

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 C O'Rielley (Presiding Member), Mayor Trainer,
Councillors: G Palmer, G Nitschke, K McKay, J Woodward, 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, 14 MARCH 2017
at 6.30pm**

**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 Procedures****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 Prescribed Committee held on 13 September 2016 be confirmed as a true and correct record.

6 COMMUNICATION BY THE CHAIRPERSON**7 PRESENTATIONS**

Nil

8 REPORTS OF THE CHIEF EXECUTIVE OFFICER

8.1 Annual Service Plans 2nd Quarter 2016/17 Progress Update

Brief

This report presents the 2nd quarter review of the 2016/17 Annual Service Plans and progress in the delivery of Council's Community Plan.

RECOMMENDATION(S)

The Committee recommends to Council that:

1. The Annual Service Plans 2nd Quarter Progress Report 2016/17 be received.
2. The action entitled '*Coordinate preparation of an optimal water mix study for the City of West Torrens*' be deleted from the City Strategy 2016/17 Annual Service Plan.
3. The action entitled 'The promotion of the City of West Torrens as a tourist destination' be reallocated from the Office of the Mayor and CEO 2016/17 Service Plan to the City Strategy 2016/17 Service Plan.
4. The completion dates for the nominated actions from the City Assets, Information Services and Financial Services 2016/17 Service Plans be revised as detailed in the report.

Introduction

The *Annual Service Plans 2nd Quarter Progress Report (Attachment 1)* outlines Council's progress in implementing its *Community Plan*.

This Progress Report provides updates on the delivery of Actions from the 2016/17 Annual Service Plans that implement the *Community Plan* Aspirations as 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 Council as a whole, and each individual department, is progressing with the delivery of Annual Service Plan Actions.

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 where the relevant department manager was expecting, but it is within 70-90% of the quarterly target. When the status of an Action is Monitor, the attached quarterly report shows a yellow traffic light () in the right hand column. Off-track means the Action has not progressed to where the relevant department manager was expecting and is 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 2nd Quarter Progress Report*.

Discussion

The performance of the organisation, as a whole, is as follows:

- 95.7% On-track/Completed,
- 3.3% Monitor; and
- 0.9% Off-track.

Note that figures may be greater or less than 100% due to rounding effects.

In the second quarter, ten actions were completed, many ahead of schedule. These related to:

1. Investigate the development of a Heritage Conservation Grants scheme,
2. Draft and adopt the Annual Report,
3. Analyse and report on City of West Torrens' water consumption for 2015/16,
4. Analyse and report on City of West Torrens' carbon footprint for 2015/16,
5. Review the Local Heritage Register and develop draft Heritage Places DPA,
6. Produce the End of Year statutory accounts,
7. Provide community facing GIS,
8. Review the CHRIS21 application,
9. Undertake annual cooling tower registrations, renewals and inspections, and
10. Undertake the installation of new pedestrian solar lighting along the Anna Meares shared pathway.

Two actions have been reported as 'off track', which represents 0.9% of the total number of actions. These relate to:

- Implementation of a procurement roadmap, and
- Promotion of the City of West Torrens as a tourist destination.

Due to a lack of resourcing in procurement, implementation of the procurement roadmap is somewhat delayed. However, recruitment is currently underway for a fulltime Senior Strategic Procurement Officer. Consequently, it is anticipated that project will be back on track by the end of the financial year.

The *Western Region Tourism Destination Action Plan* working group is a collaborative project with neighbouring councils. As the City of West Torrens' main representative is a member of the City Strategy Team within the Strategy and Business Services department, it is appropriate and proposed that the action concerning 'the promotion of the City of West Torrens as a tourist destination' be reallocated from the Office of the Mayor and CEO 2016/17 Service Plan to the City Strategy 2016/17 Service Plan.

Seven (7) actions have been reported as needing to be 'monitored'. This represents 3.3% per cent of the total number of actions and are as follows:

1. Coordinate preparation of an optimal water mix study for the City of West Torrens,
2. Assist the take-up of the new PBX and telephony,
3. Replace end-of-life IT assets including desktop and tablet computers, Multi-Function Devices and scanner equipment,
4. Review and streamline the Thebarton Hub booking system,
5. Review and implement identified improvements in the debt collection process.
6. Complete construction of a roundabout at George and Dew Streets, Thebarton intersection, and
7. Undertake Disability Discrimination Act (DDA) works and fire compliance upgrades at WA Satterley Hall and Reedbeds Community Centre.

A brief and a scope of work was drafted for the optimal water mix study. The project was set to analyse feasible options for various alternate water supply options based on future water cost and availability. Following internal consultation, it was identified that a large portion of the scope is already incorporated into existing projects being undertaken by City Works and City Assets, namely an analysis of GAP Water and a Stormwater Management Plan. Consequently, it is proposed that this action be deleted from the City Strategy 2016/17 Service Plan.

Due to various factors including key staff vacancies, unforeseen additional works and further consultation or investigations required, the above projects are now slightly off track. As a consequence, the completion dates are unable to be met, and so it is proposed that the scheduled completion dates be revised as below:

- Assist the take-up of the new PBX and telephony (revise completion date from 31/12/2016 to 30/06/2017);
- Replace end-of-life IT assets including desktop and tablet computers, Multi-Function Devices and scanner equipment (revise completion date from 31/12/2016 to 31/03/2017);
- Review and streamline the Thebarton Hub booking system (revise completion date from 31/12/2016 to 30/06/2017);
- Review and implement identified improvements in the debt collection process (revise completion date from 31/12/2016 to 30/06/2017); and
- Complete construction of a roundabout at George and Dew Streets, Thebarton intersection (revise completion date from 31/03/2017 to 30/06/2017).

Conclusion

The Annual Service Plans 2nd Quarter Progress Report outlines Council's progress in implementing its Community Plan.

Two actions have been reported as off track and seven actions have been reported as requiring monitoring, with consequent proposals to reallocate one action from the Office of the Mayor and CEO 2016/17 Service Plan to the City Strategy 2016/17 Service Plan and revise the completion dates for five actions.

Attachments

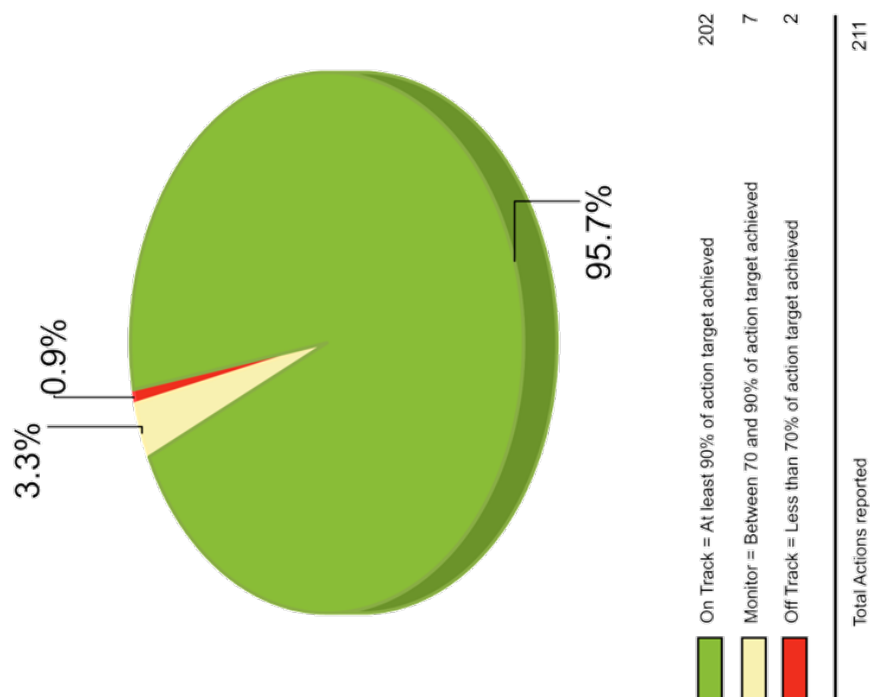
1. Annual Service Plans 2nd Quarter Progress Report 2016/17



Annual Service Plans 2nd Quarter Progress Report 2016/17

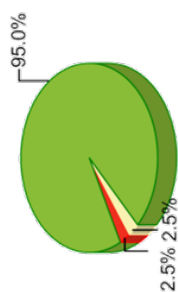
October - December 2016

City of West Torrens

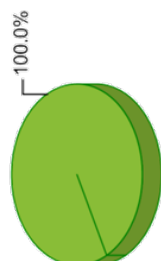


Business and Community Services Division

Strategy and Business

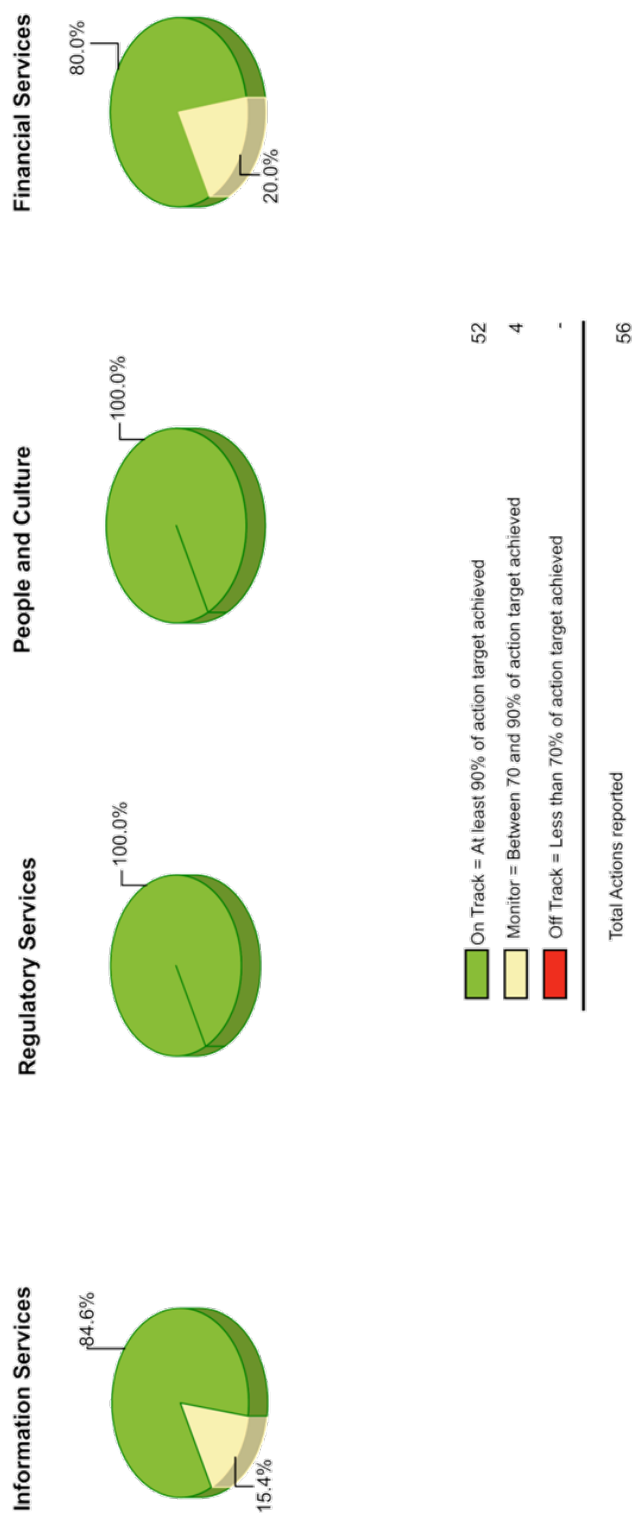


Community Services



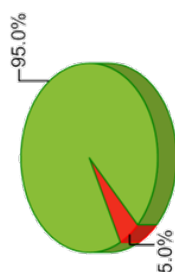
On Track = At least 90% of action target achieved	71
Monitor = Between 70 and 90% of action target achieved	1
Off Track = Less than 70% of action target achieved	1
Total Actions reported	73

Corporate and Regulatory Services Division



Office of the Mayor and CEO

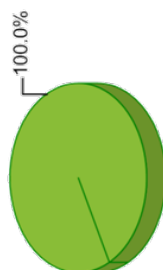
Office of the Mayor and CEO



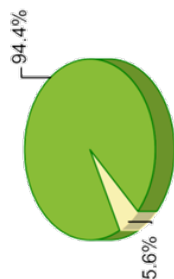
On Track = At least 90% of action target achieved	19
Monitor = Between 70 and 90% of action target achieved	-
Off Track = Less than 70% of action target achieved	1
Total Actions reported	20

Urban Services Division

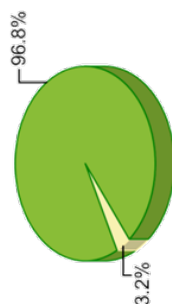
City Development



City Works



City Assets



On Track = At least 90% of action target achieved	60
Monitor = Between 70 and 90% of action target achieved	2
Off Track = Less than 70% of action target achieved	-
Total Actions reported	
	62


ACTIONS WITH OFF-TRACK OR MONITOR STATUS

Business and Community Services Division

Aspiration: 5 Reduction of Our Ecological Impact

Long Term Strategy: 5.2 Create a water-sensitive city.


5 Year Strategy: 5.2.3 Protect stormwater quality so that it is a suitable resource for reuse.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP. OFFICER	PROGRESS INDICATOR
5.2.3.1 Coordinate preparation of an optimal water mix study for the City of West Torrens (draft by June 2017).	In Progress	12%	15%	30/06/2017	<p>A brief and scope of work was drafted.</p> <p>The project was set to analyse feasible options for various alternate water supply options based on future water cost and availability.</p> <p>Following internal consultation with departments, it was identified that a large portion of the scope is already incorporated into existing projects being undertaken by City Works and City Assets, namely an analysis of GAP Water and a Stormwater Management Plan.</p> <p>It is therefore requested that this project be deleted from the 2016/17 City Strategy Service Plan.</p>	Group Leader - Strategy	

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

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP. OFFICER	PROGRESS INDICATOR
17.1.3.6 Implement procurement roadmap.	In Progress	25%	50%	30/06/2017	The Procurement Framework is in place with the focus now on improving VendorPanel implementation and creating a monitoring program. Implementation of the procurement roadmap has been somewhat delayed due to a lack of resourcing. However, recruiting is currently underway for a fulltime Procurement Officer and is anticipated that project will be back on track by the end of the financial year.	Program Leader Internal Audit and Risk	

ACTIONS WITH OFF-TRACK OR MONITOR STATUS



Corporate and Regulatory Services Division

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
17.1.7.4 Assist the take-up of the new PBX and telephony.	In Progress	85%	100%	31/12/2016	Further due diligence and investigation of alternatives was undertaken. Due to the unavailability to view live sites using the latest product until February, the December completion date was unable to be met. It is therefore requested that the completion date for this project be extended to 30 June 2017.	Manager Information Services	
17.1.7.11 Replace end-of-life IT assets including desktop and tablet computers, Multi-Function Devices and scanner equipment.	In Progress	80%	100%	31/12/2016	Installation of computer equipment occurred in batches. Due to other priorities, Library Services requested to delay installation of the new devices until February/March 2017. As such, the December completion date for this project was unable to be met. It is therefore requested that the completion date for this project be extended to 31 March 2017.	Manager Information Services	

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
17.1.10.9 In partnership with Community Services department, review and streamline the Thebarton Hub booking system.	In Progress	75%	100%	31/12/2016	The Lean process for this project continued, with some improvements already implemented. This project is however slightly off track as it was decided to temporarily place further progression on hold until the new Community Services manager commenced in December 2016. As a consequence, the December completion date was unable to be met. It is therefore requested that the completion date for this project be extended to 30 June 2017.	Manager Financial Services	
17.1.10.10 Review and implement identified improvements in the debt collection process.	In Progress	75%	100%	31/12/2016	A tender document was prepared to investigate the value of outsourcing some aspects of the debt collection process to a Debt Collection Agency. Undertaking this process required more time than originally planned and hence this action is slightly off track and the December completion date was unable to be met. It is therefore requested that the completion date for this project be extended to 30th June 2017.	Manager Financial Services	


ACTIONS WITH OFF-TRACK OR MONITOR STATUS

Office of the Mayor and CEO

Aspiration: 12 A Vibrant City

Long Term Strategy: 12.1 Foster a vibrant and inviting City.

5 Year Strategy: 12.1.3 Enhance and promote the distinctive identity of West Torrens and the attractions of key localities in the city.

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP. OFFICER	PROGRESS INDICATOR
12.1.3.2 Promote the City of West Torrens as a tourist destination.	In Progress	25%	50%	30/06/2017	The Team Leader Strategic Planning is a member of the Western Region Tourism Destination Action Plan working group in collaboration with neighbouring Councils, and hence it is considered more appropriate for this action to sit with the City Strategy team. It is therefore requested that this action be removed from the Office of the Mayor and CEO 2016/17 Service Plan and added to the 2016/17 City Strategy Service Plan.	Program Leader Partnerships	


ACTIONS WITH OFF-TRACK OR MONITOR STATUS

Urban Services Division

Aspiration: 10 An Accessible and Reliable Transport Infrastructure

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


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

ACTION	STATUS	% COMP.	TARGET	COMP. DATE	EXEC. COMMENTS	RESP. OFFICER	PROGRESS INDICATOR
10.1.1.1 Complete construction of a roundabout at George and Dew Streets, Thebarton intersection.	In Progress	60%	75%	31/03/2017	Land acquisition was completed, incorporating construction with George Street road reconstruction. This project is currently off track due to the unplanned need to upgrade the stormwater drainage, and hence it is unlikely that the March completion date will be met. It is therefore requested that the completion date for this project be extended to 30 June 2017.	Traffic Engineer	

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 Disability Discrimination Act (DDA) works and fire compliance upgrades at WA Satterley Hall and Reedbeds Community Centre.	In Progress	40%	50%	30/06/2017	The upgrade of WA Satterley Hall was completed. Reedbeds Community Centre project has been delayed due to ongoing investigation, together with the users of the facility, alternate options for the upgrade of the building. Due to staff vacancy, some projects have been placed on hold until positions are filled.	Manager City Works	

8.2 Mendelson Foundation Support Policy Review

Brief

The *Council Policy - Mendelson Foundation Support* 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 - Mendelson Foundation Support* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to the *Council Policy - Mendelson Foundation Support*.

