

Policies (to be placed on exhibition)

- Media
- Town Signs
- Pressure Sewer System
- Water Supply and Sewerage Headworks Charges
- Bus Stops and Bus Zones
- Rural School Bus Routes and Bus Stops
- Competitive Provision of Services
- Interest Free Sporting and Cultural Organisations
- Rates and Debtors Hardship

POLICY

Policy name	Media Policy
Responsible manager(s)	General Manager
Contact officer(s)	Executive Manager Communications and Tourism
Directorate	Communications and Tourism
Approval date	TBA 2017

Purpose

Council has an important relationship with the media. This relationship provides Council with an opportunity to keep the community informed and involved in its activities and programs.

This purpose of this policy is to:

- Provide for communication of Council affairs through the media
- Set a framework for an effective working relationship with media
- Promote positive coverage of Council affairs that is fair, accurate and reliable
- Identify spokespeople and their responsibilities.

The policy aims to:

- Ensure communication by Councillors and staff with the media is consistent, well informed, timely, appropriate and newsworthy
- Build Council's reputation and maximise accurate editorial coverage of Eurobodalla Shire Council's events, programs, services and decisions
- Promote positive media relationships
- Limit the publication of inaccurate information and reduce risk
- Clearly indicate Council's authorised spokespersons.

Policy statement

1	<p>Application</p> <p>This policy applies to communications between Eurobodalla Shire Council councillors and staff with the media and includes any communications:</p> <ul style="list-style-type: none"> • About Council affairs and related matters • At public speaking engagements. <p>The policy applied to council officials is defined in Council's Code of Conduct which reflects the Model Code of Conduct for Local Councils in NSW.</p> <p>This policy does not apply to:</p> <ul style="list-style-type: none"> • the distribution and publication of communications other than media releases for marketing, promotion and education purposes • advertising • media activities undertaken as part of Council's tourism promotion or other specific marketing projects. <p>Council reserves the right to choose when and where it will publish and distribute communications other than those covered in this policy, and the right to choose where it will place advertising.</p>
2	<p>Legislation</p> <p>The policy acknowledges the rights and responsibilities of councillors as elected representatives as outlined in: The Local Government Act 1993; the Media,</p>

	Entertainment and Arts Alliance Code of Ethics for journalists; addition of and the Australian Press Council's Statements of Principles, Specific Standards, Standards of Practice and Advisory Guidelines.
3	<p>Spokespeople – roles and responsibilities</p> <p>The Mayor and General Manager are the official spokespersons on Council affairs.</p> <ul style="list-style-type: none"> • The Mayor may designate Councillors to speak on his/her behalf. • The General Manager may designate directors to speak on his/her behalf, and managers and specialist staff to speak and respond to media queries on technical or operational matters. • As members of the community, Councillors are entitled to enter into public debate in their private capacity and make comment on Council affairs provided they clearly state that such public comment reflects their personal opinion and not that of the council or a committee of the Council. • The Chairs of committees can speak to media in regard to their particular portfolio with designated staff being able to comment on technical or administrative details about the issue at hand. • The Executive Manager Communications and Media Coordinator are authorised Council spokespersons on matters of fact or clarification, and will request that media credit their responses to 'a Council spokesperson'. • Staff and councillors should support Council decisions and refrain from using the media to make negative personal comments which are likely to undermine public confidence in the Council or local government generally. • Staff must not make political or controversial statements in or to the media on Council affairs, decisions and or events or about Councillors. <p>Within these guidelines, Council will openly discuss matters of interest with the media unless disclosure of certain information contravenes Council's obligation of confidentiality or privacy, duty of care, or could infringe other laws or regulations that govern Council operations.</p>
4	<p>Liaising with the media</p> <ul style="list-style-type: none"> • Media enquiries and requests for interviews should be directed to Council's communications unit through the Media Coordinator, who will coordinate Council's response with relevant staff and spokespeople. • The media service will be provided to media organisations and their representatives equally and without bias. • Media enquiries from media organisations and their representatives will be dealt with promptly and media can expect an acknowledgement of receipt of their query and a response in a timely manner. • Requests for information and matters raised in discussions with media organisations and their representatives will not be disclosed to other media organisations. • Media releases will be approved by the General Manager, a director, or the Executive Manager Communications on their behalf.

