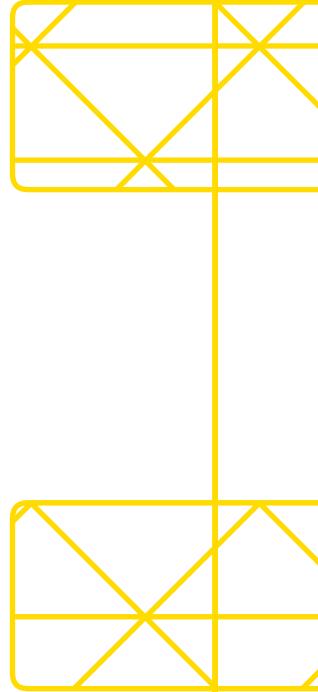
# Small Business Development

Western Region Tourism Destination Action Plan	
<b>Project description</b>	Preparation of a tourism action plan to showcase key destinations in the Western Region.
<b>Project aim &amp; outcome</b>	The project aims to make the western region a key destination to stay and experience. The plan will identify and promote key tourism assets and highlights eg beaches, vibrant public places, leisure activities, heritage and cultural places, museums and eateries to increase visitor numbers and tourism dollars spent in the region. The overall aim of the Tourism Destination Action Plan is to increase employment in the tourism sector.
<b>Project partners</b>	South Australian Tourism Commission, Adelaide Airport, Adelaide Shores, Adelaide Business Hub, South Australian Tourism Industry Council, Main Street Business Associations eg Jetty Road Mainstreet Management Committee, Cities of Charles Sturt, Holdfast Bay, Port Adelaide Enfield and West Torrens.
<b>Investment</b>	\$100 k
<b>No of Jobs</b>	Anticipated to increase networking between tourism businesses and lead to employment growth in the tourism sector.
<b>SA Economic Priority</b>	5 and 9

Inner West Business Hub	
<b>Project description</b>	Establish a business hub to create co-working space in the inner west
<b>Project aim &amp; outcome</b>	A business hub will provide co-working spaces to provide opportunities for new, and existing businesses to collaborate, grow, thrive and become sustainable. Co-workspaces enable emerging businesses to access mentoring, business skills education, support and business opportunities, all of which provide an environment that contributes to successful and sustainable business. Co-workers are generally from a range of industries and sectors but they tend to favour professional and creative industries known as advanced business services.
	The hub will assist in attracting businesses to the inner west area and support businesses in Western Adelaide. There is potential for spin off from the hub to commercial and retail space in Bowden, Brompton, Hindmarsh and more broadly into to the Western Region including Port Adelaide, Glenelg and West Torrens.
	The creation of a hub will assist in the growth of business and employment opportunities and encourage innovation and collaboration.
<b>Project partners</b>	State Government, Adelaide Business Hub, Cities of Charles Sturt, Holdfast Bay, Port Adelaide Enfield and West Torrens.
<b>Investment</b>	\$500 k from State Government
<b>No of Jobs</b>	87 <sup>IV</sup> over 15 years
<b>SA Economic Priority</b>	10