Introduction

The *Council Policy - Mendelson Foundation Support* 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.

Discussion

The *Council Policy - Mendelson Foundation Support* (Policy) was adopted by Council in July 1998 and was last reviewed in March 2012. The scheduled review of the Policy has resulted in minor changes which are shown as 'track changes' in **Attachment 1**.

The key changes proposed include:

1. Amending the preamble to state that recipients of the foundation must be residents of the City of West Torrens.
2. Broadening the scope of the policy to state that Elected Members, members of the Mendelson Committee and the Administration are bound by the requirements of the policy.
3. Recording the names of the Mendelson fellows and scholars on a dedicated page on Council's website rather than on the honour board at the West Torrens' Civic Centre. This will provide wider recognition of the achievements of the recipients and is more practical.
4. Allowing the Chief Executive Officer discretion as to the use of administrative resources in support of the committee to ensure probity.

Conclusion

The revised *Council Policy - Mendelson Foundation Support* 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.

Attachments

1. Revised Council Policy - Mendelson Foundation Support

City of West Torrens Council Policy – Mendelson Foundation Support

CITY OF WEST TORRENS



Council Policy: Mendelson Foundation Support

Classification:	Council Policy
First Issued:	21 July 1998
Dates of Review:	18 January 2000, 19 April 2005, 4 March 2008, 30 November 2011, 6 March 2012
Version Number:	<u>54</u>
DW Doc-set ID:	<u>306013</u>
Objective ID:	<u>A4883</u>
Applicable Legislation:	N/A
Related Policies or Corporate Documents:	Mendelson Foundation Investment Policy
Associated Forms:	Local Government Act 1999
Note:	Formerly policy number A.13.
Responsible Manager:	General Manager, Corporate and Regulatory
Confirmed by General Manager:	Bill Ross Date
Approved by Council:	Date

Doc Set ID -

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City of West Torrens Policy – Mendelson Foundation Support

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Draft

COUNCIL POLICY – Mendelson Foundation Support

1. Preamble

- 1.1 The Max and Bette Mendelson Foundation (the foundation) is a charitable fund established under a Deed of Charitable Trust (the deed), and it is dedicated in perpetuity to the promotion and encouragement of education of City of West Torrens eligible residents in conjunction with South Australian universities.
- 1.2 The City of West Torrens (CWT) is the legal trustee of the foundation, which was established with the unobtrusive generosity and resolute public spirit of the late Max and Bette Mendelson.

2. Purpose

- 2.1 The CWT is not only proud of its association with such an outstanding foundation; it is also committed to providing a level of support in keeping with the foundation's character and ~~eminence~~standing. It recognises the clear and prominent value of its association and ~~an unquestioned need~~ for this to be promoted appropriately ~~and with dignity~~ to the residents of the city.
- 2.2 It is on this basis that this policy establishes a clear distinction between support that is provided by the foundation and support that is provided by the CWT.

3. Scope

- 3.1 Staff and Elected Members of the CWT and Mendelson Committee Members are bound by the requirements of this policy.

4. Definitions

- 4.1 Nil

5. Policy Statement

- 5.1 The trustee is empowered under the deed to pay from the Mendelson trust fund all costs and disbursements associated with the gaining or production of gross income and the administration of the fund, along with expenditure related to the promotion and encouragement of university education.
- 5.2 All costs and disbursements covered by the trust deed are to be paid from the trust fund. However, this policy recognises that the following costs and disbursements are to be met by the CWT:
 - Catering, refreshments, entertainment, staff time and the use of Civic Centre facilities for the annual presentation of scholarships and also the receiving of distinguished scholars conferred with a Mendelson title;

City of West Torrens Council Policy – Mendelson Foundation Support

- Recording in perpetuity the names of all Mendelson fellows and scholars on a dedicated page on Council's website ~~the honour board at the West Torrens Civic Centre~~;
 - Framing of certificates which are to be signed by the Mayor and chairperson of the Mendelson Management Committee (the committee) and bear the arms and logo of the City;
 - Purchase and engraving of scholarship medals and Mendelson fellow medals;
 - Printing and stationery associated with Mendelson events;
 - Reasonable ~~C~~catering, refreshments, staff time and use of Civic Centre facilities, as determined by the Chief Executive Officer, to conduct monthly meetings of the committee;
 - Administrative support, as determined by the Chief Executive Officer, associated with meeting the needs of both the committee and the foundation; and
 - Finance support, as determined by the Chief Executive Officer, in budgeting, maintaining accounting records, auditing and the provision of monthly and year end financial statements.
- 5.3 The CWT may in addition contribute funds to the foundation as a contribution to the cost of scholarships awarded.
- 5.4 Costs and disbursements to be paid out of the trust fund rather than by the CWT include the following:
- Promotion, assistance and support of visits to a university by a distinguished scholar;
 - Promotion, assistance and support of Mendelson lectures, including any costs to publish and disseminate lecture material;
 - Promotion, assistance and support of scholarly co-operation between Mendelson fellows and scholars;
 - Management of funds invested by the trustee;
 - Scholarship payments to Mendelson scholars and the cost of "Mendelson prizes" awarded for exceptional scholarship; and
 - Allowances paid to members of the committee.
- 5.5 The amount of annual remuneration is to be reviewed in conjunction with the annual review of Elected Member allowances. Any decision to vary the amount of remuneration rests with the Council as trustee in accordance with the conditions of clause 5.7 of the deed, and under section 44 of the *Local Government Act 1999* (the Act) cannot be delegated.

- 5.6 While the remuneration is not an allowance under Chapter 5 of the Act, in the promotion of best practice in governance, the amount and source of the remuneration should be noted in the register of allowances and benefits prepared pursuant to section 79 of the Act.

Draft

8.3 Council Policy - Flags

Brief

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

Introduction

The *Council Policy - Flags* 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.

Discussion

The *Council Policy - Flags* (Policy) was adopted on 6 April 2004 and the Policy was last reviewed in November 2012.

Minor changes to the Policy are proposed which are shown in 'tracked changes' in **Attachment 1**.

The key amendments to the Policy are as follows:

1. Inclusion in the scope of Aroona Place Reserve, Glenelg North as a site and that only the Civic Centre site is used to permanently fly flags.
2. Clause 5.2 - removal of duplicated information.
3. Clauses 5.2 and 5.3 - the amendments to these clauses ensures consistency with the 'Guide to Flying Flags in South Australia' published by the Government of South Australia - Department of Premier and Cabinet.
4. The clause 'Approval for flying flags' has been moved to 'Applications for flying flags'.
5. Under 'Applications for flying flags', the deadline for applications to be received has been changed from three (3) weeks before the required display date to four (4) weeks before the required display date to provide adequate time for the request to be presented to Council.
6. Clause 5.4: 'Commemorative days for flying flags' has been added to clarify annual occurrences where particular flags are to be flown or flags are to be flown at half-mast.

Conclusion

The revised *Council Policy - Flags* 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.

Attachments

1. Draft Council Policy - Flags

City of West Torrens Policy – Flags

CITY OF WEST TORRENS



Council Policy: Flags

Classification:	Council Policy
First Issued:	6 April 2004
Dates of Review:	01 February 2012, 6 November 2012, March 2017
Version Number:	43
Objective ID:	A5097
Applicable Legislation:	<i>Flags Act 1953 (Cth)</i> <i>State Proclamation Act 1904 (SA)</i>
Related Policies or Corporate Documents:	
Associated Forms:	
Note:	Australian Flags booklet - Department of Prime Minister and Cabinet Guide to Flying Flags in South Australia - Department of Premier and Cabinet Previously Policy Number A27-1
Responsible Manager:	General Manager Business and Community Services Deputy Chief Executive Officer
Confirmed by Executive:	Date 28 February 2017
Endorsed by Council:	Date

Doc Set ID - 306061

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Draft

City of West Torrens Policy – Flags

COUNCIL POLICY – Flags

1. Preamble

- 1.1 Council recognises the significance of flying certain flags and will fly such flags on designated flagpoles within the City.

2. Purpose

- 2.1 This policy provides guidelines and ensures that the Council complies with relevant flag protocols.

3. Scope

- 3.1 This policy covers the flying of flags at the Civic Centre, ~~and in the West Torrens Memorial Gardens~~ and at Aroona Place Reserve in Glenelg North.
- 3.2 The flying of flags on Council-owned facilities which are leased, must also comply with the requirements of this policy.
- 3.3 The flags at the Civic Centre are permanently flown, while the West Torrens Memorial Gardens and Aroona Place Reserve sites are used only on designated occasions.

4. Definitions

- 4.1 A **flag** is defined as a rectangular piece of cloth attached by the shorter edge to a staff, rope, or pole, and which bears a distinctive design.
- 4.2 **State Flag of the State of South Australia** is as proclaimed on 13 January 1904 by the Governor of South Australia.
- 4.3 **City of West Torrens Flag** is as adopted by Council.
- 4.4 **Australian Aboriginal Flag** is as proclaimed under section 5 of the *Flags Act 1953* as amended.
- 4.5 **Torres Strait Islander Flag** is as proclaimed under section 5 of the *Flags Act 1953* as amended.

5. Policy

- 5.1 The Council will comply with the guidelines of flag protocol as determined by the Australian Government and or/the South Australian Department of Premier and Cabinet, in all instances when it has control over the display and management of flags. This may include the lowering of specific flags to half mast or the flying of specific flags.

5.2 Order of precedence

5.2.1 The Australian National Flag must always be flown in a position superior to that of any other flag or ensign.

5.2.2 The State Flag of South Australia must be flown in a lower position than the Australian National Flag but superior to any other flag.

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Comment [NP1]: Removed due to duplication (see 5.2.2)

City of West Torrens Policy – Flags

5.2.1 Flags that are to be flown permanently at the Civic Centre are the Australian National Flag, the State Flag of South Australia, and the City of West Torrens Flag.

5.2.2 Flags must be flown as follows:

- When facing the flagpoles from the front of the Civic Centre (looking south from Sir Donald Bradman Drive), the Australian National flag is to be the first on the left, followed by the State flag, and then the City of West Torrens flag.
- When facing the flagpoles in the West Torrens Memorial Gardens, (looking east from Brooker Terrace), the Australian National flag is to be the first on the left, followed by the State flag, and then the City of West Torrens flag.

5.2.3 When approval for another flag to be flown has been given, the order of precedence shall be:

The Australian National flag is to be the first on the left, followed by the State Flag of South Australia, and then the approved flag. If the approved flag is a National Flag, then it must be flown in a lower position than the Australian National Flag but superior to the State Flag of South Australia.

5.2.3 Flags should be raised no earlier than first light and should be lowered no later than dusk.

5.2.4 Flags may only be flown at night when properly illuminated.

5.2.5 Unless all flags on display can be raised and lowered simultaneously, the Australian National Flag should be raised first and lowered last.

Comment [NP2]: As per the 'Guide to Flying Flags in South Australia' by Department of Premier and Cabinet

Comment [NP3]: As per the 'Guide to Flying Flags in South Australia' by Department of Premier and Cabinet

Comment [NP4]: Points have been added to 'Applications for flying flags'

5.3 Approval for flying flags

5.3.1 Subject to Council approval, other flags may be flown. If there is insufficient time for a Council resolution, without the holding of a special meeting of Council, the Chief Executive Officer, in consultation with the Mayor, may approve or refuse the request.

5.3.2 Flags promoting commercial advertising material or promoting political messages will not be flown.

5.3.3 It is the responsibility of the organisation supplying the flag to ensure that it:

- is made of durable material
- has a standard fitting for attachment to the flagpole halyard
- is not more than approximately 1830 mm by 920 mm in size.

5.3.4 Torn, damaged, or frayed flags will not be displayed.

5.3.5 Council will not accept liability for theft, damage or vandalism of a flag (other than its own property), or for cancellation of display due to adverse weather or a directive from Government Protocol Officers.

5.3 Flying flags at half-mast

5.3.1 The CWT will fly its flags at half-mast according to the principles set out in the Australian Flag Protocol produced by the Australian Government.

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City of West Torrens Policy – Flags

- 5.3.2 Council may acknowledge the passing of current and past Elected Members, staff, former employees, residents or volunteers who have contributed to the City, by flying flags at half-mast at its Civic Centre on the day of that person's funeral.

5.3.3 Flags may never be flown at half-mast at night, even if illuminated.

Comment [NP5]: As per the 'Guide to Flying Flags in South Australia' by Department of Premier and Cabinet

Comment [NP6]: As per the 'Australian Flags booklet' by Department of Prime Minister and Cabinet

5.4 Commemorative days for flying flags

5.4.1 On the following days of commemoration the Australian National Flag is to be flown at the Aroona Place Reserve and at the West Torrens Memorial Gardens:

- Federation Day (1 January)
- Australia Day (26 January)
- ANZAC Day (25 April)
- Remembrance Day (11 November)

5.4.2 On the following days of commemoration the following respective flags are to be flown alongside the Australian National Flag and the State Flag of South Australia at the Civic Centre and the West Torrens Memorial Gardens:

- National Reconciliation Week (27 May to 3 June) - Aboriginal and/or Torres Strait Islander Flag.
- NAIDOC Week (Nominated week in July) - Aboriginal and/or Torres Strait Islander Flag.

5.4.3 On the following days of commemoration, all flags are to be flown at half-mast at all sites:

- ANZAC Day (25 April) - flags to be flown at half-mast until noon and then at peak until they are lowered at the end of the day
- Remembrance Day (11 November) - flags to be flown at half-mast from 10.30am to 11.02pm

6. Applications for flying flags Procedure for making an application to fly a flag

6.1 Organisations must apply to Council to obtain approval to display their flag at any of the sites covered by this policy, the Civic Centre or in the West Torrens Memorial Gardens.

6.2 Applications must be:

- a) In writing addressed to the Chief Executive Officer
- b) Include a colour example of the design
- c) Specify the preferred dates of display
- d) Detail the relevance or significance of the flag to the City of West Torrens
- e) Be received at least four (4) three (3) weeks before the required display date
- f) Include contact details of the person responsible for the supply and the collection of the flag.

Comment [NP7]: Changed to allow adequate time for the matter to be presented to Council

In the absence of this information the Administration will liaise with the applicant to ensure that the application criteria are met.

6.3 Should more than one application be received for the same display date or for more than the available number of flagpoles, then a decision on which flag to fly whether to fly the flag or not will be made based on the following criteria:

- a) The date the application was received

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City of West Torrens Policy – Flags

- b) Any advice or directive received from the Government Protocol Offices
- c) Relevance or significance to the City of West Torrens.

6.4 Council will not accept liability for theft, damage or vandalism of a flag (other than its own property), or for cancellation of a display due to adverse weather or a directive from Government Protocol Officers.

6.5 It is the responsibility of the organisation supplying the flag to ensure that it:

- is made of durable material
- has a standard fitting for attachment to the flagpole halyard
- is not more than approximately 1830 mm by 920 mm in size.

6.6 Torn, damaged, or frayed flags will not be displayed.

6.7 Flags promoting commercial advertising material or promoting political messages will not be flown.

6.8 If there is insufficient time for a Council resolution, without the holding of a special meeting of Council, the Chief Executive Officer, in consultation with the Mayor, may approve or refuse the request.

8.4 Review of the Council Policy - Internal Review of Council Decisions

Brief

The *Council Policy - Internal Review of Council Decisions* has been reviewed as a result of the recent Ombudsman SA audit entitled '*Right of Review: An Audit of Local Government Internal Review of Council Decisions*' 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 draft *Council Policy - Internal Review of Council Decisions* be approved.
2. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to the *Council Policy - Internal Review of Council Decisions*.

Introduction

Section 270 of the *Local Government Act 1999* (Act) requires that councils establish policies, practices and procedures for responding to complaints.

Council has previously endorsed two (2) policies for managing complaints; these being:

1. The *Council Policy - Customer Complaints (Attachment 1)* was reviewed in 2016 and details the procedure for informal complaint resolution.
2. The *Council Policy - Internal Review of Council Decisions (Attachment 2)* was reviewed in 2015 and details Council's commitment to and procedures relating to the internal review of decisions of:
 - Council
 - Employees of the Council
 - Other persons acting on behalf of Council.

The Ombudsman, Mr Wayne Lines, has undertaken a review of specific sample councils' compliance with section 270 requirements for the internal review of council decisions and has released a report titled '[Right of Review: An Audit of Local Government Internal Review of Council Decision Procedures](#)' dated November 2016 and has requested local governments consider his recommendations.

Discussion

The Ombudsman's report contained seven (7) recommendations in relation to compliance with the requirements of section 270 of the Act. These being:

Recommendation 1

That all councils highlight a direct link on their website homepage to a plain English description of the procedure available for making an application for internal review of council decisions. The procedure could usefully be linked to the council's complaint handling policy information that also outlines steps that can be taken for informal resolution of complaints.

Recommendation 2

That all councils ensure that their internal review of decisions procedure is fully compliant with the requirements of section 270 of the *Local Government Act 1999*. Further, that all council CEOs confirm in writing to the Ombudsman their full compliance with section 270 of the Act by 31 March 2017.

Recommendation 3

That all councils include a reference to a six month time limit for accepting internal review of council decision applications in a revised version of their internal review of decisions procedure. Consideration should also be given to the exercise of discretion by councils to allow a longer time limit to apply in particular cases.