	<ul style="list-style-type: none"> • Council's communications unit is responsible for coordinating and distributing media releases and other media communications on behalf of the Mayor or the Council. • The General Manager will determine the priority of media releases. • Council media releases will be placed on Council's public website. • In consultation with Councillors, the General Manager may cease or refuse to provide Council's media service to individuals or organisations that do not act in accordance with the Australian Media, Entertainment and Arts Alliance Code of Ethics for journalists, and/or the Australian Press Council's Statements of Principles, Specific Standards, Standards of Practice and Advisory Guidelines.
5	<p>Incorrect information</p> <p>In the event that incorrect information or information that has personal or corporate reputation risk is published, the Executive Manager Communications will investigate and report to the General Manager on how the information came to be published. If necessary, the General Manager will issue or authorise a media release to be issued that conveys the correct information, or request that communications staff speak to the journalist concerned to request as published clarification or correction.</p>

Implementation

Requirements		Responsibility
1	<p>Implementation and Coordination</p> <p>This policy is to be implemented in conjunction with other media and corporate protocols. Council's Executive Manager Communications is responsible for ensuring this policy is implemented.</p>	Executive Manager Communications
2	<p>Concerns</p> <p>Concerns received regarding this policy will be recorded on Council's customer service request (CSR) or records system and handled in accordance with Council's Customer Service Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.</p>	Council officers
3	<p>Breaches</p> <p>Breaches of this policy will be dealt with in accordance with the Model Code of Conduct for Councils in NSW – that is staff will be disciplined while allegations against councillors, the Mayor or General Manager will be referred to the Office of Local Government.</p>	General Manager
4	<p>Complaints</p> <p>Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council's Complaints Policy.</p>	Public Officer
5	<p>Consultation</p> <p>Consultation regarding this policy will occur as relevant with key stakeholders and may include legislative bodies, other agencies, relevant legislation, industry guidelines, and public comment.</p>	Community key stakeholders

	Changes to this policy will be placed on public exhibition for 28 days to invite submissions from the community.	
--	--	--

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election unless council revokes it sooner. *Note: Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2016.*

This policy may also be reviewed and updated as necessary when legislation requires it; or council's functions, structure or activities change; or when technological advances or new systems change the way that council manages media interactions.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Customer concerns or complaints	Council records
Breaches	Council records

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
The Model Code of Conduct for Local Councils in NSW 2013	www.esc.nsw.gov.au www.dlg.nsw.gov.au
Local Government Act 1993	www.legislation.nsw.gov.au
NSW Defamation Act 2005	www.legislation.nsw.gov.au
Privacy Act 1988	www.legislation.nsw.gov.au

Other related external references

Name	Link
Division of Local Government	www.dlg.nsw.gov.au/
Australian Media, Entertainment and Arts Alliance Code of Ethics	www.meaa.org/meaa-media/code-of-ethics/
Australian Press Council's Statements of Principles, Specific Standards, Standards of Practice and Advisory Guidelines.	www.presscouncil.org.au/standards/

Definitions

Term	Definition
Council affairs	Includes matters before the council and other Council affairs and business, policy, interpretation of policy, management of Council business or staff, or other matters that may commit the Council's resources

Council officials	As defined by the Model Code of Conduct for Councils in NSW, Council officials include Councillors, members of staff of Council and other approved delegates, including volunteers and chairs of Council committees
Council staff	Council officials employed by Council who are not councillors
Media	Organisations that prepare or disseminate mass media information, including reporters, journalists and researchers working for or on behalf of such organisations, either accredited with or regulated by a recognised media industry peak body, or that acts in accordance with the Media, Entertainment and Arts Alliance Code of Ethics for journalists and/or the Australian Press Council's Standards of Practice and Advisory Guidelines.
Publication	The distribution of information via print or electronic media including but not limited to newspapers, radio, TV, and the internet.
Media enquiries	When the media requests more information in relation to a media release – for example an interview with a Council spokesperson – or a response or quote in relation to an issue they are reporting on. Media enquiries are coordinated by the communications unit.
Media Service	<p>Council's media service:</p> <ul style="list-style-type: none"> • Prepares, publishes and distributes media releases • Responds to media queries and requests for information • Provides quotes, photos, videos and inclusions when available • Organises media briefings and provides updates and clarification • Liaises with stakeholders on joint media activities • Engages on media's social media platforms where appropriate • Addresses incorrect information in media • Distributes and publishes other communications outside the application of the Media Policy including but not limited to; media for public relations activities to support tourism promotion or specific projects, and advertising and content for marketing, promotion and education purposes.