<b>Western Region Economic Development Plan</b>		<b>Western Adelaide Innovation and Export Network</b>
<b>Project description</b>	Prepare a Western Region Economic Development Plan	<b>Project description</b> Host six to eight business networking events every year for three years. Use keynote speakers under umbrella of Western Business Leaders.
<b>Project aim &amp; outcome</b>	In collaboration, the four Councils of the region will prepare an Economic Development Plan. The plan will provide a framework that will outline the focus for business investment and attraction for the region including a vision, goals and objectives. The strengths of the region will be highlighted along with opportunities for economic development. A key outcome of the plan will be an action list and identification of possible funding opportunities. The plan will enhance the economic development of the region, increase employment opportunities and provide a platform for seeking funding for regional projects.	<b>Project aim &amp; outcome</b> The project aims to raise the aspirations of businesses and to promote new initiatives. It will provide an opportunity for businesses to network and promote their own businesses and develop business to business networks in Western Adelaide. At present there is no Chamber of Commerce to cover the broad Western Adelaide area. Events will be hosted at different venues across Western Adelaide. Databases of the four Councils, Adelaide Business Hub (ABH) and Australian Institute of Management (AIM) would be shared to promote events. The project may also provide the platform for a regional business newsletter for Western Business Leaders. This would promote a wide range of events in Western Adelaide including government programs.
<b>Project partners</b>	Cities of Charles Sturt, Holdfast Bay, Port Adelaide Enfield and West Torrens, and State Government	<b>Project partners</b> Adelaide Business Hub, Port Adelaide Chamber of Commerce, Australian Institute of Management, Cities of Charles Sturt, Holdfast Bay, Port Adelaide Enfield and West Torrens, and State Government.
<b>Investment</b>	\$100 k	<b>Investment</b> \$20 k – Innovation Network
<b>No of Jobs</b>	Anticipated to encourage greater level of business networking, collaboration and business growth.	<b>No of Jobs</b> \$10 k – China Ready Program. Both delivered for 3 years.
<b>SA Economic Priority</b>	10	<b>SA Economic Priority</b> Anticipated to encourage greater level of business networking, deepen supply chains and improve exporting opportunities.



# Health

Bio Innovation Accelerator Building		Western Adelaide Health Business Collaboration for Commercialisation	
<b>Project description</b>	BioSA Accelerator Building in the Thebarton Technology Hub	<b>Project description</b>	Preparation of a Western Adelaide Health Business Collaboration for Commercialisation Plan
<b>Project aim &amp; outcome</b>	The vision for the Accelerator Building is to provide laboratory/production, office and shared services space for SME's. The building's concept is based around flexible spaces for tenants ranging from 250 m <sup>2</sup> to 500 m <sup>2</sup> of laboratory, office and production space over three floors, with an undercroft accommodating the shared services and car parking. The project delivers on the Thebarton Technology Hub Master Plan [2013], adopted by City of West Torrens.	<b>Project aim &amp; outcome</b>	The project aims to develop a greater knowledge of the health business supply chain in Western Adelaide. Improved access for local businesses to the health supply chain will be facilitated through working with key businesses in the local health sector and hospitals.  The plan will encourage commercialisation of research and new product development. It will identify opportunities to enhance business growth and identify health projects to promote jobs.
<b>Project partners</b>	State Government, Bio Innovation SA and City of West Torrens	<b>Project partners</b>	Cities of Charles Sturt, Holdfast Bay, Port Adelaide Enfield and West Torrens, SA Health, Department of State Development, Bio Innovation SA, Western Hospital, health sector businesses and suppliers.
<b>Investment</b>	\$40 million from State Government	<b>Investment</b>	\$35k – Scoping Study (stage 1)
<b>No of Jobs</b>	200 v	<b>No of Jobs</b>	\$50k – Implementation (stage 2)
<b>SA Economic Priority</b>	3	<b>SA Economic Priority</b>	Anticipated to encourage greater level of business networking and deepen supply chains.
		<b>SA Economic Priority</b>	3



# Transport – Light Rail

## SAHMRI Stage 2 – The John Chalmers Centre for Transforming Healthcare

<b>Project description</b>	Construction of the second stage of the South Australian Health and Medical Research Institute [SAHMRI] building
<b>Project aim &amp; outcome</b>	Centre for Transforming Healthcare to contain the following facilities: <ul style="list-style-type: none"><li>» Clinical research, clinical spaces and analytics support</li><li>» Clinical imaging technologies</li><li>» Proton therapy to establish a national service for cancer treatment</li><li>» Research and teaching space for clinicians, researchers, economists, policy makers and the community.</li></ul> The project is not located in the Western region, however given that it is close to the boundary there is the opportunity to capitalise on positive economic flow on effects for Western Adelaide.