Recommendation 4

That all councils revise the part of their internal review of decision procedure that deals with 'Matters outside the scope of the policy and procedures' to explicitly state that matters that fall outside statutory appeals procedures will be considered for the conduct of a section 270 review on the merits of the individual application. Further, that councils discuss with the LGA the desirability of including this commitment in the LGA Internal Review of a Council Decision Model Policy and Procedure.

Recommendation 5

That all councils, through the auspices of regional Local Government Associations, consider and report to the Ombudsman by 31 March 2017 on the option of developing regional panels of independent reviewers who can assist councils with complex review matters.

Recommendation 6

That all councils periodically evaluate their section 270 review investigations and document learning outcomes relevant to their administrative practices and functional responsibilities.

In accordance with these recommendations, the Administration has conducted a review of the *Council Policy - Customer Complaints* and the *Council Policy - Internal Review of Council Decisions* and found that both policies are compliant with legislative requirements. Information on how to make a complaint, including links to the relevant policies and application forms, is available on the City's website, from the City's offices and information will be mailed to applicants on request.

The Administration will write to the Ombudsman and inform him that the City of West Torrens is fully compliant with section 270 of the Act as per his request.

However, in considering the Ombudsman's recommendations the following minor changes to the *Council Policy - Internal Review of Council Decisions* (Policy) are considered to be beneficial to the reader (**Attachment 3**).

The key changes proposed to the Policy include amending the following clauses:

- 6.1.1 to stipulate that requests for an internal review of a Council decision must be received within six (6) months of the date of the original decision. The Administration acknowledges that there may be occasions when the specified timeframe cannot be adhered to and therefore suggests including a new clause that allows Council discretion to waive the six month time limitation.
- 6.3.4 to include a provision that applicants will be notified of the date that their matter will be presented to Council for consideration. This is normal practice but embedding it in the Policy will provide greater clarity to review applicants.
- 6.6.2 to advise applicants that the process for consideration of rate relief concessions is stipulated in the *Council Policy - Rate Rebate, Remissions and Postponement*. It is also proposed to delete the word 'rate' from the final sentence of the clause as the debt may be related to a service charge rather than a rate charge. The current Policy already provides a section relating to rate rebates but this addition highlights the process to be used.

These minor changes are shown as 'track changes' in **Attachment 3** (Draft Policy).

Conclusion

The *Council Policy - Internal Review of Council Decisions* has been subject to a review as a result of the Ombudsman SA report '*Right of Review: An Audit of Local Government Internal Review of Council Decision Procedures*' and is presented to the Corporate Planning, Policy and Performance Prescribed General Committee for its consideration and recommendation to Council.

Attachments

1. **Council Policy - Customer Complaints**
2. **Council Policy - Internal Review of Council Decisions**
3. **Draft Council Policy - Internal Review of Council Decisions**

CITY OF WEST TORRENS



Council Policy: Customer Complaints

Classification:	Council Policy
First Issued:	3 April 2012
Date of Review:	3 July 2012, 2016
Next Review Date:	2021
Version Number:	3
DW Doc set ID:	1780634
Applicable Legislation:	<ul style="list-style-type: none"> • Local Government Act 1999 (SA) • Freedom of Information Act 1991 (SA) • Government Business Enterprises (Competition) Act 1996 (SA) • Ombudsman Act 1972 (SA) • Whistleblowers Protection Act 1993 (SA)
Related Policies, Guidelines or Corporate Documents:	<ul style="list-style-type: none"> • Whistleblowers Policy • Fraud and Corruption Prevention, Control Reporting and Investigation Policy • Code of Conduct for Council (Elected) Members • Code of Conduct for Council Employees • Internal Review of Council Decisions Policy • Managing Performance, Misconduct and Inappropriate Behaviour Policy • SA Ombudsman's 'Managing Unreasonable Complainant Conduct Practice Manual'
Associated Forms:	
Note:	
Responsible Manager:	General Manager Business and Community Services
Confirmed by General Manager:	Date 25 February 2016
Endorsed by Council:	Date 15 March 2016

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City of West Torrens Council Policy - Customer Complaints

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City of West Torrens Council Policy - Customer Complaints

COUNCIL POLICY - Customer Complaints

1. Preamble

- 1.1 Council is committed to listening and responding to people with complaints.
- 1.2 This policy is developed in accordance with Section 270 of the *Local Government Act 1999* (the Act).

2. Purpose

- 2.1 The purpose of this policy is to:
 - 2.1.1 clarify the definition of a complaint.
 - 2.1.2 detail the principles and processes to manage complaints received in relation to the services provided including their registration, investigation, resolution and reporting.
 - 2.1.3 ensure that the process for managing a complaint is fair, effective, transparent, consistent and time efficient.

3. Scope

- 3.1 This policy provides the principles and processes for managing a complaint made by an affected person regardless of which department of the City of West Torrens (CWT) it relates to.
- 3.2 The following will not be regarded as a complaint under this policy:
 - A request for service (unless it is a second request when the service requested has not been completed within the identified timeframe)
 - A request for information (unless it is a second request for identical information)
 - A request for a waiver or review of a penalty infringement notice, unless it is about the conduct of the employee issuing the notice
 - An objection to a development application
 - A request for a review of a Council or Council officer's decision.

4. Definitions

- 4.1 A **complaint** is any expression of dissatisfaction, in relation to:
 - no action taken in response to a request for service or information
 - the type or level of response after a request for service or information was made
 - the quality, standard or timeliness of a service provided
 - the behaviour or actions of an Elected Member or an employeewhen a response or resolution is explicitly or implicitly sought.
- 4.2 A **complainant** is any person who makes a complaint about a matter that has directly affected them by any action or inaction by CWT that gives rise to a complaint in accordance with 4.1.

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City of West Torrens Council Policy - Customer Complaints

- 4.3 A **customer** is any person or entity that has dealings with CWT. These include, but are not limited to:
- Residents, business owners and their staff, facility users and ratepayers of the City of West Torrens
 - Elected Members
 - City of West Torrens' employees
 - Representatives from all agencies and community groups within and outside of the CWT
 - Developers.
- 4.4 **Elected Member/s** is the term used to define all members of Council, including the Mayor.
- 4.5 An **employee** is any individual who is employed by CWT and includes agency staff, contractors, volunteers and work experience students.
- 4.6 A **frivolous or trivial complaint** is a complaint that is considered by the relevant Manager to be minor, without merit or lacking substance or credibility.
- 4.7 A **complaint review** is a review of the complaint by the relevant Manager or an officer designated by the Manager within the responsible area to undertake a review of the complaint.
- 4.8 An **internal review** is a review of a decision made by Council, Council officers and other people acting on behalf of Council (a Council decision) in accordance with s270 of the Act. The request must arise from a grievance with a Council decision on access to a service, the way in which a service is delivered, or the application of regulatory powers.
- 4.9 For the purposes of this policy, **Manager** refers to a member of the Management Team.
- 4.10 A **personal complaint** is any complaint by an individual against another individual that includes personal information about either party. This includes a complaint about the conduct of an Elected Member or an employee.
- 4.11 **Personal information** is any information or opinion that identifies a person. This could include:
- written records about a person
 - a photograph or image of a person
- 4.12 A **request for information** is when a customer seeks information e.g:
- the status of a request for service
 - the status of a planning application
 - 'how to' requests
 - content of Council policies etc.
- 4.13 A **request for service** is a request from a customer seeking action on a particular matter or for the CWT to provide a particular service, e.g:
- pot hole repairs
 - waste collection
 - installation of speed humps
 - footpath repairs
 - reports of stray dogs, etc.

City of West Torrens Council Policy - Customer Complaints

- 4.14 The **investigating officer** is the employee assigned to investigate and resolve a complaint.
- 4.15 A **vexatious complaint** is any complaint:
- from a complainant who has consistently, over a period of time, complained about a minor matter or the same matter which has previously been dealt with and no new information has been provided by the complainant; and/or
 - which the Manager, considers to be mischievous, without sufficient grounds or serving only to cause annoyance; and/or
 - when the resources required to address such complaints would be an unreasonable diversion of public resources.

5. Principles

5.1 Commitment

- 5.1.1 CWT is committed to the provision of quality customer service which includes the efficient and fair resolution of complaints.
- 5.1.2 CWT commits to:
- treating all customers with respect and courtesy
 - responding to customer enquiries promptly, efficiently and impartially.
 - acting with integrity and honesty when dealing with customers
 - providing relevant and timely feedback to customers including clear reasons for decisions.

6. Policy Statement

- 6.1 A complainant must have been directly affected by any action or inaction by CWT that gives rise to a complaint.
- 6.2 Complaints will be dealt with expediently, courteously and in accordance with this Policy.
- 6.3 All complaints will be considered on their merits, the principles of natural justice will be observed and complainants will not suffer any reprisal from CWT for making a complaint.
- 6.4 All parties will have the opportunity to express their point of view, provide relevant information and respond to issues raised.
- 6.5 Where possible the CWT will aim to address a complaint at the first point of contact.
- 6.6 Complainants will be encouraged to participate cooperatively in the review process. However, this will not negate the complainant's right to seek external review through the State Ombudsman, other legal processes or the Courts at any time during the review process.
- 6.7 If the Ombudsman, in accordance with the *Ombudsman Act 1972*, refers a complainant or complaint to the CWT, the complaint will be investigated by CWT in accordance with this Policy unless otherwise determined by the CEO.

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6.8 Complaints about Elected Members

As elected community representatives, complaints about Elected Members are treated seriously. In accordance with the requirements of the Act, complaints in relation to Elected Members will be considered in accordance with the [Code of Conduct for Council \(Elected\) Members](#).

6.9 Complaints about Employees

If a complaint relates to the conduct or behaviour of an individual employee the complaint will be assessed by the relevant Manager and dealt with in accordance with the [Code of Conduct for Council Employees](#) and/or the [Managing Performance, Misconduct and Inappropriate Behaviour Policy](#).

6.10 Anonymous Complaints

Anonymous complaints relating to allegations of maladministration, corruption or illegal activity occurring in the organisation must be made according to the process outlined in CWT's [Whistleblowers Policy](#).

6.11 Complaints of a Serious Nature

Any formal complaint alleging maladministration, serious and substantial waste of public money, corrupt conduct or pecuniary interest will be dealt with in accordance with the CWT's [Whistleblowers Policy](#) and Council's [Fraud and Corruption Prevention, Control Reporting and Investigation Policy](#).

6.12 Complaints Constituting a Breach of the Law

If the details of a complaint indicate that a crime may have been committed, the complaint will be immediately reported to the relevant law enforcement agency.

6.13 Privacy and Confidentiality

6.13.1 The complainant's personal information will be used by the investigating officer when investigating and handling the complaint.

6.13.2 If the complaint is referred to the Ombudsman, the CWT will share any relevant information relating to the complaint with the Ombudsman in accordance with the *Ombudsman Act 1972*.

6.13.3 Information contained within complaints may be accessible under the *Freedom of Information Act 1991*.

6.13.4 A complainant may apply directly to the CWT to suppress their personal details by completing and submitting an Application to Suppress Personal Details [form](#). Application forms are also available from Council's Civic Centre and the Hamra Centre Library.

6.13.4a The CEO will assess the application and may suppress the complainant's name or address details if the CEO is satisfied that the complainant's personal safety or that of any other person is at risk. Acceptance of the application is at the discretion of the CEO.

- 6.13.5 Complaints alleging misuse of personal information will be acknowledged in writing within three (3) business days.

6.14 Data Collection

Statistical information may be used to identify areas/services/procedures that require review or that may need additional resources to provide the required level of service for customers.

6.15 Reporting

A summary of complaints received, including outcomes, will be included within the City of West Torrens' Annual report.

7. Complaint Handling Model

7.1 Lodging a Complaint

- 7.1.1 A complaint may be made:
- in person at the Civic Centre
 - by telephone on (08) 8416 6333
 - by facsimile on (08) 8443 5709
 - by email to csu@wtcc.sa.gov.au
 - online at <http://www.westtorrens.sa.gov.au> (hyperlink to form); or
 - in writing to:

The Chief Executive Officer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033

- 7.1.2 Complaints in writing are preferred to ensure that the complaint is clearly defined for both the complainant and CWT.
- 7.1.3 Verbal complaints may be summarised and provided, in writing, to the complainant for verification prior to the commencement of the assessment of the complaint.
- 7.1.4 Assistance in lodging complaints is available on request. This includes assisting customers with language and communication difficulties.
- 7.1.5 Information about the complaints process is available on CWT's website and on request.
- 7.1.6 If the complaint is in relation to a decision of Council, its employees or someone acting on behalf of Council then the complainant should lodge a formal request for an 'Internal Review of a Council Decision' in accordance with Council's [Internal Review of Council Decisions Policy](#).

7.2 Timeframes and progress notification

- 7.2.1 Complaints, other than in relation to misuse of information, will be acknowledged in writing within 5 business days of receipt and will include advice about the expected timeframe for investigating the matter.
- 7.2.2 In most cases complaints will be investigated within 10 business days.

7.2.3 The complainant will be kept informed about the progress of the investigation.

7.2.4 The complainant will be advised, in writing, of the outcome of the investigation as soon as possible after a determination is made.

7.3 Complaints that will not be investigated

In general, every complaint will be investigated, unless it falls into one of the following categories:

- A vexatious complaint.
- A frivolous or trivial complaint.
- It is considered by the relevant Manager to lack substance or credibility and therefore investigating the complaint is deemed unnecessary, unjustifiable or an inappropriate use of resources.
- It is made using rude or abusive language or accompanied by threatening, intimidating or rude behaviour.
- The complaint is made anonymously and the relevant Manager determines that there is insufficient information to investigate it.
- When the complainant is able to pursue the complaint through an alternative review process.

If a complaint is deemed to fall into one of these categories the complainant will be advised accordingly unless the complaint is anonymous.

7.4 Unreasonable Complainant's Conduct

7.4.1 All complaints received by Council will be treated seriously and complainants will be treated courteously.

7.4.2 Occasionally the conduct of a complainant can be unreasonable. This may take the form of unreasonable persistence, unreasonable demands, lack of cooperation, argumentative or threatening behaviour. What can be termed 'unreasonable' will vary depending on a number of factors and the organisation aims to manage these situations in a fair and equitable manner.

7.4.3 If a complainant's behaviour consumes an unwarranted amount of Council resources or impedes the investigation of their complaint, a decision may be made to apply restrictions on contact with the person. Before making any decision to restrict contact, the complainant will be warned that, if the specified behaviour(s) or actions continue, restrictions may be applied.

7.4.3.1 The relevant departmental manager will issue this warning in writing if the home or email address of the complainant is known, otherwise it will be made verbally and a record of the discussion will be made.

7.4.4 Any decision to suspend action on a complaint will be made by the Chief Executive Officer or his/her delegate and communicated in writing to the complainant.

City of West Torrens Council Policy - Customer Complaints

7.5 Initial Assessment of a Complaint

- 7.5.1 An initial assessment of the complaint will include its severity, any safety implications and the need for immediate action.
- 7.5.2 If the complaint is not able to be resolved at the first point of contact it will be forwarded to the relevant Manager for a complaint review.
- 7.5.3 If the complainant remains dissatisfied after the complaint review the complainant may lodge a formal request for an [Internal Review of a Council Decision](#).

7.6 Opportunity to Provide Additional Information

- 7.6.1 After receiving the complaint, the investigating officer may invite the complainant to provide further information to assist in understanding:
 - a. the complainant's concerns, and/or
 - b. the issues to be investigated, and/or
 - c. the outcome or remedy sought by the complainant.
- 7.6.2 Complainants are welcome to supply information relevant to the initial complaint at any time during the review process. However, if the additional information is determined by the investigating officer to be of a different nature a secondary review may commence.
- 7.6.3 Complainants will be invited to comment on any additional information obtained by the investigating officer during the course of an investigation.

7.7 Complaint Remedies

When complaints are found to be justified CWT will, where practical, remedy the situation in a manner which is consistent and fair for both the complainant and CWT.

7.8 Dispute Resolution

- 7.8.1 The CWT may use alternate dispute resolution methods e.g. mediation, conciliation or neutral evaluation to resolve a complaint in circumstances where the CEO or their delegate deems such a course of action appropriate and the complainant is amenable to that process.
- 7.8.2 Any mediation, conciliation or neutral evaluation will be undertaken in accordance with s271 of the Act and the costs and expenses shared equally between the CWT and the complainant.
- 7.8.3 If the complaint cannot be resolved the complainant may refer the matter to the Ombudsman, or seek a legal remedy.

7.9 Withdrawal of Complaints

A complainant may withdraw their complaint at any time during the investigation period.

City of West Torrens Council Policy - Customer Complaints

7.10 Discontinuation of an Investigation into a Complaint

An investigation into a complaint may be discontinued by the relevant Manager if the complainant fails to provide sufficient information about the complaint or in some way inhibits the investigation.

If a complaint is discontinued then the complainant will be advised in writing of the reasons for the discontinuation of the investigation.

7.11 Completion of an Investigation into a Complaint

Complainants will be advised in writing of the outcome of the investigation as soon as is practical once the investigation is finalised.