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	13 Jul 2007	Council	494	06.0380	Policy 'Media Releases Spokesperson for Council'
2	10 Sep 2013	Council	13/272	E13.7095	Reviewed and updated

Internal use

Responsible officer	General Manager			Approved by	Council
Minute	13/272	Report no	O13/56	Effective date	10 Sep 2013
File no	E13.7095	Review date	Sep 2016	Pages	5

Policy name	Town Signs
Responsible manager(s)	Divisional Manager, Strategic Services
Contact officer(s)	Land Use Planning Coordinator
Directorate	Planning and Sustainability Services
Approval date	TBA 2017
Strategic focus area	Sustainable
Delivery program link	S5.2 Maintain, update and communicate planning information and issues
Operational plan link	S5.2.2 Participate in State and regional planning forums and environmental reviews and report on and communicate issues relating to strategic planning

Purpose

The purpose of this policy is to provide opportunity for communities to promote the location and character of their town or village in a simple and attractive form of signage that is sensitive to its environment in its location, size and design. This recognises the value to the community of signage that promotes local places of interest for locals and tourists alike.

Policy aims

The policy aims to:

- Ensure consistency in the manner in which Council deals with approval of town signs;
- Ensure compliance with legislative requirements under the *Environmental Planning and Assessment Act 1979*, *Local Government Act 1993*, *Roads Act 1993* and *State Environmental Planning Policy No 64 Advertising and Signage*;
- Take such steps as are appropriate to ensure the erection of town signs does not detract from the use or amenity of the location;
- Make Council's policies and requirements for town signs readily accessible and understandable to the public.

Policy details

1	Application This policy applies to the erection of town signs on public or private land in the Eurobodalla Shire local government area.
2	Legislation Council will comply with the; <ul style="list-style-type: none"> - <i>Environmental Planning and Assessment Act 1979</i>; - <i>Local Government Act 1993</i>; - <i>Roads Act 1993</i>; and - <i>State Environmental Planning Policy No. 64 Advertising and Signage (SEPP 64)</i> In addition, all signs referred to in this policy must comply with Australian Standard AS1743: <i>Road Signs Specifications</i> .