**Project partners**

<b>Investment</b>	Approx. \$280 million
<b>No of Jobs</b>	392 direct, 252 supply chain <sup>vi</sup>
<b>SA Economic Priority</b>	3
<b>SA Economic Priority</b>	5

## WestLINK – Henley Beach to Adelaide Airport and City

<b>Project description</b>	Construction of a new tram line from the CBD to Henley Beach and a branch line to Adelaide Airport.
<b>Project aim &amp; outcome</b>	New tram line to better connect western suburbs and airport to the CBD. The new line will promote further investment in residential and commercial development and strengthen local jobs growth.
<b>Project partners</b>	State Government, construction companies
<b>Investment</b>	\$450 million from State Government
<b>No of Jobs</b>	855 direct, 495 supply chain <sup>vii</sup>
<b>SA Economic Priority</b>	5

## PortLINK – Hindmarsh to Port Adelaide, West Lakes and Semaphore

<b>Project description</b>	Conversion of the Outer Harbour train line to deliver a new tram service to Outer Harbour, Port Adelaide and Grange and construct a new tram line to West Lakes and Semaphore.
<b>Project aim &amp; outcome</b>	Integrated tram network and better connection for West Lakes and Semaphore areas. The new line to West Lakes will link the shopping centre and major development on the AAMI Stadium site to the CBD. The new line to Semaphore will provide a link to the Semaphore Road precinct. The upgraded network will promote further residential and commercial development and strengthen local jobs growth.
<b>Project partners</b>	Light rail is a key element in promoting the revitalisation of the Port Centre.
<b>Investment</b>	\$657 million from State Government
<b>No of Jobs</b>	1248 direct, 722 supply chain <sup>viii</sup>
<b>SA Economic Priority</b>	5



### ProspectLINK – Grand Junction Road to City along Prospect Road

#### Project description

Construction of a new tram line from the CBD to Grand Junction Road along Prospect Road and O'Connell Street.

#### Project aim & outcome

New tram line to better connect the areas along Prospect Road to the City. The new line will promote further investment in residential and commercial development and strengthen local jobs growth.

#### Project partners

State Government, construction companies

#### Investment

\$295 million from State Government

#### No of Jobs

561 direct, 325 supply chain<sup>vii</sup>

#### SA Economic Priority

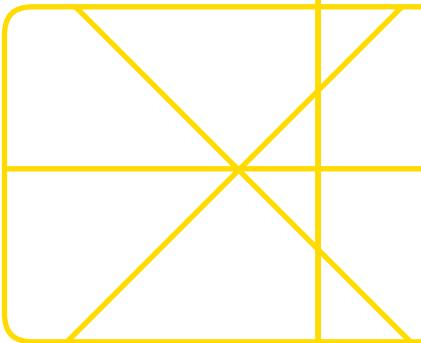
5



# Defence

<b>Twelve Submarines</b>	
<b>Project description</b>	Design, build and deliver 12 new submarines, infrastructure and integrated support logistics
<b>Project aim &amp; outcome</b>	Construction of a submarine fleet that will have new and more potent defence capabilities including greater range, longer patrol endurance and increased capability compared to the existing Collins Class submarine.
	The level of support and infrastructure needs will depend on the capability option and acquisition path that is chosen by the Government. All options from military off the shelf to a new design are being examined.
	It is estimated that the submarines could be operational by 2025/26 to 2026/27.
<b>Project partners</b>	Potentially; Australian Submarine Corporation, heavy industry and shipbuilding companies, marine system companies and supply companies.
<b>Investment</b>	\$50 billion plus from Federal Government
<b>No of Jobs</b>	If built in Australia, up to 3000 direct jobs, if built off-shore 200 to 300 jobs <sup>vii</sup>
<b>SA Economic Priority</b>	6
<b>Air Warfare Destroyers</b>	
<b>Project description</b>	Acquisition and build of three Hobart Class Air Warfare Destroyers
<b>Project aim &amp; outcome</b>	Construction of three Hobart Class Air Warfare Destroyers and associated logistic support.
	Construction of the lead ship commenced in March 2010 and is forecast to be delivered in 2015. Total project cost is \$8.5 billion, the investment for South Australia is approximately \$4 billion, however the project is half completed and estimated balance of the project is \$2 billion.
<b>Project partners</b>	Australian Submarine Corporation, Air Warfare Destroyer Alliance, Navantia, Raytheon
<b>Investment</b>	\$2 billion from Federal Government
<b>No of Jobs</b>	3000 <sup>vii</sup> direct jobs
<b>SA Economic Priority</b>	6