CITY OF WEST TORRENS



Council Policy: Internal Review of Council Decisions

Classification:	Council Policy
First Issued:	7 November 2000
Dates of Review:	30 July 2002, 4 September 2012, June 2015
Next Review Date	21 July 2020
Version Number:	4
DW Doc set ID:	306075
Applicable Legislation:	<ul style="list-style-type: none"> • Local Government Act 1999 (SA) • Government Business Enterprise (Competition) Act 1996 (SA) • Local Government (Financial Management and Rating) Amendment Act 2005 (SA)
Related Policies or Corporate Documents:	<ul style="list-style-type: none"> • Customer Complaints Council Policy • Whistleblowers Policy • Rates Rebates, Remissions and Postponement Policy
Associated Forms:	<ul style="list-style-type: none"> • Internal Review of a Council Decision
Note:	
Responsible Manager:	General Manager Organisational Support
Confirmed by Executive:	Date June 2015
Approved by Council:	Date 21 July 2015

City of West Torrens Council Policy - Internal Review of Council Decisions

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City of West Torrens Council Policy - Internal Review of Council Decisions

COUNCIL POLICY - Internal Review of Council Decisions**1. Preamble**

- 1.1 Council is committed to open and transparent decision making processes and to providing access to a fair and objective procedure for the internal review of its decisions, the decisions of its officers or people acting on behalf of Council.
- 1.2 Council will attempt to resolve all complaints about decisions of Council, its officers or people acting on behalf of Council without the need for formal review requests to be lodged, however, this may not always be possible.
- 1.3 This policy is developed in accordance with Section 270 of the [Local Government Act 1999](#) (the Act).

2. Purpose

- 2.1 To describe the principles and processes to be used when managing formal requests for the internal review of council decisions including registration, investigation, resolution and reporting.
- 2.2 To ensure that the process for managing an internal review of a council decision is fair, effective, transparent, consistent and timely.
- 2.3 To facilitate the use of information obtained from the internal review process to improve overall service delivery.
- 2.4 To ensure the objective analysis and assessment of the process originally undertaken in reaching the decision that is being disputed.

3. Scope

This Policy:

- 3.1 Only applies in those instances when a formal request for an internal review of a council decision is made.
- 3.2 Applies to those decisions made by:
 - The Council
 - Employees of the Council
 - Other persons acting on behalf of the Council, which have resulted or will result in an administrative act of the Council.
- 3.3 Does not apply to applications made by employees that relate to an issue concerning their employment. Such applications will be dealt with in accordance with the *Review of an Employment Related Decision - Employee Initiated Administration Policy*.
- 3.4 Will not apply when an alternative statutory process for review exists in other legislation, i.e:
 - [Development Act 1993](#) - appeals to the Environment, Resources and Development Court.
 - [Freedom of Information Act 1991](#) - request for an Internal Review
 - Review by the [SA Ombudsman](#).

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City of West Torrens Council Policy - Internal Review of Council Decisions

- Courts in respect to a s255 of the Act, Order to Environment, Resources and Development Court.
- Public and Environmental Council under the *Public and Environmental Health Act 1987*, which was repealed by the [South Australian Public Health Act 2011](#).

3.5 Does not exclude other rights and remedies available at law.

4. Definitions

- 4.1 An **Applicant** is any person who makes an application for an internal review of Council decision
- 4.2 A **Council Decision** is a decision of Council, an employee of Council made under delegation or by other people acting on behalf of Council.
- 4.3 **Elected Member/s** is the term used to define all members of Council, including the Mayor.
- 4.4 An **Employee** is any individual who is employed by CWT and includes agency staff and contractors.
- 4.5 A **Frivolous or Trivial complaint** is a complaint that is considered by the relevant departmental manager to be minor or without merit and therefore not worthy of action or when the resources required to address such complaints would be an unreasonable diversion of public resources.
- 4.6 An **Initial Review** is a review by the manager, or the reviewing officer designated by the manager, within the responsible area.
- 4.7 An **Internal Review of a Council Decision** is a review of a decision made by Council, its employees, or other people acting on behalf of Council. The request must arise from a grievance with a Council decision on access to a service, the way in which that service is delivered, or the application of regulatory powers.
- 4.8 For the purposes of this policy, **Manager** refers to a member of the management team.
- 4.9 **Personal Information** is any information or opinion that identifies a person. This could include:
- written records about a person
 - a photograph or image of a person.
- 4.10 The **Reviewing Officer** is the employee assigned to undertake an internal review of a council decision.
- 4.11 A **Vexatious Complaint** is any complaint:
- from a complainant who has consistently, over a period of time, complained about minor matters or the same matter, which have previously been dealt with and new no information has been provided by the complainant.
 - which the department manager, considers to be mischievous, without sufficient grounds or serving only to cause annoyance.

City of West Torrens Council Policy - Internal Review of Council Decisions

5. Principles

5.1 Commitment

5.1.1 Council commits to:

- treating all applicants with respect and courtesy.
- responding to applicant requests and enquiries promptly and efficiently.
- acting with integrity and honesty when dealing with applicants.
- providing relevant and timely feedback to the applicant.

5.1.2 All applications for an internal review of a council decision will be considered on their merits, the principles of natural justice will be observed and complainants will not suffer any reprisal from CWT for requesting an Internal Review of a Council Decision.

5.2 Privacy and Confidentiality

5.2.1 When a request for review is referred to the Elected Council for determination, the Council may consider the matter in confidence when it is lawful and appropriate to do so, subject to one of the clauses under Section 90(3) of the [Act](#) being satisfied.

5.2.2 The applicant's personal information will be used by the reviewing officer in relation to investigating and reviewing the application.

5.2.3 If the application is referred to the Ombudsman, the CWT will share any relevant information relating to the application with the Ombudsman in accordance with the [Ombudsman Act 1972](#).

5.2.4 Information contained within the application may be accessible under the [Freedom of Information Act 1991](#).

5.2.5 An applicant may apply directly to the CWT to suppress their personal details by completing and submitting an application [form](#). Forms are also available from Council's Civic Centre and the Hamra Centre Library.

5.2.5.1 The CEO will assess the application and may suppress the applicant's name or address details if the CEO is satisfied that the applicant's personal safety or that of any other person is at risk. Acceptance of such applications is at the discretion of the CEO.

5.2.6 CWT will respond to complaints alleging misuse of personal information within five (5) business days.

5.3 Data Collection

Statistical information may be used to identify areas/services/procedures that require review or that may need additional resources to provide the required level of service for customers.

City of West Torrens Council Policy - Internal Review of Council Decisions

5.4 Reporting

In accordance with Section 270(8) of the [Act](#), the CWT will provide a report in each annual report on the requests for an internal review of a council decision under this policy which will include:

- The number of requests for review received in the relevant financial year
- The matters to which the applications relate
- The outcome of the subsequent reviews, and
- Any other matter prescribed by Regulation

6. Procedure

6.1 Applications for a Review of a Council Decision

6.1.1 Requests for an Internal Review of a Council Decision may be lodged by any person with sufficient interest in a decision of Council.

6.1.2 Requests must be in writing, provide full details of the decision of Council, for which the applicant is seeking a review, including how the decision impacts on their rights and/or interests, and should be addressed:

If posted, to:

**The Chief Executive Officer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033**

If emailed, to:

**The Chief Executive Officer
City of West Torrens
csu@wtcc.sa.gov.au**

If faxed, to:

**The Chief Executive Officer
City of West Torrens
Facsimile: (08) 8443 5709**

6.1.3 If necessary, assistance will be provided to applicants to lodge a formal request for an Internal Review of a Council Decision using the Application for [Internal Review of a Council Decision Form](#), available from Council's website www.wtcc.sa.gov.au or from the Civic Centre. The CEO or their delegate may amend this form from time to time to suit operational needs.

6.1.4 The CEO is responsible for coordinating any requests for an internal review of council decision.

6.1.5 The CEO may refuse to consider an application if:

- s/he considers the matter to be trivial, frivolous or vexatious, lacks substance or credibility and therefore investigating the application is deemed unnecessary, unjustifiable or an inappropriate use of resources
- the applicant does not have sufficient interest in the matter.

In these instances the CEO will advise the applicant accordingly.

6.2 Application Assessment Model

6.2.1 The CEO will assess and determine all requests for an internal review of council decision and decide what action, if any, should be taken. This may include direct referral of the matter to the Elected Council, or to a person independent of the Council, to conduct the review. The CEO may elect to appoint another officer, independent of the original decision, to review the application e.g:

- A member of the Executive Management Team.
- A senior officer independent of the original decision,
- An internal review panel set up for that express purpose (i.e. It does not have permanent status),
- An independent review panel, mediation, conciliation or neutral evaluation.

6.2.2 Requests which will be directly referred to the Council for consideration or reconsideration include those regarding:

- Decisions made by the Council via a formal resolution
- Civic and ceremonial matters
- Any other matters at the discretion of the CEO.

The applicant must be informed if an application is referred to Council.

6.3 Time Frame and Progress Notification

6.3.1 An application for an internal review of council decision will be acknowledged in writing within five (5) business days of receipt and will include advice about the expected timeframe for dealing with the matter.

6.3.2 In most cases, applications for an internal review of council decision will be assessed within 21 business days. However, in some circumstances the review process may take longer and, in this instance, the applicant will be advised.

6.3.3 The applicant will be kept informed about progress of the review if it exceeds 21 business days

6.3.4 If a request for an internal review of council decision has been referred to Council, the applicant will be given the opportunity to provide a verbal submission, via a deputation, in relation to the report submitted by the CEO for Council's consideration.

6.4 Opportunity to Provide Additional Information

- 6.4.1 After initially assessing an application for an internal review of council decision, the reviewing officer will (if deemed appropriate) invite the applicant to provide further information to assist in understanding the applicant's concerns, issues to be investigated and the outcome or remedy sought.
- 6.4.2 Applicants are able to supply information relevant to the initial application at any time during the review process. However, if the additional information is determined by the reviewing officer to be of a different nature the applicant will be advised of the need to submit a separate application for an internal review of council decision.

6.5 Independent Review

- 6.5.1 At its absolute discretion, the Council may use alternate dispute resolution methods such as mediation, conciliation or natural evaluation to resolve an application in circumstances when the CEO or his/her delegate deems such a course of action appropriate and the applicant is amenable to that process.
- 6.5.2 Costs and expenses associated with mediation and/or conciliation will be shared equally between the Council and the other party in accordance with s271 of the [Act](#).
- 6.5.3 Applicants will be encouraged to participate cooperatively in the review process. However, this will not negate the applicant's right to seek external review through the [SA Ombudsman](#), other legal processes, or the judiciary at any time during the independent review process.

6.6 Applications relating to Rates

- 6.6.1 Council acknowledges its obligations to respond promptly to any request relating to the impact that a declaration of rates or service charges may have on ratepayers in accordance with s270 of the [Act](#).
- 6.6.2 As part of the process the Council or CEO (as part of the review process) will consider, if appropriate, the provisions available to ratepayers for rate relief or concessions as set out in the [Act](#). Council can also offer alternate payment arrangements in its endeavours to assist ratepayers to meet their rate debt.

6.7 Matters regarding Competitive Neutrality Pricing

- 6.7.1 Matters regarding competitive neutrality pricing should be referred to the [Australian Competition and Consumer Commission](#) (ACCC). The ACCC is an independent statutory authority appointed under the [Government Business Enterprise \(Competition\) Act 1996](#).

6.8 Outcome of Review

- 6.8.1 The outcome an internal review of a council decision will result in the original decision being upheld or overturned.
- 6.8.2 The applicant will be advised in writing of the outcome of the review within 5 business days of a determination being made.
- 6.8.3 Applicants who are unhappy with any stage or outcome of an internal review of council decision are at liberty to submit a complaint to the [SA Ombudsman](#) or seek other legal remedies.

CITY OF WEST TORRENS



Council Policy: Internal Review of Council Decisions

Classification:	Council Policy
First Issued:	7 November 2000
Dates of Review:	30 July 2002, 4 September 2012, June 2015, March 2017
Next Review Date	21 July 2020
Version Number:	4
DW Doc set ID:	306075
Applicable Legislation:	<ul style="list-style-type: none"> • Local Government Act 1999 (SA) • Government Business Enterprise (Competition) Act 1996 (SA) • Local Government (Financial Management and Rating) Amendment Act 2005 (SA)
Related Policies or Corporate Documents:	<ul style="list-style-type: none"> • Customer Complaints Council Policy • Whistleblowers Policy • Rates Rebates, Remissions and Postponement Policy
Associated Forms:	<ul style="list-style-type: none"> • Internal Review of a Council Decision
Note:	
Responsible Manager:	General Manager Organisational Support Business and Community Services
Confirmed by Executive:	Date June 2015
Approved by Council:	Date 21 July 2015

City of West Torrens Council Policy - Internal Review of Council Decisions

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City of West Torrens Council Policy - Internal Review of Council Decisions

COUNCIL POLICY - Internal Review of Council Decisions

1. Preamble

- 1.1 Council is committed to open and transparent decision making processes and to providing access to a fair and objective procedure for the internal review of its decisions, the decisions of its officers or people acting on behalf of Council.
- 1.2 Council will attempt to resolve all complaints about decisions of Council, its officers or people acting on behalf of Council without the need for formal review requests to be lodged, however, this may not always be possible.
- 1.3 This policy is developed in accordance with Section 270 of the [Local Government Act 1999](#) (the Act).

2. Purpose

- 2.1 To describe the principles and processes to be used when managing formal requests for the internal review of council decisions including registration, investigation, resolution and reporting.
- 2.2 To ensure that the process for managing an internal review of a council decision is fair, effective, transparent, consistent and timely.
- 2.3 To facilitate the use of information obtained from the internal review process to improve overall service delivery.
- 2.4 To ensure the objective analysis and assessment of the process originally undertaken in reaching the decision that is being disputed.

3. Scope

This Policy:

- 3.1 Only applies in those instances when a formal request for an internal review of a council decision is made.
- 3.2 Applies to those decisions made by:
 - The Council
 - Employees of the Council
 - Other persons acting on behalf of the Council, which have resulted or will result in an administrative act of the Council.
- 3.3 Does not apply to applications made by employees that relate to an issue concerning their employment. Such applications will be dealt with in accordance with the *Review of an Employment Related Decision - Employee Initiated Administration Policy*.
- 3.4 Will not apply when an alternative statutory process for review exists in other legislation, i.e.:
 - [Development Act 1993](#) - appeals to the Environment, Resources and Development Court.
 - [Freedom of Information Act 1991](#) - request for an Internal Review
 - Review by the [SA Ombudsman](#).

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- Courts in respect to a s255 of the Act, Order to Environment, Resources and Development Court.
- Public and Environmental Council under the *Public and Environmental Health Act 1987*, which was repealed by the [South Australian Public Health Act 2011](#).

3.5 Does not exclude other rights and remedies available at law.

4. Definitions

- 4.1 An **Applicant** is any person who makes an application for an internal review of Council decision
- 4.2 A **Council Decision** is a decision of Council, an employee of Council made under delegation or by other people acting on behalf of Council.
- 4.3 **Elected Member/s** is the term used to define all members of Council, including the Mayor.
- 4.4 An **Employee** is any individual who is employed by CWT and includes agency staff and contractors.
- 4.5 A **Frivolous or Trivial complaint** is a complaint that is considered by the relevant departmental manager to be minor or without merit and therefore not worthy of action or when the resources required to address such complaints would be an unreasonable diversion of public resources.
- 4.6 An **Initial Review** is a review by the manager, or the reviewing officer designated by the manager, within the responsible area.
- 4.7 An **Internal Review of a Council Decision** is a review of a decision made by Council, its employees, or other people acting on behalf of Council. The request must arise from a grievance with a Council decision on access to a service, the way in which that service is delivered, or the application of regulatory powers.
- 4.8 For the purposes of this policy, **Manager** refers to a member of the management team.
- 4.9 **Personal Information** is any information or opinion that identifies a person. This could include:
- written records about a person
 - a photograph or image of a person.
- 4.10 The **Reviewing Officer** is the employee assigned to undertake an internal review of a council decision.
- 4.11 A **Vexatious Complaint** is any complaint:
- from a complainant who has consistently, over a period of time, complained about minor matters or the same matter, which have previously been dealt with and new no information has been provided by the complainant.
 - which the department manager, considers to be mischievous, without sufficient grounds or serving only to cause annoyance.

City of West Torrens Council Policy - Internal Review of Council Decisions

5. Principles

5.1 Commitment

- 5.1.1 Council commits to:
- treating all applicants with respect and courtesy.
 - responding to applicant requests and enquiries promptly and efficiently.
 - acting with integrity and honesty when dealing with applicants.
 - providing relevant and timely feedback to the applicant.
- 5.1.2 All applications for an internal review of a council decision will be considered on their merits, the principles of natural justice will be observed and complainants will not suffer any reprisal from CWT for requesting an Internal Review of a Council Decision.

5.2 Privacy and Confidentiality

- 5.2.1 When a request for review is referred to the Elected Council for determination, the Council may consider the matter in confidence when it is lawful and appropriate to do so, subject to one of the clauses under Section 90(3) of the [Act](#) being satisfied.
- 5.2.2 The applicant's personal information will be used by the reviewing officer in relation to investigating and reviewing the application.
- 5.2.3 If the application is referred to the Ombudsman, the CWT will share any relevant information relating to the application with the Ombudsman in accordance with the [Ombudsman Act 1972](#).
- 5.2.4 Information contained within the application may be accessible under the [Freedom of Information Act 1991](#).
- 5.2.5 An applicant may apply directly to the CWT to suppress their personal details by completing and submitting an application [form](#). Forms are also available from Council's Civic Centre and the Hamra Centre Library.
- 5.2.5.1 The CEO will assess the application and may suppress the applicant's name or address details if the CEO is satisfied that the applicant's personal safety or that of any other person is at risk. Acceptance of such applications is at the discretion of the CEO.
- 5.2.6 CWT will respond to complaints alleging misuse of personal information within five (5) business days.

5.3 Data Collection

Statistical information may be used to identify areas/services/procedures that require review or that may need additional resources to provide the required level of service for customers.

City of West Torrens Council Policy - Internal Review of Council Decisions

5.4 Reporting

In accordance with Section 270(8) of the [Act](#), the CWT will provide a report in each annual report on the requests for an internal review of a council decision under this policy which will include:

- The number of requests for review received in the relevant financial year
- The matters to which the applications relate
- The outcome of the subsequent reviews, and
- Any other matter prescribed by Regulation

6. Procedure

6.1 Applications for a Review of a Council Decision

6.1.1 Requests for an Internal Review of a Council Decision may be lodged by any person with sufficient interest in a decision of Council [within six \(6\) months of the original decision](#).