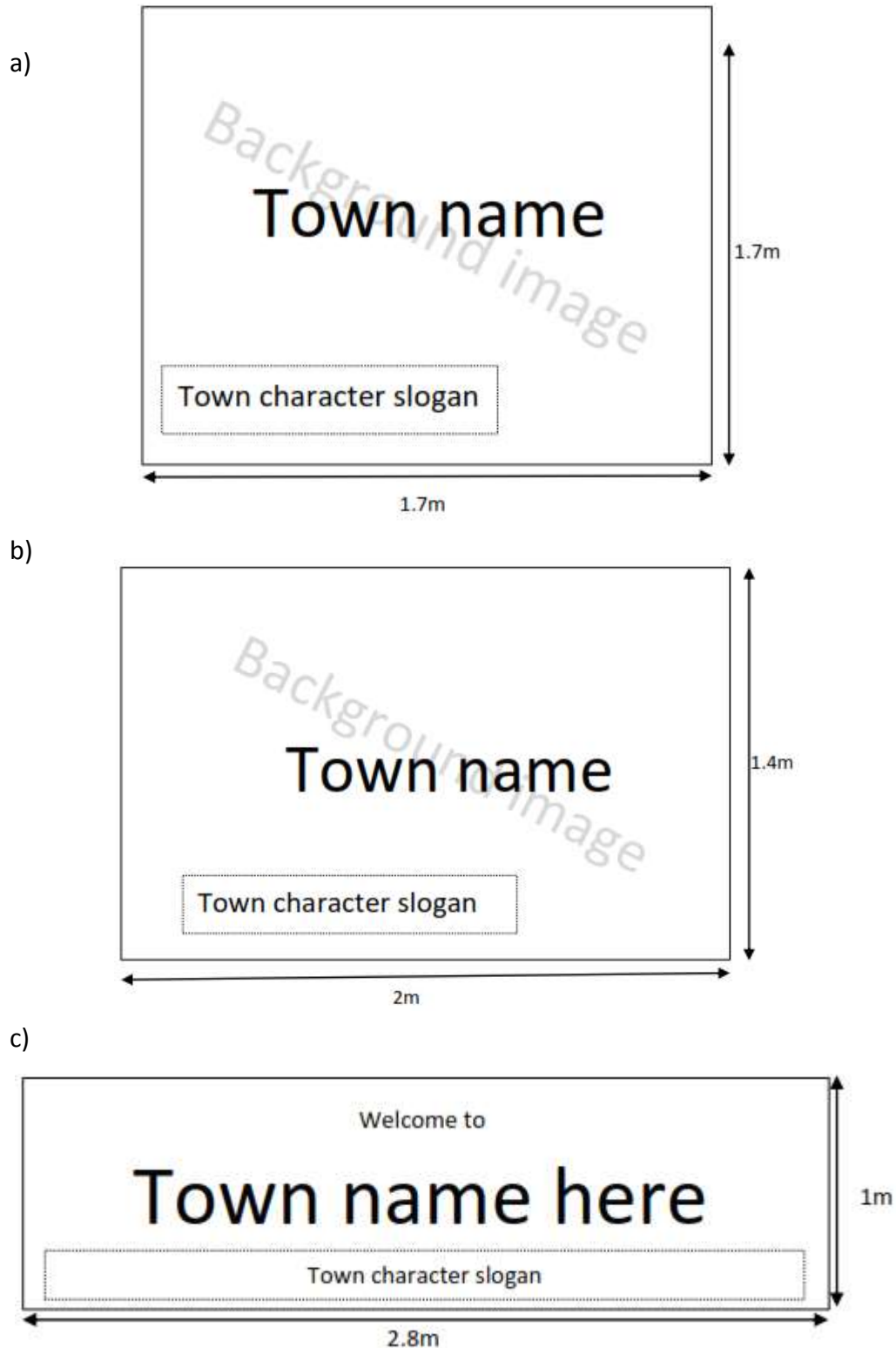
3	Policy objectives To provide direction & guidance in relation the erection of a town sign on public or private land.
4	Eligible towns or villages To be eligible for a town sign the town or village must provide a range of services for visitors. As a minimum, eligible towns or villages are expected to provide a range of facilities and services that visitors can access, including accommodation, food and fuel.
5	Princes Highway – NSW Roads and Maritime Services NSW Roads and Maritime Services (RMS) is responsible for, and has installed, road signs and directional signage on the Princes Highway to towns, villages and suburbs accessed by the highway. These signs (and all signs referred to in this policy) must comply with Australian Standard AS1743: <i>Road Signs Specifications</i> .
6	Location As a general principle, town signs will be permitted on land fronting primary access roads leading to towns or villages to promote that town or village within the following guidelines: <ol style="list-style-type: none"> 1. The sign is a permissible type or land use, or exempt land use on the land on which it is proposed; 2. The sign does not inhibit sightlines necessary for the safe passage of vehicles or pedestrians; and 3. The sign does not inhibit significant views. Where an eligible town or village is located on a terminating road, the town sign may be located near the intersection between the nearest through road and the primary access road.
6a	Design – Main town signs The design of Main Town signs will align with Council’s tourism marketing through: <ol style="list-style-type: none"> 1. the use of the positioning statement, ‘eurobodalla south coast NSW’; and 2. inclusion of the design element of a linear mountain shape. Other design elements shall include: <ol style="list-style-type: none"> 3. The Main town sign shall have a surface area no greater than 3.5m². 4. The Main town sign must be composed of no more than: <ol style="list-style-type: none"> a. “Welcome to [insert the name of the town]”; and b. the town slogan (optional). Any design will also comply with guidelines 6c Design - Other town signs (4-7), below.
6b	Design – Heritage town signs Council may consider an alternate design where a town other than a Main Town has a significant and unique heritage character that: <ol style="list-style-type: none"> 1. defines the town’s identity; and 2. is considered of tourism significance.