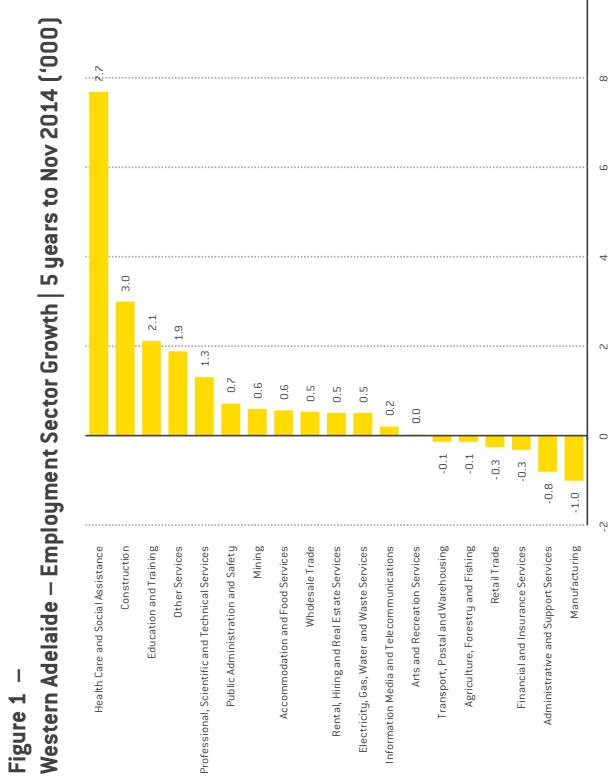
Future Frigates		Light Armoured Vehicle Fleet (Land 400)	
<b>Project description</b>	Acquisition of a fleet of eight new Future Frigates	<b>Project description</b>	Deliver 150 to 210 light armoured vehicles for the Army
<b>Project aim &amp; outcome</b>	The 2009 White Paper stated that a fleet of eight new Future Frigates will be acquired. They will be larger than the ANZAC Class and be designed and equipped with a strong emphasis on anti-submarine warfare.	<b>Project aim &amp; outcome</b>	Existing vehicle fleet is due to reach the end of life by 2020 to 2025. The project will deliver a balanced system of vehicles that will provide the major component of the Army's future Combined Arms Fighting System.
	A timeline for the start of construction has been identified as 2020.		Vehicles are expected to be operational by 2022/23 to 2023/24.
<b>Project partners</b>	Australian Submarine Corporation, heavy industry and shipbuilding companies, marine system companies and supply companies.	<b>Project partners</b>	Defence manufacturing and supply companies.
<b>Investment</b>	\$20 billion from Federal Government	<b>Investment</b>	\$14 billion plus from Federal Government
<b>No of Jobs</b>	Continued employment of Air Warfare Destroyers workforce [2500 <sup>viii</sup> direct jobs].	<b>No of Jobs</b>	300 to 500 <sup>vii</sup>
<b>SA Economic Priority</b>	6	<b>SA Economic Priority</b>	6