[6.1.2 Council may, at its discretion, waive the six \(6\) month time limitation](#)

6.1.32 Requests must be in writing, provide full details of the decision of Council, for which the applicant is seeking a review, including how the decision impacts on their rights and/or interests, and should be addressed:

If posted, to:

**The Chief Executive Officer
City of West Torrens
165 Sir Donald Bradman Drive
HILTON SA 5033**

If emailed, to:

**The Chief Executive Officer
City of West Torrens
csu@wtcc.sa.gov.au**

If faxed, to:

**The Chief Executive Officer
City of West Torrens
Facsimile: (08) 8443 5709**

6.1.43 If necessary, assistance will be provided to applicants to lodge a formal request for an Internal Review of a Council Decision using the Application for [Internal Review of a Council Decision Form](#), available from Council's website www.wtcc.sa.gov.au or from the Civic Centre. The CEO or their delegate may amend this form from time to time to suit operational needs.

6.1.54 The CEO is responsible for coordinating any requests for an internal review of council decision.

6.1.5 The CEO may refuse to consider an application if:

- s/he considers the matter to be trivial, frivolous or vexatious, lacks substance or credibility and therefore investigating the application is deemed unnecessary, unjustifiable or an inappropriate use of resources
- the applicant does not have sufficient interest in the matter.

In these instances the CEO will advise the applicant accordingly.

6.2 Application Assessment Model

6.2.1 The CEO will assess and determine all requests for an internal review of council decision and decide what action, if any, should be taken. This may include direct referral of the matter to the Elected Council, or to a person independent of the Council, to conduct the review. The CEO may elect to appoint another officer, independent of the original decision, to review the application e.g:

- A member of the Executive Management Team.
- A senior officer independent of the original decision,
- An internal review panel set up for that express purpose (i.e. It does not have permanent status),
- An independent review panel, mediation, conciliation or neutral evaluation.

6.2.2 Requests which will be directly referred to the Council for consideration or reconsideration include those regarding:

- Decisions made by the Council via a formal resolution
- Civic and ceremonial matters
- Any other matters at the discretion of the CEO.

The applicant must be informed if an application is referred to Council.

6.3 Time Frame and Progress Notification

6.3.1 An application for an internal review of council decision will be acknowledged in writing within five (5) business days of receipt and will include advice about the expected timeframe for dealing with the matter.

6.3.2 In most cases, applications for an internal review of council decision will be assessed within 21 business days. However, in some circumstances the review process may take longer and, in this instance, the applicant will be advised.

6.3.3 The applicant will be kept informed about progress of the review if it exceeds 21 business days

6.3.4 If a request for an internal review of council decision has been referred to Council, the applicant will [be advised of the date that the matter will be presented](#) and be given the opportunity to provide a verbal submission, via a deputation, in relation to the report submitted by the CEO for Council's consideration.

6.4 Opportunity to Provide Additional Information

- 6.4.1 After initially assessing an application for an internal review of council decision, the reviewing officer will (if deemed appropriate) invite the applicant to provide further information to assist in understanding the applicant's concerns, issues to be investigated and the outcome or remedy sought.
- 6.4.2 Applicants are able to supply information relevant to the initial application at any time during the review process. However, if the additional information is determined by the reviewing officer to be of a different nature the applicant will be advised of the need to submit a separate application for an internal review of council decision.

6.5 Independent Review

- 6.5.1 At its absolute discretion, the Council may use alternate dispute resolution methods such as mediation, conciliation or natural evaluation to resolve an application in circumstances when the CEO or his/her delegate deems such a course of action appropriate and the applicant is amenable to that process.
- 6.5.2 Costs and expenses associated with mediation and/or conciliation will be shared equally between the Council and the other party in accordance with s271 of the [Act](#).
- 6.5.3 Applicants will be encouraged to participate cooperatively in the review process. However, this will not negate the applicant's right to seek external review through the [SA Ombudsman](#), other legal processes, or the judiciary at any time during the independent review process.

6.6 Applications relating to Rates

- 6.6.1 Council acknowledges its obligations to respond promptly to any request relating to the impact that a declaration of rates or service charges may have on ratepayers in accordance with s270 of the [Act](#).
- 6.6.2 As part of the process the Council or CEO (as part of the review process) will consider, if appropriate, the provisions available to ratepayers for rate relief or concessions as set out in the [Act](#). [The process for consideration is detailed in the Council Policy - Rate Rebate, Remissions and Postponement](#). Council can also offer alternate payment arrangements in its endeavours to assist ratepayers to meet their [rate](#) debt.

6.7 Matters regarding Competitive Neutrality Pricing

- 6.7.1 Matters regarding competitive neutrality pricing should be referred to the [Australian Competition and Consumer Commission](#) (ACCC). The ACCC is an independent statutory authority appointed under the [Government Business Enterprise \(Competition\) Act 1996](#).

6.8 Outcome of Review

- 6.8.1 The outcome an internal review of a council decision will result in the original decision being upheld or overturned.
- 6.8.2 The applicant will be advised in writing of the outcome of the review within 5 business days of a determination being made.

| City of West Torrens Council Policy - Internal Review of Council Decisions

- 6.8.3 Applicants who are unhappy with any stage or outcome of an internal review of council decision are at liberty to submit a complaint to the [SA Ombudsman](#) or seek other legal remedies.

DRAFT

8.5 Parking Permit Fees

Brief

Fees for parking permits proposed in this report for the 2017/18 financial year need to be adopted by Council pursuant to Section 188 of the *Local Government Act 1999*.

RECOMMENDATION(S)

The Committee recommends to Council that the fees and charges for parking permits proposed in this report for the 2017/18 financial year be adopted pursuant to Section 188 of the *Local Government Act 1999*.

Introduction

Fees for parking permits proposed in this report for the 2017/18 financial year need to be adopted by Council pursuant to Section 188 of the *Local Government Act 1999*.

Discussion

On 7 February Council resolved to defer the determination of parking permit fees for 2017/18 in favour of referral to CPPP for consideration. The following motion was carried:

MOVED: Cr Megan Hill SECONDED: Cr Graham Nitschke

That the fees relating to Parking Permits be deferred to the next CPPP meeting on 14 March 2017 for consideration.

The amendment was Put and Carried and on becoming the motion was **CARRIED**

Current permit fees are as follows:

Permit Type	Transitional Charges	New Charges		
		Zone Permit Vehicle Specific	Street Permit	
			Vehicle Specific	Trans-ferrable
Residential Permit				
- Initial application fee	N/A	No charge	No charge	No charge
- Issue Fee				
- One Year	\$15.00	\$50.00	\$35.00	\$50.00
- Two Year	\$25.00	\$90.00	\$60.00	\$90.00
- Pensioners	N/A	50% discount	50% discount	50% discount
Business Permit				
- One Year	N/A	N/A	N/A	\$200.00
- Two Year	N/A	N/A	N/A	\$380.00
Temporary Permits	No Charge	No Charge		
Community Services Permits	No Charge	No Charge		
Exemptions	No Charge	No Charge		
Visitor Voucher Booklet	\$14.00	\$14.00		
Replacement Permit	\$9.00	\$9.00		

Those proposed for 2017/18 are as follows:

Permit Type	Transitional Charges	New Charges		
		Zone Permit Vehicle Specific	Street Permit	
			Vehicle Specific	Trans-ferrable
Residential Permit				
- Initial application fee	N/A	No charge	No charge	No charge
- Issue Fee				
- One Year	\$16.00	\$51.00	\$36.00	\$51.00
- Two Year	\$26.00	\$91.00	\$61.00	\$91.00
- Pensioners	N/A	50% discount	50% discount	50% discount
Business Permit				
- One Year	N/A	N/A	N/A	\$200.00
- Two Year	N/A	N/A	N/A	\$380.00
Temporary Permits	No Charge	No Charge		
Community Services Permits	No Charge	No Charge		
Exemptions	No Charge	No Charge		
Visitor Voucher Booklet	\$15.00	\$15.00		
Replacement Permit	\$9.50	\$9.50		

Current permit numbers total 238. There were 121 issued in the 2014/15 financial year.

Conclusion

Fees for parking permits proposed in this report for the 2017/18 financial year need to be adopted by Council pursuant to Section 188 of the *Local Government Act 1999*.

Attachments

Nil

8.6 Progress on Implementing Council Decisions

Brief

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

RECOMMENDATION(S)

The Committee recommends to Council that the report be received.

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.

Furthermore, at the 29 August 2016 meeting of the Committee, the Chief Executive Officer agreed to incorporate completed actions into the attached 'Progress on Implementing Council Decisions Report'. Actions that have been completed since the preceding meeting of the Committee will be included on the report.

Discussion

A copy of the completed actions since 15 November 2016, and outstanding resolution actions to 21 February 2017 is provided for Members' information (**Attachment 1**). Updates/comments are to 7 March 2017.

Conclusion

The Progress on Implementing Council Decisions Report provides an update on completed and outstanding Council and Committee resolution actions for Members' information.

Attachments

1. Progress of Implementing Council Decisions

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
1	21/02/2017	Council	16.2 Frank Norton Reserve Fencing	Vlahos / O'Rielly that the Administration come back to Council with the design and costing of a fence surrounding the play area at Frank Norton Reserve.	Angelo Catinari	Report to be presented to Council meeting of 4 April 2017.	In progress
2	21/02/2017	Council	15.2 & 15.3 WestLINK Tram Network - Cr Mangos / Cr Nitschke	Woodward / Polito That the motions with notice from Cr Mangos and Cr Nitschke on the WestLINK Tram Network be deferred to allow a small working party to be formed to work through a composite motion and bring back to Council at a subsequent meeting. The Working Party to comprise: Working Party: Cr Nitschke, Cr Rypp, Cr Woodward, Cr Vlahos, Cr Palmer Staff: Chief Executive Officer, General Manager Urban Services	Terry Buss	A meeting of the Working Party to be organised on the CEOs return from leave (post 14 March 2017). GMUS to arrange.	In progress
3	21/02/2017	Council	17.1 Review of Council's By-Laws 2017	Mangos / Demetriou that: 1. The proposed By-laws numbered 1-5 as marked in Attachment 1 of the report be endorsed for public consultation and referred to the relevant State Government bodies. 2. The following draft Council Policies, each of which have been incorporated into one of the proposed By-laws, be released for public consultation in conjunction with the proposed By-laws in accordance with section 249 of the Local Government Act 1999: - Advertising on Council Land and Public Infrastructure - Use of Public Footpaths and Roads for Business Purposes - Memorials. 3. The Chief Executive Officer be authorised to make amendments of a formatting and/or minor technical nature to ensure the currency of the above listed Council policies.	Pauline Koritsa	In accordance with the statutory process the relevant By-laws were sent to the Dog and Cat Management Board and the Minister for Transport and Infrastructure on 22 February 2017. Public consultation on the By-laws will commence on Wednesday 22 March 2017.	In progress
4	21/02/2017	Council	17.3 Friendly City Agreement	Mangos / Nitschke that Council: 1. Authorises the Chief Executive Officer to investigate further the options available of entering into a Friendly City Agreement or Friendly Cooperative Relationship with an appropriate and suitable City Government of the Peoples Republic of China with the aim of preparing a Letter of Intent to establish such an agreement. 2. Seeks the support of the Shandong Chamber of Commerce in South Australia to assist Council explore options of appropriate and suitable City Governments of the Peoples Republic of China with which to establish such an agreement. 3. Notes that costs to manage an agreement are likely to be in the vicinity of \$20,000 per annum and that funding to support this will be considered as part of the annual budget setting process. 4. Supports the preparation of a China Strategy to guide the development of Council's partnerships in China to promote the City of West Torrens as a globally connected city and leverage these partnerships to enhance the urban, economic and social development of our City. 5. Receives a further report from the Chief Executive Officer in regard to the outcomes obtained from above recommendations 1, 2, and 4.	Terry Buss	Council approved exploring a Friendly City Agreement. Adriana Christopoulos working with the Shandong Chamber of Commerce to explore an arrangement with the City of Weifang. Letter of Intent currently being formalised. A further report will be provided to Council in due course.	In progress
5	07/02/2017	Council	16.1 DPTI - Access to Modelling Documentation for WestLINK	Woodward / Tsiaparis that Council write to DPTI seeking access to the modelling that was used to assess Henley Beach Road, Sir Donald Bradman Drive and Richmond Road as potential routes for the WestLINK tram extension.	Angelo Catinari	Detailed information regarding the AdeLINK Study was provided to Elected Members in an email from the Administration on 8 November 2016. The email included links to the WestLINK MCA report which considered two route options.	In progress
6	07/02/2017	Council	17.1 Fees and Charges 2017-18	Mangos / Haese that the fees and charges as detailed in Attachment 1 of the report be adopted pursuant to Section 188 of the Local Government Act 1999, subject to: 1. Proposed dog registration fees on page 7 of Attachment 1 - Fees and Charges 2017/18 being amended to provide a 50 per cent discount on all dogs registered on or after 1st January provided they are at the mandatory registration age of 3 months when registered. 2. Reference being deleted on page 4 of Attachment 1 - Fees and Charges 2017/18 to facility hire being "subject to endorsement of Corporate Planning, Policy and Performance Committee". 3. Dog registration fees for the 2016/17 financial year be amended to provide a 50 per cent discount on all dogs registered on or after 8 February 2017 provided they are at the mandatory registration age of 3 months when registered. 4. A refund of 50 per cent of the registration fee be made for all dogs registered between 1 January 2017 and 7 February 2017, subject to these dogs being at the mandatory registration age of 3 months when registered. Council also resolved that: Hill / Nitschke that the fees relating to Parking Permits be deferred to the next CPPP meeting on 14 March 2017 for consideration.	Bill Ross	6th March 2017 Dog registration fees on page 7 altered to provide for 50% discount on part year registrations Reference on page 4 deleted 2016/17 fees & charges document amended to provide for 50% discount on part year registrations Refunds of 50% raised by Compliance dept 6/3/17 - Still to complete - Parking Permit Fees - to be decided on 14th March by CPPP	In progress
7	07/02/2017	Council	17.2 Request for a section 270 Review of Council Decision	Rypp / Nitschke that having reviewed its decision of 1 November 2016 to not approve a \$3,000 sponsorship application from David Gaucci on behalf of Davine Interventioz Productions for a musical theatre production, 'Violet' to be held during February and March 2017 as part of the Fringe Festival, Council reaffirms its decision of 1 November 2016 to not approve this sponsorship application.	Pauline Koritsa	Response to applicant drafted.	In progress
8	07/02/2017	Urban Services Prescribed Standing Committee	11.1 Falcon Reserve Petition - Request to Install Fence	Farnden / Haese that: 1. Design and costing of a full fence be investigated and a further report be provided to Council. 2. Road signage be installed in the interim to improve driver awareness of the reserve and the presence of children. 3. The head petitioner be notified accordingly.	Angelo Catinari	Update report to be presented to the Urban Services Standing Committee meeting to be held on 4 April 2017.	In progress