	See Section 10 below for design options. Any design will also comply with guidelines 6c Design - Other town signs (1-7) below.
6c	<p>Design – Other town signs</p> <p>The design of other town signs shall be as follows:</p> <ol style="list-style-type: none"> Size: <ol style="list-style-type: none"> have a surface area no greater than 2.8m²; with lettering from 150mm to 300mm in height. The sign must have the appearance of a single panel with a consistent visual theme, style and colour scheme. Sign design is encouraged to align with Council’s tourism marketing through the use of all or some of: <ol style="list-style-type: none"> the positioning statement, ‘eurobodalla south coast NSW’; and inclusion of the design element of a linear mountain shape. Where a town sign is visible to a person leaving the town, the rear of the sign carries a message thanking people for visiting. Signs, which because of colour, animation, siting or aspect detract from the value of traffic signals or road line marking are not permitted. The design includes provision for the addition of temporary event additions (section 9 below) such that, when installed, the additional signs appear as part of the town sign. Design specifications and content material of the signs shall, in the final event, be approved by the Council.
6d	<p>Design – Variations</p> <p>Designs for town signs which do not meet the requirements of Sections 6a-6c above may be considered by Council on merit having regard to:</p> <ol style="list-style-type: none"> the aims of this policy Schedule 1 Assessment criteria of SEPP 64 the views of the relevant community received through public consultation and the specific characteristics of the proposed sign and its location.
7	<p>Sign ownership and responsibility</p> <p>NSW Roads and Maritime Services is responsible for signs on the Princes Highway, however Council will take responsibility for the installation and maintenance of Main town signs. Council is also responsible for signs on local roads.</p> <p>Where a Heritage town sign or Other town sign is approved by Council, the cost of construction, installation and maintenance remains the responsibility of the applicant(s).</p>
8	<p>Maintenance and removal of town signs</p> <ol style="list-style-type: none"> Signs must be kept intact and in good repair at all times; and Council reserves the right to remove signs which no longer comply with the original approval or have fallen into disrepair.

9	Temporary event additions Temporary signs for religious, cultural, social or recreational events signs will be permitted to be attached to the town sign if they: <ol style="list-style-type: none">1. have a visual theme, style and colour scheme consistent with the town sign; and2. comply with the requirements of the <i>Eurobodalla Local Environmental Plan 2012: Schedule 2 – Exempt Development</i>.
---	---

10 Layout for town signs approved for Heritage or Other towns

Below are examples of how town signs can achieve their maximum allowable areas using different proportions (not to scale).



Implementation

Requirements		Responsibility
1	Development Consent A development application must be submitted pertaining to the town sign unless it is exempt development under the <i>State Environmental Planning Proposal (Exempt and Complying Development Codes) 2008</i> .	Development Assessment Officer
1a	Development on classified roads Where development is proposed on or on land fronting a road classified under the <i>Roads Act 1993</i> , written approval from NSW Roads and Maritime Services must accompany any development application lodged with Council.	Roads and Maritime Services
2	Staff Under supervision, applicable Council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.	Council Officers
3	Concerns Public concerns communicated to Council in relation to this policy will be recorded on Council's records system and handled in accordance with Council's Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.	Council Officers
5	Consultation Consultation with key stakeholders will occur in relation to this policy, as needed. Any substantial changes to the policy will be placed on public exhibition and public submissions invited, in accordance with the <i>Local Government Act 1993</i> .	Development Services, Community Planning Coordinator, Land Use Planning Coordinator

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

Note: Automatic revocation of the policy is provided for by section 165(4) of the *Local Government Act 1993*. The next general local government election is expected to be held in September 2020.

This policy may also be reviewed and updated as necessary when legislation requires it; or Council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages town signs.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Concerns or Complaints registered	Council records
Customer Feedback Survey Responses	Surveys
Internal or external review	Audit

Definitions

Word/Term	Definition
Public reserve, Public land	Council owned land as classified under the <i>Local Government Act 1993</i> and Crown land where Council is the trust manager. Includes road reserves, natural areas, areas of cultural significance, community land (general), parks and sportsgrounds
Town sign	A sign erected at an entrance point/way into a town or village that informs the travelling public of the imminent arrival to the town or village and the main character or important feature of the town or village.
Main town	For the purposes of this policy, the Main towns in the Eurobodalla Shire are Narooma, Moruya and Batemans Bay.
Heritage town	A town or village other than a Main town which has a significant and unique heritage character that defines the town or village's identity and is considered of tourism significance.
Other town	Town or village not defined elsewhere in this policy.