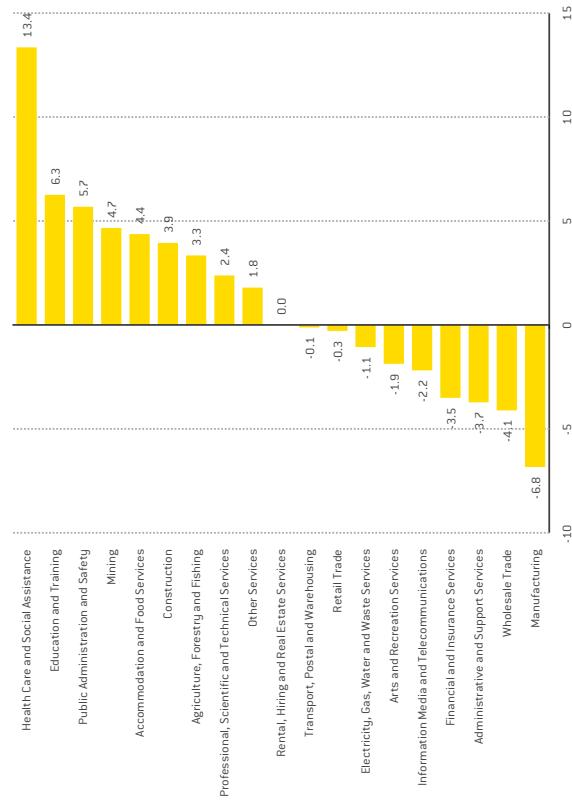
# Appendix 1 – **Western Adelaide** Commonwealth Department of Employment Statistics

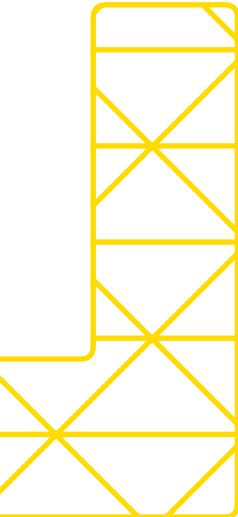
**Employment Growth in the Last Five Years**  
The Department of Employment statistics detail that of the total 22,100 jobs growth in Greater Adelaide, 17,000 jobs have been in Western Adelaide over the last five years [2010 to 2014].



As a comparison, in the same period the Southern region lost 10,300 jobs, the Northern region gained 4,900 jobs and the Central and Hills region gained 10,600 jobs.

**Figure 2 –**  
**Greater Adelaide – Employment Sector Growth | 5 years to Nov 2014 ('000)**

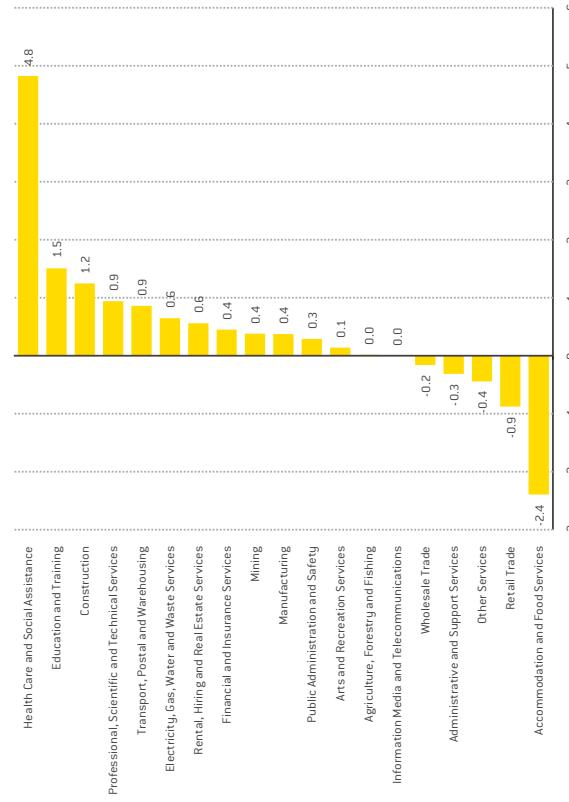




### Western Adelaide Employment Sector Growth in the last 12 months

In the past 12 months, health care and social assistance, education and training and construction have been the largest growth employment sectors.