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
9	07/02/2017	Urban Services Prescribed Standing Committee	11.2 Request for Liquor Licence - Western Youth Centre	Demetriou / Nitschke that: 1. The Western Youth Centre Inc.(WYC) be advised that Council (in its capacity as landlord) provides its consent for the grant of a Limited Club (Liquor) Licence at the facility to the Western Youth Centre Cricket Club on condition that the WYC, in its capacity as lessee of the facility, take responsibility for ensuring that there is no breach of the relevant Act or of the conditions of the liquor licence or anything that may result in the liquor licence being revoked or suspended. 2. The Western Youth Centre Inc. be further advised that the standard conditions contained within Council's Liquor Licensing policy (as follows at 2.3-2.12) will, where applicable, apply and that the following conditions will be embodied within a Deed of Variation (or similar document) to the existing lease agreement: 2.1 The liquor licence be solely for use by the Western Youth Centre Cricket Club. 2.2 The liquor licence to operate only during the cricket season and only between the hours of 6:30pm and 11:00pm on Saturdays when the "A" Grade Cricket team plays a home match or at times when a designated fundraising event has been approved by the WYC. 2.3 There shall be no entertainment on or in any balcony or outdoor area (the intention is to minimise the impact of noise). 2.4 There shall be no loudspeakers placed on or in the fascia of the premises, balcony or in any adjacent outdoor area or footpath (the intention is to minimise the impact of noise). 2.5 The licensee shall at all times ensure that noise levels should be in accord with EPA Guidelines and the Liquor Licensing Regulations. 2.6 All entertainment shall cease one hour prior to closing time (to reduce disturbance to residents). 2.7 No loudspeaker shall be placed closer than 4 metres to any entrance to or exit from the premises and at all times, any such loudspeaker is to be directed away from entrances or exits and into the premises proper (to minimise the 'spill out' of noise emissions). 2.8 All external doors and windows are to be closed when the 'in-house' sound system is in use (other than for playing low level background music), live entertainment is being undertaken or a jukebox is available for use (to minimise the 'spill out' of noise emissions). 2.9 No garbage or refuse, including empty bottles and cans, is to be moved from inside the premises to outside storage bins or areas between the hours of 11pm and 7am the following morning after an event (to reduce disturbance to residents). 2.10 Garbage or refuse, including empty bottles and cans, is not to be available for collection by waste disposal or similar operators (other than operators employed or organised by the CWT) between the hours of 11pm and 7am the following morning after an event (to reduce disturbance to residents).	Angelo Catinari	Deed of variation being prepared. Awaiting signature.	In progress
10	07/02/2017	Urban Services Prescribed Standing Committee	11.3 Reid Street Permit Update	Nitschke / Palmer that: 1. A permit for a term of 5 years commencing on 30 November 2016 at an initial permit fee of \$20,900 pa plus GST be granted to Thebarton Management Pty Ltd for use of that portion of Reid Street Thebarton as delineated in Attachment 1 of the report. 2. The permit fee escalate by Adelaide All Groups Consumer Price Index (CPI) (or similar index should that index be discontinued) on each anniversary of the commencement date. 3. The Mayor and Chief Executive Officer be authorised to sign and seal any documentation giving effect to the grant of permit.	Angelo Catinari	07/03/2017 - Letter sent to permit holder advising of Council's decision from its meeting held on 7 February 2017 along with the permit documentation for signing.	In progress
11	17/01/2017	Council	15.3 Beare Avenue Reserve Vandalism - Reward for Information	Mangos / Tsiaparis that Council offer a \$1,000 reward for information leading to the conviction of persons responsible for the vandalism and burning of play equipment at Beare Avenue Reserve Netley on or about 8 January 2017.	Pauline Koritsa	Messenger article 25 January 2017. Media and Events department following up with further information on Council social media.	In progress
12	17/01/2017	Council	16.1 Linear Park Remediation	McKay/ Rypp that the Administration urgently contact SA Water to ascertain what stage they are at regarding the reopening of the Linear Park track from Hardys Road to Jervois Street, and provide advice back to Council.	Angelo Catinari	24/02/2017 - SA Water and Council site meeting completed. 07/03/2017 - Letter sent to SA Water addressing points raised from previous correspondence from Council dated 27/01/2017. 07/03/2017 - Correspondence between SA Water and Council provided to Council for Members' information.	In progress
13	17/01/2017	Council	17.1 JAFA Sponsorship Application for 2017 Kodomo no Hi Japan Festival	Demetriou / Nitschke that: 1. It approves the sponsorship application from the Japan Australia Friendship Association (JAFA) for \$6,000 for its Kodomo no Hi Japan Festival to be held at the Thebarton Community Centre and Kings Reserve on 7 May 2017. 2. A report be presented to a future meeting of the Civic Committee detailing a proposed ongoing partnership arrangement with JAFA for future (post 2017) Kodomo no Hi Japan Festivals to be held at the Thebarton Community Centre and Kings Reserve.	Pauline Koritsa	Successful sponsorship letter has been posted to JAFA with request for invoice for \$6,000. In the process of scheduling meeting with JAFA to discuss ongoing partnership arrangement.	In progress
14	17/01/2017	Urban Services Prescribed Standing Committee	11.1 Potential Road Closures - Craig Street, Richmond, and Tyson Street, Ashford	Vlahos / Mangos that: 1. The report be noted. 2. Council Administration be authorised to commence the process of closure of the identified portion of road (extension of Weaver Avenue) on the northern side of Craig Street, Richmond (as per Attachment 3). 3. Further reports be provided to the Council as, and when, appropriate milestones are reached and/or when any additional authorisation(s) may be required as part of the road closure process and sale of the extension of Weaver Avenue that is north of Craig Street.	Angelo Catinari	30/01/2017 - Letter sent to owners of adjoining properties advising of Council resolution and seeking an indication from them as to whether they have any interest in purchasing the land. 06/03/2017 - Engage consultant to commence road closing process.	In progress
15	17/01/2017	Urban Services Prescribed Standing Committee	11.2 Proposed Footpath Installation - Horsley Street, Lockleys and Neptune Crescent, West Beach	McKay / Rypp that: 1. The scheduled footpath construction works on the eastern side of Horsley Street, Lockleys, as approved within the 2016/17 budget, be deferred to allow for wider consultation with local residents in neighbouring streets. 2. The Administration proceeds with the scheduled footpath construction works on the western and southern side of Neptune Crescent, West Beach, as approved within the 2016/17 budget. 3. The Administration advises the residents of Horsley Street and Neptune Crescent of Council's decision.	Angelo Catinari	06/03/2017 - Letter sent to all residents of Neptune Crescent, West Beach advising of Councils' decision. 06/03/2017 - Currently drafting wider consultation letter for Horsley Street, West Beach.	In progress

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
16	17/01/2017	Urban Services Prescribed Standing Committee	11.3 Cummins House Lease	Demetriou / Hill that: 1. Approval be sought from the Department of Planning Transport and Infrastructure (DPTI) for the grant of a short term extension of the current lease of Cummins House, on similar terms and conditions as the existing lease agreement, until 31 December 2018, or until such time as a final agreed position has been negotiated and determined by the parties 2. The Mayor and Chief Executive Officer be authorised to sign and seal such short term agreement. 3. The Administration be authorised to enter into formal negotiations with representatives from the the Department of Planning Transport and Infrastructure for the acquisition by Council of the Cummins House property. 4. A further report(s) be provided to Council should formal Council input be required throughout, or alternatively at the conclusion of, the negotiation process.	Angelo Catinari	27/01/2017 - Letter sent to DPTI advising of Councils' resolution and seeking appointment to commence negotiations. 30/01/2017 - Email sent to Cummins Society reps and caretakers providing link to report and minutes address newspaper article. 07/03/2017 - Awaiting letter of response from DPTI.	In progress
17	17/01/2017	Urban Services Prescribed Standing Committee	11.4 Private Parking Area Agreement - Charter Hall	Nitschke / Mangos that: 1. The Mayor and Chief Executive Officer be authorised to sign and seal any documentation to enter into an agreement with Charter Hall Limited under the Private Parking Areas Act to police the private parking area at 38 South Road Torrensville. 2. No timed parking restrictions be included in the agreement.	Angelo Catinari	07/03/2017 - Private parking agreement forwarded to Charter Hall for execution.	In progress
18	17/01/2017	Governance Prescribed Standing Committee	11.1 LGA Ordinary General Meeting 2017 - Notices of Motion and Appointment of Voting Delegates	Demetriou / Mangos that: 1. The recommended process for the lodgement of Notices of Motion for the April 2017 Local Government Association Ordinary Meeting, contained within this report, be approved. 2. Council delegates the authority to the Chief Executive Officer to finalise the wording of any Notices of Motion and submit them to the LGA. 3. Expenses be reimbursed in accordance with Council policy. 4. Effective 2018 LGA Ordinary General Meeting the position of Deputy Mayor be Council's proxy voting delegate. 5. That the number of motions to be submitted to the LGA by the City of West Torrens be limited to a maximum of three (3) at each meeting.	Pauline Koritsa	A further report was presented to Council on 21 February 2017 (Item 17.2) informing the Council that as no Notices of Motion had been received no further action is required.	In progress
19	17/01/2017	Strategy and Community Prescribed Standing Committee	11.1 Underdale/Torrensville Urban Employment Zone Development Plan Amendment	McKay / Rypp that: 1. Notes the approval of the Underdale/Torrensville Urban Employment Zone Development Plan Amendment by the Minister for Planning. 2. The appropriateness of the Urban Renewal Zone for the area identified in the Statement of Intent for the Underdale/Torrensville Development Plan Amendment be investigated. 3. The Underdale/Torrensville Urban Employment Zone Development Plan Amendment documentation be prepared for Council's consideration.	Pauline Koritsa	RFQ for consultant has been finalised. Initiation meeting to be held on 9 February.	In progress
20	13/12/2016	Council	15.1 Centenarians Publication	Mangos / Rypp that a report be presented to Council on the viability of placing a 4 - 8 page feature in future issues of Talking Points profiling the unique community aspects of West Torrens. These topics include, but are not limited to, our war veterans and early migrants.	Pauline Koritsa	Report to be presented to the Council meeting to be held on 7 March 2017	In progress
21	13/12/2016	Council	15.2 Westside Bikeway Bike Park	Woodward / McKay that Council investigate options, including community consultation, for a children's bike park within the Westside Bikeway as part of the 2017-2018 budget and business plan.	Angelo Catinari	Concept level planning to be included in Council's Budget 2017/18.	In progress
22	13/12/2016	Strategy and Community Prescribed Standing Committee	11.1 Community Plan Statutory Review	Demetriou / Tsiaparis that: 1. The reviewed Towards 2025 Community Plan be subject to public consultation pursuant to Council Policy - Public Consultation. 2. The feedback resulting from the public consultation be presented to Council, along with a final version of the reviewed Towards 2025 Community Plan, for its consideration and approval.	Pauline Koritsa	Community Plan currently out for community consultation, closing 11 February.	In progress
23	13/12/2016	Strategy and Community Prescribed Standing Committee	11.2 Review of Community Land Management Plans	Woodward / Nitschke that the updated draft Community Land Management Plans be subjected to public consultation/notification pursuant to Council Policy - Public Consultation for a period of 21 days commencing 30 January 2017.	Pauline Koritsa	Community Land Management Plans currently out for consultation, closing 20 February.	In progress
24	13/12/2016	Urban Services Prescribed Standing Committee	11.1 Request for Sign/Monument - Beare Avenue Reserve, Netley	Tsiaparis / Mangos that: 1. The applicant, the Kangaroo Island Pioneers Association (KIPA), be advised that Council provides its consent for the placement of interpretive signage, at Council's expense, featuring the wording provided within the applicant's submission (as per Attachment 3) on Beare Avenue Reserve, Netley. 2. Council's Administration proceed to develop a stylised historic sign.	Angelo Catinari	City Assets have advised the applicant via email of this resolution. Council Officers' will now proceed with developing a sign. Meeting scheduled with manufacturer for early March 2017 for the development of a pedestal sign. 07/03/2017 - Sign design 80% developed.	In progress
25	13/12/2016	Urban Services Prescribed Standing Committee	11.4 DPTI - Request to Erect Informational Signage - South Road, Torrensville	Nitschke / Mangos that: 1. The report be noted. 2. Council grant its consent in its capacity as landlord for the erection/installation of a gantry type Variable Message Sign by the Department of Planning, Transport and Infrastructure (DPTI) on Council land close to the air raid shelter on South Road, Torrensville, in accordance with the plans provided in Attachment 3 of this report, subject to any necessary planning consent. 3. Council enter into a licence (and associated permit) with DPTI, as indicated in the plans in Attachment 2 of this report, for a period of 5 years commencing from the date of installation, at a nominal rental of \$10p.a. (plus GST) payable on demand. 4. The Mayor and Chief Executive Officer be authorised to sign and seal any documentation in regard to the grant of a lease/licence and associated permit.	Angelo Catinari	10/01/2017 - The draft licence has been prepared by City Assets and forwarded to DPTI for comment with letter advising of Councils' resolution. Awaiting a response from DPTI.	In progress
26	13/12/2016	Urban Services Prescribed Standing Committee	11.7 Verran Avenue, Bennett Street and Ruddock Avenue Petition	Vlahos / O'Rielley that: 1. Traffic management issues raised by the petitioners be deferred to the Richmond/Mile End Local Area Traffic Management program. 2. Alteration of parking controls and installation of new street lighting in Ruddock Avenue be endorsed subject to consultation with directly affected residents.	Angelo Catinari	21/12/16 - draft consultation material being developed. 07/03/2017 - Parking controls completed. Awaiting street lighting upgrade.	In progress

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
27	22/11/2016	Community Facilities Prescribed General Committee	8.1 Thebarton Community Centre - Proposed Signage	Mayor Trainer / Demetriou that: 1. Its preferred signage location to the Eastern elevation of the Thebarton Community Centre be Option 1 as per the attachment within the agenda report, with the addition of the City of West Torrens logo. 2. Its preferred signage location to the Western elevation of the Thebarton Community Centre be as identified on Page 6 within the agenda report. 3. That all new signage installed be illuminated for night/evening identification and promotion.	Angelo Catinari	Entrance to Car park signage complete. Undertaking minor building works prior to building signage being installed. Report to be presented to the Community Facilities Committee to be held on 28 March 2017.	In progress
28	22/11/2016	Community Facilities Prescribed General Committee	8.2 Torrensville Bowling Club Update and Request for signage	Demetriou / Haese that: 1.The report be noted. 2. The Club be advised that Council provides its consent in its capacity as landlord for the club to erect 2 new signs at the end of the northern green and 2 new signs at the end of the southern green, in accordance with the information provided in the club's letter of 28 September 2016, subject to any necessary development consents being sought and obtained. 3. The Administration be authorised to enter into formal negotiations with the club in regard to the granting of a new long term lease for the club's premises (conditional upon the club surrendering its existing licence should this be necessary) and that the commercial arrangements that the club seeks to enter into (advertising and sub-lease of portion of the premises) be factored into the commencing rental under such a new lease. 4. A further report be provided to Council outlining the terms and conditions of the proposed new lease prior to the matter being referred for public consultation.	Angelo Catinari	20/01/2017 - Council valuer asked to provide a ground rental for Torrensville Bowling Club extended site. 30/01/2017 - Draft lease agreement provided to Torrensville Bowling Club for negotiation purposes. Discussed 7+7+7 (21 year) lease. Torrensville Bowling Club to discuss lease arrangements at their Board Meeting to be held on 14 March 2017 and provide a response to Council.	In progress
29	22/11/2016	Community Facilities Prescribed General Committee	8.3 Apex Park and Lockleys Oval - Update	Haese / Demetriou that a decision on the status of the existing Scouts Club building located in the South-West corner of the park be deferred until further discussion with stakeholders occurs.	Angelo Catinari	21/12/16 - There is currently a request from West Beach Lions Club to utilise existing scouts club building. Report to be presented to the Community Facilities Committee meeting to be held on 28 March 2017. 16/01/2017 - The Administration met with the Lions Club representatives on site to inspect the Scouts Building. Also advised that as the current lease (Scouts) is still operational, any interim shared use would need to be negotiated with them.	In progress
30	22/11/2016	Community Facilities Prescribed General Committee	8.5 Camden Oval Update	Demetriou / Tsiaparis that: 1. The report be noted. 2. The updated plan for the Camden Oval Complex, included as Attachment 1 to the report, be endorsed. 3. Council's Administration continue to instruct and meet with the nominated contractor and consult with the impacted lessee and licensee stakeholders in regard to progressing delivery of detailed design plans for the complex. 4. Subject to the nominated architects meeting capacity and capability requirements, a Project Advisory Group, comprising relevant Ward Councillors and Administrative staff, be established to provide input into and oversee the delivery of the detailed design plans for the Camden Oval complex. 5. The Camden Athletics Club be advised that Council supports their request for commemorative pavers to be placed within the site to recognise winners of the Camden Classic foot race.	Angelo Catinari	21/12/16 - Awaiting fee offer from the architects. 07/03/2017 - Currently engaging consultants.	In progress
31	01/11/2016	Urban Services Prescribed Standing Committee	11.1 Special Local Roads Application 2016-17	Haese / Palmer that: 1. The report be received. 2. The Administration continues to collaborate with the City of Charles Sturt to identify future funding opportunities for the West Beach Road upgrade project. 3. The grant funding allocation of \$1,250,000 received for West Thebarton Road reconstruction be recognised in the September Budget Review. 4. That consideration be given to undertaking maintenance works along West Beach Road to improve drainage and amenity of the area.	Angelo Catinari	Grant funding allocation of \$1,250,000 was recognised in September Budget Review. 30/12/2017 - Currently scoping maintenance works along West Beach Road. Submitted EOJ for a State Local Government Infrastructure Partnership grant to undertake upgrade work on this road. Report to be presented to Urban Services Standing Committee meeting to be held on 7 March 2017.	In progress
32	18/10/2016	Council	9.3 Item 17.1 Oakmont Crescent Reserve, Novar Gardens - Proposed Upgrade Brought Forward for Consideration at This Point in the Meeting	Hill / Demetriou that: 1. Local ward councillors and staff conduct a meeting with community representatives with varying views from around the Oakmont reserve to reach a negotiated compromise regarding the reserve's redevelopment and further, that the outcomes of the meeting be referred back to Council for a final decision on the reserves future development. 2. The one tree immediately adjacent 19 Miller Court, labelled as AP20 in the petitioners documents, be removed by Council at its earliest convenience, and any trees overhanging powerlines also be pruned as soon as possible.	Angelo Catinari	27/10/16 - Council officers are currently making arrangements for the public consultation meeting which will be scheduled to take place before the end of the calendar year. Public consultation letter to resident to be sent early March 2017. Report to be presented to the Urban Services Standing Committee meeting to be held on 6 June 2017.	In progress
33	18/10/2016	Council	17.2 City of West Torrens Annual Report 2015-16	Demetriou / O'Rielly that: 1. It approves the 2015-16 City of West Torrens' Annual Report, excluding the 2015-16 Annual Financial Statements, pursuant to the requirements of s31(1) of the Local Government Act, 1999. 2. The Chief Executive Officer be delegated authority to, prior to the publication of the City of West Torrens' 2015-16 Annual Report: (a) make minor changes of a technical or editorial nature if required; and (b) include the City of West Torrens' 2015-16 Annual Financial Statements following their adoption by Council at a November 2016 meeting.	Pauline Koritsa	The 2014-15 Annual Report was presented to Council at is 20 October Meeting and was approved by the Council. Annual Reports are currently being printed and will be submitted to the State Government within the applicable legislative time period.	In progress
34	04/10/2016	Council	17.2 Section 29 Development Plan Corrections	Demetriou / Palmer that the proposed corrections to the West Torrens Council Development Plan, pursuant to section 29 of the Development Act 1993, be deferred and subsequently considered along with any other feedback from Council on the Minister's Inner and Middle Metropolitan Corridor Infill Development Plan Amendment.	Pauline Koritsa	08/03/2017 - The Minister recently wrote to Council advising that DPTI has initiated investigations pursuant to sections 24 and 26 of the Development Act 1993, for the drafting of two Development Plan Amendments (DPAs) to review urban corridor design policies and zoning. Council staff will liaise with DPTI on the inclusion of corrections as the DPA progresses.	In progress