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Council's Signage Code	http://www.esc.nsw.gov.au/inside-council/council/council-policies
<i>Local Government Act 1993</i>	http://www.legislation.nsw.gov.au/#/view/act/1993/30

<i>Crown Lands Act 1989</i>	www.legislation.nsw.gov.au/maintop/view/inforce/act+6+1989+cd+0+N
<i>Roads Act 1993</i>	www.legislation.nsw.gov.au/maintop/view/inforce/act+33+1993+cd+0+N
<i>State Environmental Planning Policy (SEPP) No. 64 - Advertising and Signage</i>	www.legislation.nsw.gov.au/maintop/view/inforce/epi+199+2001+cd+0+N
<i>Eurobodalla Local Environmental Plan 2012</i>	www.legislation.nsw.gov.au/maintop/view/inforce/epi+333+2012+cd+0+N

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Standards Australia	Australian Standard AS1743 – Road Signs Specification

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	12 May 2015	Council	15/26	E06.0376	New policy commenced
2	dd mmm 2017	Council	TBA	E16.0297	Reviewed and updated (start of new Council term)

Internal use

Responsible officer		General Manager	Approved by	Council	
Min no	15/26	Report no	PSR15/015	Effective date	12 May 2015
File No	E06.0376	Review date	Sep 2020	Pages	8

Policy title	Pressure Sewer Systems
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Division Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	
Focus area	Sewer Services
Delivery Program link	S1.2 Operate and maintain Council's sewerage systems
Operational Plan link	S1.2.1 Operate sewerage systems

Purpose

This policy provides clear direction as to the extenuating circumstances when Council will permit pressure sewer systems to be connected to Council's gravity sewer system, and the conditions that must be met for such connections to be approved.

One of the main factors affecting sewage quality is septicity. Septicity is caused by the prolonged retention of sewage under anaerobic conditions, particularly during low flow periods. It can be avoided by limiting the retention time in pumping stations and pressure mains. Septicity of sewage leads to offensive odours and damage to sewers and is difficult to treat. To minimise the likelihood of septicity, collection system design includes provision for adequate ventilation of sewers, and minimising detention periods by avoiding the use of sewage pumping stations wherever practicable.

Conventional sewerage systems collect wastewater from serviced properties and transport the wastewater to a sewage treatment facility by gravity, assisted by catchment sewage pumping stations wherever necessary. Gravity collection systems are characterised by adequate ventilation and the least practicable number of pumping stations.

Council operates five gravity sewerage schemes at:

- Surf Beach, servicing the urban communities of Maloneys Beach, Long Beach, Surfside, North Batemans Bay, Batemans Bay, Batehaven, Catalina, Batehaven, Sunshine Bay, Denhams Beach, Surf Beach, Lilli Pilli and Malua Bay.
- Tomakin, servicing the urban communities of Mogo, Tomakin, Mossy Point, and Broulee.
- Moruya, servicing the urban communities of Moruya and Moruya Heads.
- Bingie, servicing the urban communities of Tuross Head and Turlinjah.
- Kianga, servicing the urban communities of Dalmeny, Kianga and North Narooma and Narooma.

Pressure sewerage is an alternative type of collection system to conventional gravity sewerage. In pressure sewerage schemes individual pumping stations deliver wastewater from each serviced property into a common pressure pipe which delivers the wastewater to a sewage treatment facility by pressure mains rather than by gravity. Pressure sewerage systems by design have inadequate ventilation and the maximum use of pumping stations, and therefore septicity is an inherent feature. Although pressure sewer is often cheaper to construct than gravity sewer, operational costs are usually greater due to the increased reliance on mechanical and electrical systems.

Pressure sewer catchments that discharge septic sewage into gravity systems can cause odour problems and a reduced life of gravity system components. Council therefore has a clear preference for conventional gravity sewerage.

Council however recognises that a conventional gravity sewerage system is not always practicable. This policy provides clear direction on the extenuating circumstances where pressure sewer systems will be permitted to connect to a gravity sewer system. Where this is permitted, the requirements for the installation, operation and maintenance of these systems will be in accord with this policy.

Policy aims

- Promote an integrated framework for dealing with Pressure Sewer Systems applications and for managing approved pressure sewer systems.
- Ensure consistency and fairness in the manner in which the Council deals with Developers.
- Ensure compliance with legislative requirements under the *Local Government Act 1993*.
- Promote awareness of the requirements of the *Act* with respect to Pressure Sewer Systems.
- Take such steps as are appropriate to ensure Pressure Sewer Systems are only installed where required.
- Make the Council's policies and requirements for Pressure Sewer Systems readily accessible and understandable to the public.