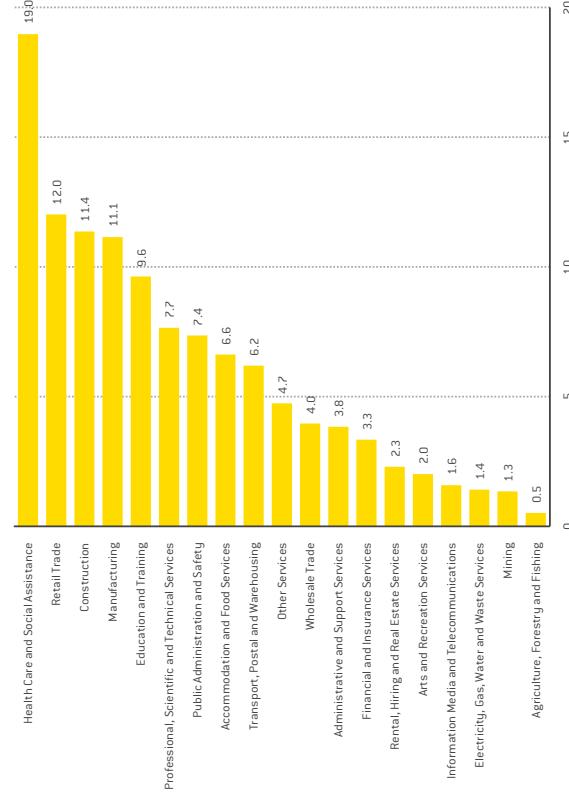
**Figure 3 –**  
**Western Adelaide – Employment Sector Growth | 12 months to Nov 2014 ('000)**



### Employment Numbers by Sectors

Health care and social assistance, retail trade, construction, manufacturing followed by education and training are the largest employment sectors in Western Adelaide.

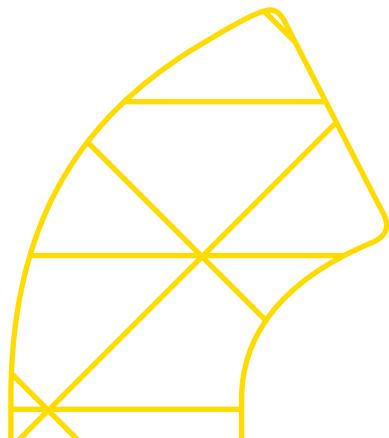
**Figure 4 –**  
**Western Adelaide – Employment by Sector | 12 months to Nov 2014 ('000)**



# Appendix 2 -

## Consultation on draft strategy

- Andre Stuyt**, Renewal SA, 3/10/14  
**Lyn Hay**, Adelaide Business Hub 8/10/14  
**Pat Slater**, Inner West Business Enterprise Centre, 10/10/14  
**Carol McDonald**, City of Holdfast Bay 15/10/14  
**Andrew Gay**, Royal Adelaide Golf Club and Barry Linke, Grange Golf Club 17/10/14  
**Debbie Constable**, Business SA 20/10/14  
**Western Business Leaders workshop** 2/12/14  
**Building Western Adelaide Council workshop** 23/2/15
- CEOs and Senior Staff from:
- » **West Torrens**
  - » **Port Adelaide Enfield**
  - » **Holdfast Bay**
  - » **Charles Sturt**



# References

- I. 2010-11 Tourism Satellite Account consistent with TTF's National Tourism Business Count & Employment Atlas.
- II. Commonwealth Department of Employment, Regional Employment by Industry, November 2014.
- III. Economic Analysis of Australia's Future Submarine Program, Economic Development Board South Australia, October 2014
- IV. Bowden Business Hub, May 2013 p13
- V. Job figure estimate provided by Bio Innovation SA
- VI. Estimates of direct and supply chain FTE employment numbers based on multiplier effect analysis DPTE, 2014  
Disclaimer: These figures are estimates only, the figures are associated with the project's construction phase only.
- VII. Job figures full time equivalent (FTE) estimates provided by Defence Teaming Centre
- VIII. Job figure included in press release by Prime Minister Tony Abbott, 4 August 2014



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