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
35	04/10/2016	Urban Services Prescribed Standing Committee	11.3 Leased Kindergarten Properties Within the City of West Torrens	Mangos / O'Rielly that: 1. The report be noted. 2. Council endorse the proposed amendment to the previously agreed Property Review strategy for dealing with the three (3) remaining kindergarten properties at Glandore, Kurralta Park and Netley. 3. Ground leases for the three (3) remaining kindergarten properties be negotiated with the Department for Education and Child Development (excluding the requirement to divest the properties) and a further report be provided to Council following the completion of these negotiations. 4. That the Administration seek clarity on the letter received from Department for Education and Child Development specifically around the requirement for an early termination clause, clarity around the words "no imminent plans in the near future to relocate any of the kindergartens ..." and seek clarification on the Department's longer term plans for the kindergartens.	Angelo Catinari	In accordance with Council resolution 4/10/16, letter sent to Mr Adam Daly, Property Officer in the Department for Education and Child Development, dated 11 October 2016 - requested the information/clarification sought in resolution 4. Negotiations regarding the ground leases are contingent on the response received. 30/12/16 - response has been received from DECD. Update report to be presented to the Community Facilities Committee to be held on 28 March 2017. Update report to be presented to the Urban Service Standing Committee meeting to be held on 4 April 2017.	In progress
36	04/10/2016	Governance Prescribed Standing Committee	11.1 Naming of a Road - Main Street Lockleys	McKay / Nitschke that, pursuant to s219 of the Local Government Act 1999, the extension of Main Street, Lockleys arising from the land division at the end of Main Street, Lockleys be named Main Street.	Pauline Koritsa	Newspaper article and allocation of the road name for Main Street Lockleys have been done. Once the notice appears in the Gazette, emails will be sent to the Valuer General, Surveyor General and the Registrar General	In progress
37	27/09/2016	Community Facilities Prescribed General Committee	7.1 Apex Park and Lockleys Oval Masterplan - Update Report	Haese / Rypp that: 1. The report be noted. 2. The amended plans be endorsed and that the Administration, via the Project Advisory Group, continue to work with the consultants to deliver detailed design plans, initially for Apex Park, and subsequently for Lockleys Oval.	Angelo Catinari	A meeting was held between Council staff and the consultants from Walter Brooke on 26 October - confirmed that consultants can proceed with developing the detailed design plans for Apex Park. Another meeting to be held around 10 November in relation to Lockleys Oval. 30/12/16 - consultants are continuing with detailed design and documentation. Update report to be presented to the Community Facilities Committee to be held on 28 March 2017.	In progress
38	27/09/2016	Community Facilities Prescribed General Committee	7.4 Camden Oval Masterplan Update	Demetriou / Rypp that: 1. The report be noted. 2. The amended Masterplan developed by JPE Design Studio for the Camden Oval complex, and included as Attachment 1 to this report, be endorsed. 3. Given the extensive public consultation which has previously been undertaken in respect of the proposed Masterplan, and the similarity of the current plan to that on which the consultation occurred, no further wider public consultation occur. 4. Detailed design and associated plans for the balance of the site (i.e. west of the eastern side of the proposed new shared path) be undertaken by the existing successful tenderer for architectural works.	Angelo Catinari	A meeting between Council staff and the design consultant was held on 21/10/16 to progress the detailed brief to engage the design consultant. Report to be presented to the Community Facilities Committee to be held on 28 March 2017.	In progress
39	27/09/2016	Community Facilities Prescribed General Committee	7.6 Weigall Oval - Update Report	Demetriou / Rypp that: 1. The report be noted. 2. The plans and concepts provided within this report be endorsed and that the Administration continue to progress the detailed design documentation to deliver the Stage 1 Masterplan outcomes.	Angelo Catinari	A meeting between Council staff and the consultants to progress detailed design and documentation was held on 21/10/16. 3/1/17 - design continuing. Report to be presented to the Community Facilities Committee to be held on 28 March 2017.	In progress
40	20/09/2016	Council	16.1 Promote donating unwanted hard waste items	Haese / Rypp that Council promotes, via its website, social media and Talking Points, especially at key times such as spring and summer, a positive message about donating good quality items to charities and op shops for resale rather than being disposed of in bins or via the hard waste collection service.	Bill Ross	In progress - Item currently under review by Regulatory Services.	In progress
41	20/09/2016	Council	16.2 National Malaya and Borneo Veteran's Association SA Memorial	Demetriou / McKay that Council support the placement of a suitable monument in the Hilton Memorial Gardens to commemorate and honour personnel of the Australian Armed Forces that served in the Malaya and Borneo conflicts 1948 - 1960 and 1962 - 1966 and that the CEO be authorised to finalise arrangements including a suitable location for the monument. The Presiding Member ruled that the motion be deferred to the 4 October 2016 meeting of Council. 04/10/2016 Council Meeting - the motion MOVED Cr Demetriou SECONDED Cr McKay was adopted.	Angelo Catinari	Planning for the placement of a suitable monument has commenced. Location selected within the Memorial Garden and meeting scheduled with Tillets to organise the installation.	In progress
42	20/09/2016	Council	20.2 Lockleys Oval - Coalition Governments Election Commitment	Mangos / Palmer that CEO write to Senator the Hon Fiona Nash and the Hon Simon Birmingham, seeking clarification of the funding commitment of \$3,250,000 to Lockleys Oval.	Terry Buss	CEO wrote to Senator the Hon Fiona Nash and the Hon Simon Birmingham, seeking clarification of the funding commitment. As at 7 March 2017 the Administration had not received any further advice from either Senator regarding the funding commitment.	In progress
43	20/09/2016	Finance and Regulatory Prescribed Standing Committee	11.6 Review of Hard Waste Collection Trial	Woodward / O'Rielly that the current at-call hard waste collection trial be extended until 30 September 2017 in its current form. At the conclusion of the extension the cost, service levels, and results of community survey be presented to Council for consideration.	Bill Ross	Variation to the Hard Waste At Call agreement has been undertaken to reflect Council's resolution in extending the program until 30 September 2017	In progress
44	20/09/2016	Strategy and Community Prescribed Standing Committee	11.2 Carparking Fund Legal Advice	Palmer / McKay that, as a result of the assenting of the Planning, Development and Infrastructure Act 2016, the establishment of a car parking fund and an associated Car Parking Contribution Fund policy be deferred until such time as the transitional legislation that will apply to an 'off-setting contribution scheme' is known.	Pauline Koritsa	3/11/2016 - Updated advice has been received from KelledyJones on 4 October 2016 advising that the transitional legislation outlines that an existing car parking fund will automatically become an off-setting scheme under section 197 of the PDI Act on the date of its commencement. Investigations on location and nature of a car parking fund/off setting scheme will be commenced.	In progress
45	20/09/2016	Finance and Regulatory Prescribed Standing Committee	11.4 Hours of Operation 2016/17 - Christmas and New Year	Demetriou / Palmer that the hours of operation of the Civic Centre, Hamra Centre Library and Depot be noted.	Bill Ross	Notices will be placed in key areas closer to the dates.	In progress

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
46	06/09/2016	Urban Services Prescribed Standing Committee	11.2 Conversion of Private Road and Land to Public Road	Demetriou / Nitschke that: action be undertaken to resume the parcels of private land laid out as Elm Avenue in Mile End to convert the whole of the road to public road.	Angelo Catinari	The road process order has commenced and a quote has been sought to undertake the investigative works. Report to be presented to the Urban Services Standing Committee to be held on 7 March 2017.	In progress
47	06/09/2016	Urban Services Prescribed Standing Committee	11.4 Ruthven Avenue, Glandore - Petition for Removal of Japanese Pagoda Trees	Woodward / Tsiaparis that: 1.The report be received 2. A further report to be presented to Council following public consultation with all the residents in Ruthven Avenue, Glandore. 3.The head petitioner is advised accordingly.	Angelo Catinari	13 Sept 2016 - response sent 9/9/16 to head petitioner Mr P and Mrs A Meaney (Doc Set ID 3330042) and staff are arranging for public consultation with all residents in Ruthven Ave. Until the public consultation has been completed and further report presented to Council this item will remain 'in progress' 25 Oct 2016 - Survey forms to be sent out to residents, and responses received, prior to Christmas. A further report will be presented to Council in early 2017. Report to be presented to the Urban Services Standing Committee meeting to be held on 4 April 2017.	In progress
48	02/08/2016	Urban Services Prescribed Standing Committee	11.1 George Street Upgrade Stage 2 - Street Consultation Summary	Nitschke / Vlahos that: 1. The report be received. 2. The Administration proceeds with the George Street - Stage 2 upgrade based on a revised version of the Option 3 road design (Attachment 1 of report). (This design variation will provide an additional two (2) on-street parking spaces and require the removal and replacement of a further two (2) existing street trees.)	Angelo Catinari	7/9/16 - The detailed design works have commenced. Design and documentation of upgrade 80% complete.	In progress
49	26/07/2016	Community Facilities Prescribed General Committee	7.3 Camden Oval - Masterplan Update	Demetriou / Vlahos that: 1. The report be noted; 2. The draft landscape Masterplan developed by JPE Design Studio for the Camden Oval facility be endorsed for stakeholder consultation; 3. Following consultation, the Administration be authorised to appoint a consultant to proceed with the development of detailed design plans for the complex; 4. A working party comprising the relevant Ward Councillors, Administration officers and the Chair of this committee be established to oversee the detailed design process; and 5. A further report be provided to this Committee following the completion of detailed design plans. 6. That the previous proposal to construct a footbridge over the Sturt Creek linking Camden Oval with the existing community facilities on the western side of the Creek be deferred.	Angelo Catinari	The landscape master/concept plan has been provided to all lessee/licensee users at Camden Oval (namely PHOS and Camden Sports and Social Club, Camden Athletics, Glenelg District Cricket, WT Birkalla Soccer Club, PHOS Netball) requesting feedback from them on the master/concept plan. Individual meetings have also been held with: * PHOS & Camden S&SC (Paul Williams) * PHOS Netball (Bruce Turner) * Camden Athletics (Colin Rowston and Frank McHugh) and * Glenelg District Cricket Club (Allan Scholz) The Administration has also met with WT Birkalla Soccer Club in regard to the synthetic pitch project. 7/9/16 - report will be going to Council on the design in due course. 2/11/16 - A meeting between Council staff and the design consultant was held on 21/10/16 to progress the detailed brief to engage the design consultant. The process to set up a working party is underway. Report to be presented to the Community Facilities Committee to be held on 28 March 2017.	In progress
50	26/07/2016	Community Facilities Prescribed General Committee	7.4 Thebarton Oval Complex Update - Torrensville Bowling Club / South Australian Amateur Football League (SAAFL)	Rypp / Haese that: 1. The report be noted; 2. The options presented by the club's consultant (other than the area identified as "indicative carparking extension (by Council)") be approved in principle and that the Torrensville Bowling Club be advised of this. 3. The Administration be authorised to enter into negotiations with the SAAFL to vary (reduce) the land currently occupied by the SAAFL and that, subject to satisfactory negotiations, a Deed of Variation be prepared at the cost of the Torrensville Bowling Club, to give effect to the reduction in land to be occupied by the SAAFL for execution by the SAAFL and Council. Further, that the Mayor and Chief Executive Officer be authorised to sign and seal the Deed of Variation. 4. Providing the SAAFL agrees to relinquish the additional land sought by the Torrensville Bowling Club on terms satisfactory to Council, and executes a Deed of Variation giving effect to this, the Administration be authorised to enter into negotiations with the Torrensville Bowling Club for the grant of a new long term lease over the land proposed to be occupied by the Torrensville Bowling Club. 5. A further report be provided to Council on completion of satisfactory negotiations between the Administration and the Torrensville Bowling Club outlining the proposed terms and conditions of the new lease, prior to necessary public consultation of the proposed grant of lease, to the Torrensville Bowling Club.	Angelo Catinari	30/08/2016 - the Secretary of the Torrensville Bowling Club has been advised of Council's in principle approval for the options presented by the Club and a copy of the resolution of Council from its meeting on 26 July 2016 has also been provided to the Club. A further report will be presented to Council in relation to the terms and conditions of a new lease. 2/11/16 - Council staff are currently developing Deed of Variation with SAAFL and Torrensville Bowling Club. Report to be presented to the Community Facilities Committee to be held on 28 March 2017.	In progress
51	03/05/2016	Urban Services Prescribed Standing Committee	9.1 Light Rail Expansion	Mayor Trainer / Cr McKay that: 1. Provide in principle support to the expansion of light rail; 2. Participate in the development of a comprehensive study into the State Government's AdeLINK light rail network, provided that a comprehensive governance process is developed outlining local government's involvement and role in the scoping study; and 3. Participate in further discussions with the Federal Government, State Government and neighbouring Councils within the proposed AdeLINK light rail network regarding funding and delivery options.	Terry Buss	Continuing. CEO and GM Urban Services attending meetings as required.	In progress
52	19/04/2016	Council	15.1 Capital Budget for Community Facilities	Woodward / Dua 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	The changes in items 1 and 2 were picked up in the March budget review which was being presented to Council on 17 May 2016 - completed. Item 3 is on hold until an asset sale occurs - in progress.	In progress

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
53	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.	Pauline Koritsa	30/06/2016 Transferred to Community Services for investigation. Resource constraints delaying investigation.	In progress
54	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	GM Corporate and Regulatory and Manager Regulatory Services are the two staff representatives. The Working Party has met on a number of occasions, which includes visits to the Waste Transfer Station, Aspitech, Visy, Suez/ResourceCo, APR and PGS. It has also met with Green Industries SA and Electronic Recycling Australia. A trip to Mildura is intended.	In progress
55	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.	Pauline Koritsa	Consulted with Cr McKay to clarify focus is on War Memorial honour boards. Scoped out task with Dean Ottanelli. Workers being deployed to locate, identify, measure and photograph boards in preparation for report back.	In progress
56	25/08/2015	Civic Committee	7.2 Thebarton Community Centre - Signage and Public Artworks	Demetriou / 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.	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. Recommend deferral to 2016/17 financial year. Upgrades for TCC currently being considered with a view to developing a plan for 2016/17. This includes signage.	In progress
57	16/09/2014	Council	15.3 Restoration of the Brickworks Kiln and Chimney	Mangos/Sarris 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.	In progress
58	07/02/2017	Council	17.3 Delegations required under the Local Nuisance and Litter Control Act 2016	Mangos / Hill that: 1. In exercise of the power contained in s44(1) of the Local Government Act 1999, the powers and functions under the Local Nuisance and Litter Control Act 2016, as specified in the proposed 'Instrument of Delegation' provided as Attachment 1 of this report, are hereby delegated this 7th day of February 2017 to the person occupying the office of Chief Executive Officer subject to the conditions and limitations specified herein or within the 'Instrument of Delegation'. 2. For the purposes of the delegations made by Council to the person occupying the role of Chief Executive Officer on this the 7th day of February 2017, all delegations to the person occupying the position of Chief Executive Officer extend to any person acting in the office of Chief Executive Officer.	Pauline Koritsa	The Chief Executive has further sub-delegated the relevant powers and functions. Delegation letters have been issued to the relevant officers. This action is completed.	Completed
59	07/02/2017	Council	17.4 State and Local Government Infrastructure Grant Application	Mangos / Tsiaparis that it endorse the Weigall Oval redevelopment as its priority project for funding under the State Local Government Infrastructure Partnership as detailed in the report.	Angelo Catinari	28/02/2017 - Submission lodged.	Completed
60	07/02/2017	Council	17.5 Murray Darling Association Region 7 Committee - Nominations for Regional Chair and Committee Members	Garth / Demetriou that Cr Mangos be nominated as a committee member on the Murray Darling Association Region 7 Executive Committee. Council also resolved that: Haese / Tsiaparis Cr Palmer be nominated as the Proxy Committee Member to Cr Mangos on the Murray Darling Association Region 7 Executive Committee.	Pauline Koritsa	The nomination form was received by the Murray Darling Association on 22 February 2017. An acknowledgement email that the nomination would be put forward for consideration was received the same day.	Completed
61	17/01/2017	Council	15.1 Novar Gardens Character Policy Area 26	Demetriou / Hill that the Administration writes to the Minister for Planning requesting that Character Policy Area No26 - Novar Gardens be included in Schedule 3(4)(f) of the Development Regulations 2008 to restrict the erection of front fences in this area except with development approval.	Pauline Koritsa	A letter was submitted to the Minister and an acknowledgement received. Awaiting confirmation of any action to be taken by the Minister regarding inclusion of fences as development within Novar Gardens Character Policy Area 26.	Completed
62	17/01/2017	Council	15.2 Community Infrastructure - Infill	Woodward/ Mangos that the City of West Torrens write to the Minister for Planning to express concern that the required community infrastructure for West Torrens is not aligned to the current and expected rate of infill and subdivision development in the parts of the City of West Torrens. In addition, to advise the Minister for Planning, that the low quality of new dwellings is contributing to over-use of the existing community infrastructure. The letter to also identify the significant recent and future contributions by the City of West Torrens to new and upgraded community infrastructure.	Pauline Koritsa	A letter was submitted to the Minister and an acknowledgement received. The letter outlined the lack of an appropriate funding mechanism aligned to gradual infill development resulting in demand for infrastructure prior to the community/council's capacity to pay.	Completed
63	17/01/2017	Council	15.4 Staffing Community Development	Mangos / Rypp that an additional 1.0 FTE staff resource in the Community Development team be referred to the 2017/18 budget for consideration in recognition of the increased community development initiatives, programs, services and events being delivered by Council.	Pauline Koritsa	Action taken. Additional staff resources referred to the 2017/18 budget for consideration.	Completed