Policy details

1	Application This policy applies to all landowners in the Eurobodalla local government area.
2	Legislation <p>Section 68 of the <i>Local Government Act 1993</i> requires that a person may connect a private sewer with a public sewer under Council's control only with the prior approval of the Council, except in so far as a local policy adopted under Chapter 7, Part 3 of the Act allows the activity to be carried out without an approval.</p> <p>Eurobodalla Shire Council will comply with the <i>Local Government Act 1993</i>. www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/</p>

Implementation

Requirements		Responsibility
1	Code of Practice Where Council authorises the installation of pressure sewer systems, the systems will be installed, operated, maintained and managed in accordance with Council's <i>Pressure Sewer Systems Code of Practice</i> .	Council officers
2	Pressure Sewer Schemes Council, in consultation with the community, may decide to construct a pressure sewerage scheme to service an existing unsewered village in preference to conventional gravity sewerage as a low cost solution to allow the scheme to progress. All serviced properties within a pressure sewer scheme will have a pressure sewer system installed.	Council

3	<p>Gravity Sewer Schemes</p> <p>a) Council managed pressure sewer systems discharging into gravity sewer schemes will not be permitted where:</p> <ul style="list-style-type: none"> the property can be otherwise serviced by an extension of an existing gravity sewer or; the property is located within a drainage catchment where a conventional sewerage system consisting of gravity sewers and a sewage pumping station has the potential to service the equivalent of 10 or more dwellings i.e. equivalent tenements. <p>b) Council managed pressure sewer systems discharging into gravity sewer schemes may be considered:</p> <ul style="list-style-type: none"> in small drainage catchments where the maximum number of potential properties able to be serviced is less than 10 ET or; in areas with high water tables where it is impractical to install a gravity sewerage system. <p>c) The Director Infrastructure Services or Division Manager Water and Sewer must be consulted prior to a development consent that permits the installation of Council managed pressure sewer systems being issued.</p> <p>d) Where a property is serviced by a gravity sewer and the proposed development is not able to discharge to the property's sewer connection point by gravity, Council may approve a privately managed pressure sewer system, subject to:</p> <ul style="list-style-type: none"> the pumping station and rising main being located wholly within the lot being served. compliance with Council's On-site Sewage Management Code of Practice for privately managed pressure sewer systems. 	Council officers
4	<p>Construction</p> <p>The developer is responsible for the construction of the pressure sewer reticulation system and for the cost of supplying and installing individual pressure sewer units.</p>	Council officers
5	<p>Ownership</p> <p>a) Council managed pressure sewer schemes - Council will own and maintain the system including the pumping station, control unit, discharge pipeline and boundary kit at each premises.</p> <p>b) Council managed pressure sewer systems - Council will own and maintain the pressure sewer main and property service connections from the main to and including the boundary kit.</p> <p>c) Privately managed pressure sewer systems - the pumping station and rising main will be considered an on-site management system and the operation and maintenance of the system will be the responsibility of the landowner.</p>	Council
6	<p>Power Supply</p> <p>The pumping unit power supply will not be metered separately, and the occupant of the property being serviced will be responsible for the power costs.</p>	Occupant

7	Service Agreement Landowners are required to enter into a service agreement with Council. The service agreement will define the expectations of both parties in the operation and maintenance of the pressure sewer system.	Council Landowners
8	Staff Under supervision, applicable Council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.	Council officers
9	Concerns Concerns received regarding this policy will be recorded on Council's customer service request (CSR) or records system and handled in accordance with Council's Customer Service Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.	Council officers
10	Complaints Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council's Complaints Policy.	Public Officer
11	Consultation Consultation regarding this policy will occur as relevant with key stakeholders and may include legislative bodies, other agencies, relevant legislation, industry guidelines, and public comment. Public submissions regarding this policy are invited and considered during the policy exhibition period.	As required

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

Note: Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.

This policy may also be reviewed and updated as necessary when legislation requires it; or Council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages Pressure Sewer Systems.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Delivery Program/ Operational Plan outcomes achieved	Council reporting
Concerns or complaints registered	Council records
Customer feedback, survey responses	Surveys
Internal or external review	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Related Council Policy or Code of Practice	www.esc.nsw.gov.au/inside-council/council/council-policies
Local Government Act 1993	www.legislation.nsw.gov.au/maintop/view/inforce/act+30+1993+cd+0+N