Item No	Date	Meeting	Action title	Resolution / Action required	GM	Actions taken	Action status
64	17/01/2017	Council	15.5 AdelaideLINK Tram Network Proposal	O'Rielly / Vlahos that Item 15.5 AdelaideLINK Tram Network Proposal be deferred to allow Elected Members, in conjunction with the Chief Executive Officer, further opportunity to discuss the content of the motion to ensure a consistent and strong message is forwarded to DPTI regarding the proposed route for the WestLINK section of the AdelaideLINK Tram Network. Varied Motion Rypp/Mangos that the City of West Torrens writes to the Minister for Transport and Infrastructure, Stephen Mullighan MP to alert the State Government to the following and a copy of the letter be provided to local Federal and State MP's in the Western Suburbs as well: 1. The City of West Torrens acknowledges the work done to date from DPTI on the AdelaideLINK Tram Network Study Group. 2. From the briefing session DPTI recently provided Elected Members; the City of West Torrens Council is concerned that Henley Beach Road has been identified as the preferred route to link up the Airport and Henley Beach due to the following concerns: A. Henley Beach Road is too narrow to contemplate placing a two way Tram Line. B. Henley Beach Road could move from 2 lanes of traffic down to 1 lane of traffic which would negatively impact on vehicle road users. C. The option to heavily reduce or ban parking all together on Henley Beach Road will negatively impact on local businesses in our city and hence local employment. D. There will be a huge increase in side street parking which will have a negative impact on our local residents. E. If park and ride facilities are established, a big increase in people parking in our side streets is anticipated. This will have a huge impact on people being able to park in our side streets for the short term to support local businesses who will miss out as a result. This will have a big impact on local businesses in our city and hence local employment. F. Local residents won't be able to turn right from Henley Beach Road onto many of the side streets off Henley Beach Road to access their homes. This will mean people will have to travel further down Henley Beach Road than they really need to so they can do a U-Turn to go back towards their street. This will result in further congestion of an already congested road. G. There will be issues for cyclists and safety with a further congested road. H. Our city's landscape could be denigrated with the removal of trees which will have an impact on our local environment. 3. Council believes that in those circumstances Richmond Road via James Congdon Drive and Deacon Avenue would need to be considered as an alternative route. 4. Council is keen to ensure DPTI undertakes further consultation with local residents, preferably in the form of direct mail.	Terry Buss	This item is superseded by the report to Council on 21 February 2017 where it was moved that a Working Party be formed.	Completed
65	17/01/2017	Council	17.2 Nominations for the Local Government Advisory Committee on the Implementation of the New Planning System	McKay / Tsiaparis that Ms Hannah Bateman, Project Leader PDI, be nominated to the Local Government Association for nomination to the Local Government Advisory Committee.	Pauline Koritsa	Nomination has been submitted to the LGA.	Completed
66	17/01/2017	Urban Services Prescribed Standing Committee	11.5 George Street & Dew Street Roundabout - Land Acquisition	Nitschke / Mangos that the Chief Executive Officer and the Mayor be authorised to sign and seal any future documentation required for the acquisition of land for the George Street roundabout project.	Angelo Catinari	Certificate of consent for the Deposit of a Plan of Division for the George Street and Dew Street roundabout land acquisition signed and sealed 31/01/2017.	Completed
67	13/12/2016	Council	17.1 Community Grant Application from Camden Community Centre	Demetriou / McKay that Council supports the community grant application from Camden Community Centre for the sum of \$3,000 to install outdoor blinds at its Early Learning Centre.	Pauline Koritsa	Grant Approval letter emailed and posted to applicant, payment will occur on receipt of invoice from applicant.	Completed
68	13/12/2016	Council	17.2 Glenelg Baseball Club - Community Grant Request	Demetriou / McKay that Council approves the use of the community grant budget to reimburse the Glenelg Baseball Club for the reasonable costs associated with the purchase of a defibrillator for the clubrooms, to a maximum of \$3,000.	Pauline Koritsa	Defibrillator purchased, Team Leader Community Development will contact Club when it reopens in the new year to organise delivery and installation.	Completed
69	13/12/2016	Council	17.3 South Australian Local Government Grants Commission Nominations	Tsiaparis / Woodward that Cr Mangos be nominated as the local government member to the South Australian Local Government Grants Commission.	Pauline Koritsa	Nomination sent to the LGA on 9 January 2016	Completed
70	13/12/2016	Council	17.4 Nominations for the West Beach Trust Board of Management	McKay / Haese that the following persons comprise the panel of nominees for the Minister's consideration for appointment to the Board of Management of the West Beach Trust: 1. Cr Palmer 2. Cr Demetriou 3. Cr Hill	Pauline Koritsa	Nominations sent to Minister Rau 6 January 2017	Completed
71	13/12/2016	Council	17.5 Power Line Environment Committee Nominations	Polito / Vlahos that Cr Palmer be nominated as the Local Government Member on the Power Line Environment Committee.	Pauline Koritsa	Nominations sent to the LGA on 9 January 2017	Completed
72	13/12/2016	Council	18.1 Australia Day Awards: Nominations and Recommendations 2016	Demetriou / Rypp that: 1. Council approves and submits Council's nominees for Australia Day Council Awards, detailed in the attachment provided under separate cover, to the Australia Day Council for its consideration. 2. Council approves the City of West Torrens Australia Day Award recipients, detailed in the attachment provided under separate cover. 3. Media, Elected Members and the Administration refrain from publically discussing the names of nominees and/or recommended award recipients until all nominees have been advised of their nomination and the award outcomes. 4. The Administration contacts the nominees and nominators to advise them of Council's decision as soon as practical.	Pauline Koritsa	All nominees and nominators advised by letter dated 3 January 2017	Completed

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73	13/12/2016	Finance and Regulatory Prescribed Standing Committee	11.1 Form of the Council Budget and Annual Business Plan 2016/17	Rypp / Mangos that: 1. The budget and annual business plan for 2017/18 be in a similar form to that presented in 2016/17, incorporating: -A summary to explain key aspects of the document; -Strategic fundamentals that underpin the budget; -Forward estimates and the 10 year financial plan; -Capital and operational budget information; -Information on rates and rate modelling; and -Summary financial statements. 2. A meeting of the Council be used, as occurred in 2016/17, rather than a special public meeting for interested persons to ask questions and make submissions on the draft budget and annual business plan of the Council. 3. A similar process be used by Council otherwise to deal with the review of budget and related documentation for 2017/18 as occurred in 2016/17, incorporating: - Preparation of a summary of the budget and annual business plan for community consultation; and - A special meeting of the Finance and Regulatory Prescribed Standing Committee involving all Elected Members.Finance and Regulatory Committee Meeting Minutes 13 December 2016 Or Woodward requested as a part of the 2017/18 budget process that the Administration provide rate increase options for consideration, along with suggestions of lower priority items that Council could delete in taking up the options .	Bill Ross	Requirements noted and to be included in upcoming budget process.	Completed
74	13/12/2016	Urban Services Prescribed Standing Committee	11.2 National Servicemen's Association - Request to Use Kesmond Reserve for Car Parking	Demetriou / McKay that the National Servicemen's Association be advised that Council consents to use of (a portion of) Kesmond Reserve for car parking purposes in association with the memorial dedication event that the Association wishes to hold on 17 March 2017 on condition that: a) the Reserve is deemed suitable for use on the day by Council Administration (i.e. it is not too wet, etc.) b) the Association restricts car parking to the areas specified by Council Administration; and c) the Association restricts access to the Reserve to that/those entry point(s) nominated by Council Administration.	Angelo Catinari	20/01/2017 - Letter hand delivered to National Servicemen's Association advising of Councils' resolution. Redundancy measure also being put in place (temporary permit parking being organised for eastern side of Surrey Road and northern side of Barwell Terrace in the event that the oval is too wet to use). The National Servicemen's Association have been advised of all actions to be undertaken .	Completed
75	13/12/2016	Urban Services Prescribed Standing Committee	11.3 Proposed Footpath Installation - Horsley Street, Lockleys and Neptune Crescent, West Beach	McKay / Rypp that the item be deferred until the next meeting of the Urban Services Standing Committee on 17 January 2017.	Angelo Catinari	Report to again be tabled at the meeting on 17/1/17. Joe Ielasi to meet with ward Councillors on this matter prior to then.	Completed
76	13/12/2016	Governance Prescribed Standing Committee	11.2 Airport Over 50s Social Club Constitution	Mangos / Mayor Trainer that Council approve the amended Constitution of the Airport Over 50s Club Incorporated.	Pauline Koritsa	Letter sent 10 January 2017	Completed
77	22/11/2016	Community Facilities Prescribed General Committee	8.4 Weigall Oval Update	Demetriou / Tsiaparis that: 1. The report be noted. 2. The Stage 1 Weigall Oval Concept Plan be endorsed.	Angelo Catinari	Noted. Detailed design is underway.	Completed
78	15/11/2016	Council	8.1 Falcon Reserve (petition)	O'Reilly / Woodward that: 1. The Petition be received. 2. A report be presented to a future meeting of Council and the Head Petitioner be advised accordingly.	Angelo Catinari	Further report presented to the Urban Services Standing Committee meeting held on 7 February 2017.	Completed
79	15/11/2016	Council	12.1.1 - Item 7.9 - Additional Community Grant Funding Proposals	Rypp / Nitschke that: That the Civic Committee recommends to Council that Option 1 be approved, that is, increasing the maximum community grant available to applicants i.e. from \$3,000 to \$5,000, and extending to both Community and Environment Grants, as its preferred opinion for the use of the additional revenue derived from parking expiations.	Pauline Koritsa	Grant Guidelines have been reviewed and rewritten, Council report and new Guidelines have been prepared, added to agenda and authorised for Civic Committee 28 February 2017.	Completed
80	15/11/2016	Council	12.1.2 - Item 7.10 - Additional Aged Care Funding Proposals	Woodward/ Hill that: the allocation of the additional aged care funding resulting from investment interest from the sale of St Martins is used to: 2. Provide additional services to those already provided as part of the CHSP funding, as its preferred use of the additional aged care funding derived from the interest received on the investment of the funds received from the sale of St Martins. 3. Making available one grant of up to \$20,000 each year over a three-year period, via an expression of interest, to local service providers operating within the West Torrens area that addresses identified and evidenced gaps in current services, programs or projects which will make a significant impact on the health and wellbeing of older West Torrens residents. Funding for years 2 and 3 will be subject to demonstrated achievement of the agreed grant outcomes with the City of West Torrens; and 4. A report is brought back to the Civic Committee on the services to be provided by Council, with the associated projected costings, in order for the Committee to make a recommendation to Council on the services to be made available to its older residents.	Pauline Koritsa	Report has been completed detailing the recommended breakdown of services with associated project costings) - has been added to Agenda for Civic Committee 28 February 2017.	Completed
81	15/11/2016	Council	15.1 Friendship with Shandong Province	Mangos / Tsiaparis that: the Administration prepares a report for the presentation back to Council detailing the necessary steps, guidelines and resources required in defining and establishing an ongoing Friendship City Agreement between an appropriate City Government within the Chinese Province of Shandong.	Terry Buss	Detailed report provided to Council at its meeting on 21 February 2017.	Completed
82	15/11/2016	Council	15.2 Distribution of Centenarians Publication	Demetriou/ Rypp that: Council distribute extracts from their recently published book celebrating the community's centenarians in a future edition of Talking Points, subject to the approval of each contributor.	Pauline Koritsa	Action taken. Special feature included in the Summer 2017 edition of Talking Points.	Completed

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83	15/11/2016	Council	Infill dwelling approvals	Woodward asked the following question which the Presiding Member ruled would be taken on notice: How many infill dwelling approvals, in total and broken down into suburb data, have been granted since the new Development Plan commenced in June 2015, and how does this compare with the previous infill of dwelling approvals?	Angelo Catinari	Response to question is in 13 December 2016 Council Agenda	Completed
84	15/11/2016	Council	Congratulations to Mayor David O'Loughlin	Woodward / Rypp that: a letter of congratulation be sent to Mayor David O'Loughlin from Prospect for his appointment as President of the Australian Local Government Association.	Terry Buss	Letter of congratulations sent to Mayor David O'Loughlin 6 March 2017 congratulating him on his appointment as President of the ALGA.	Completed
85	15/11/2016	Council	17.1 Local Nuisance and Litter Control Draft Regulations Feedback	McKay / Palmer that: the feedback contained within the agenda report be provided as Council's response to the Local Nuisance and Litter Control Draft Regulations to the Local Government Association.	Pauline Koritsa	Feedback sent to the LGA on 23 November 2016.	Completed
86	15/11/2016	Council	17.2 The Future of OPAL in the City of West Torrens	Demetriou / Rypp that: 1. The attached OPAL Transition Action Plan be approved. 2. A dedicated officer be employed for a minimum of 2 years to continue the OPAL Program and deliver the attached Transition Action Plan. 3. Council's OPAL program be expanded to include all suburbs within the West Torrens community and to include Council's older residents.	Pauline Koritsa	Employment contract finalised for OPAL officer. OPAL Transition Plan now being implemented including expansion to all suburbs.	Completed
87	15/11/2016	Council	17.3 Reid Street - Request for Termination of Permit/Authorisation and Grant of New Permit/Authorisation	Nitschke / McKay that: 1. The report be noted. 2. The Council release the University of Adelaide from any obligations it may have in regard to the permit/authorisation on condition that the entities that comprise the Reid Torrens Partnership enter into an agreement on similar terms and conditions to that currently held by the University of Adelaide. 3. A new permit to the entities that comprise the Reid Torrens Partnership commence on the date of settlement of the adjoining property to the north (at this time anticipated to be on or about 30 November 2016) and run for a term of 5 years. The commencing fee for the permit be determined following the provision of valuation advice from Council's property consultant. The permit fee to escalate by Adelaide All Groups CPI (or similar index should that index cease to exist) on each anniversary of the commencement date during the term of the permit/authorisation. 4. The Mayor and Chief Executive Officer be authorised to sign and seal any documentation relating to the grant of permit and authorisation.	Angelo Catinari	21/12/16 - a draft permit has been forwarded to Reid Torrens Partnership for consideration. Consultants acting of behalf prospective permit holder have advised that they wish to change the permit holder entity. 07/02/2017 - Report provided to Council seeking a change of the permit holder. 07/03/2017 - Letter sent to permit holder advising of Council's decision from its meeting held on 7 February 2017 along with the permit documentation for signing.	Completed
88	15/11/2016	Council	17.4 Informal Gatherings Policy	O'Reilly / Palmer that: 1. The draft Council Policy - Informal Gatherings and Discussion be approved and commence on 24 November 2016. 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 - Informal Gatherings and Discussion.	Pauline Koritsa	Policy updated to the Policy Hub - November 2016	Completed
89	15/11/2016	Council	17.5 Annual Service Plans 1st Quarter 2016/17 Progress Update	McKay / Demetriou that: 1. Annual Service Plans 1st Quarter Progress Report 2016/17 be received, and 2. The nominated action from the City Strategy Annual Service Plan to finalise investigations and preparation of a draft Statement of Intent for the Employment DPA be deleted.	Pauline Koritsa	Action has been deleted.	Completed
90	15/11/2016	Council	17.6 Children and Vulnerable Persons Safety Policy	Demetriou / McKay that: 1. The draft Council Policy - Children and Vulnerable Persons Safety 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 - Children and Vulnerable Persons Safety.	Pauline Koritsa	New policy updated to the Policy Hub - November 2016	Completed
91	15/11/2016	Council	17.7 Council Policy - Grants, Sponsorships and Donations Programs	Woodward / Palmer that: 1. The draft Council Policy - Grants, Sponsorships and Donations Programs 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 - Grants, Sponsorships and Donations Programs.	Pauline Koritsa	Completed	Completed
92	15/11/2016	Council	17.9 Adelaide Cemeteries Authority Board Nominations	McKay / Rypp that: Cr Demetriou be nominated as the local government member to the Adelaide Cemeteries Authority Board.	Pauline Koritsa	Cr Demetriou nominated, form sent to LGA 28/11/2016	Completed
93	15/11/2016	Council	17.10 Premier's Climate Change Council Nominations	Haese / Tsiaparis that: Cr Mangos be nominated as the local government member to the Premier's Climate Change Council.	Pauline Koritsa	Cr Mangos nominated and nomination sent to LGA 28/11/2016	Completed
94	15/11/2016	Finance and Regulatory Prescribed Standing Committee	11.6 Budget Review - September 2016	Demetriou / Rypp that: the budget review changes for September 2016 be adopted pursuant to Regulation 9 of the Local Government (Financial Management) Regulations 2011.	Bill Ross	Budget Review changes adopted and updated into Financials and BIS	Completed
95	15/11/2016	Strategy and Community Prescribed Standing Committee	11.1 AdaptWest Regional Climate Change Adaptation Plan	Mangos / Palmer that: 1. Council submits the draft AdaptWest Regional Climate Change Adaptation Plan to the Minister for Climate Change for consideration and the implementation of identified actions for which the State Government is accorded responsibility. 2. The priority 'adaptation options' identified as the responsibility of Council within the AdaptWest Regional Climate Change Adaptation Plan be progressed and incorporated into Council's plans and programs via future Council reports and budgets. 3. Council works collaboratively with key parties identified within the draft AdaptWest Regional Climate Change Adaptation Plan, including residential and business sectors, State agencies, and the Cities of Charles Sturt and Port Adelaide Enfield, to progress the aims and priorities of the Plan into the future	Pauline Koritsa	The plan was submitted by Council to the Minister and by the Steering committee to the Minister for consideration of identified actions for which the state is accorded responsibility. Priority adaptation options have been reviewed and considered within the City Strategy draft budget and service planning process, and will be incorporated into corporate plans of Council scheduled for review in 2017/18. The project steering committee will continue to meet and assess the best operating model and governance arrangements for collaborative implementation.	Completed

9 OUTSTANDING REPORTS / ACTIONS

10 CONFIDENTIAL

Nil

11 OTHER BUSINESS

12 NEXT MEETING

9 May 2017, 6.30pm in the Mayor's Reception Room.

13 MEETING CLOSE