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/29 1	E09.3418	Policy commenced
2	10 Sep 2013	Council	TBA	E13.7095	Reviewed and updated (start of new Council term)
3	dd mmm 2016	Council	TBA	E16.0297 E06.0374	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	Director Infrastructure Services			Approved by	Council
Minute #	TBA	Report #	TBA	Effective date	TBA
File	E06.0374 E16.0297	Review date	Sep 2020	Pages	5

Policy title	Water Supply And Sewerage Headworks Charges
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Division Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	TBC
Focus area	Sustainable Communities
Delivery Program link	S2.1 Provide and Renew Water Infrastructure
Operational Plan link	S2.1.1 Deliver Capital and Renewal Works Program

Purpose

The provision of existing water and sewer services, including operations and maintenance activities, asset renewals and level of service upgrades is funded by income derived from existing consumers through water and sewer availability and usage charges. New infrastructure required to service development is funded by the developer through direct construction costs and headworks charges. That is, the developer funds the construction of new assets required to service their development, and contributes to capacity upgrades of the existing system required to accommodate the additional demand of development.

Section 64 of the Local Government Act 1993 provides that council may require a contribution from developers towards the cost of water and sewer management works i.e.: headworks where Council has developed a Development Servicing Plan in accordance with the Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (NSW Office of Water).

Council's Development Servicing Plans (2005) for Water Supply and Sewerage Services have determined the charges to be applied to developers for the increase in demand or loading that an average residential dwelling or house, otherwise known as an 'equivalent tenement' (ET), will have on council's water and sewer infrastructure. Headworks charges for development other than an average residential dwelling are determined by assessing the demands on Council's water supply and sewerage infrastructure of that development and comparing them with an equivalent tenement. Development is therefore assessed in numbers of ET, and water and sewer headworks charges are levied as multiples of the adopted developer charges.

It is therefore important to define the demand of an equivalent tenement to enable an assessment of the impact of different types of development. This policy establishes the water and sewer demands of an equivalent tenement for the local area to be used in the determination of headworks charges, and defines the equivalent tenement demands to be used when assessing common types of development.

Policy aims

- Promote an integrated framework for determining water and sewer headworks charges;
- Ensure consistency and fairness in the manner in which the Council deals with developers and ratepayers;
- Ensure compliance with legislative requirements under *Local Government Act 1993*;

- Promote awareness of the requirements of the Act with respect to the construction of works for developers; and
- Make the Council's policies and requirements for water and sewer headworks charges readily accessible and understandable to the public.

Policy details

1	Application <p>This policy applies to all new developments in accordance with Council's Water Supply Services and Sewerage Services Development Servicing Plans.</p>
2	Legislation <p>This policy ensures Eurobodalla Shire Council's compliance with Section 64 of the <i>Local Government Act 1993</i> www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/</p>

Implementation

Requirements			Responsibility																		
1	Local Equivalent Tenement Demands The local Equivalent Tenement demands to be used in the determination of headworks charges are: <ul style="list-style-type: none">For water - 180 kilolitres/ET annual demand or 1500 litres/ET peak day demandFor sewer - 120 kilolitres/ET annual demand or 900 litres/ET peak day demand		Development Assessment officers																		
2	Vacant Land The following equivalent tenements shall be used for subdivision of land in which additional vacant lots are created: <table><tr><th>Category</th><th>Water ET</th><th>Sewer ET</th></tr><tr><td>Small Residential Lot (<500m²)</td><td>0.8</td><td>1.0</td></tr><tr><td>Standard Residential Lot (500m²-2000m²)</td><td>1.0</td><td>1.0</td></tr><tr><td>Large residential Lot (>2000m²)</td><td>1.2</td><td>1.0</td></tr><tr><td>Commercial Lot</td><td>1.0</td><td>1.0</td></tr><tr><td>Industrial Lot</td><td>1.0</td><td>1.0</td></tr></table>	Category	Water ET	Sewer ET	Small Residential Lot (<500m ²)	0.8	1.0	Standard Residential Lot (500m ² -2000m ²)	1.0	1.0	Large residential Lot (>2000m ²)	1.2	1.0	Commercial Lot	1.0	1.0	Industrial Lot	1.0	1.0		Development Assessment officers
Category	Water ET	Sewer ET																			
Small Residential Lot (<500m ²)	0.8	1.0																			
Standard Residential Lot (500m ² -2000m ²)	1.0	1.0																			
Large residential Lot (>2000m ²)	1.2	1.0																			
Commercial Lot	1.0	1.0																			
Industrial Lot	1.0	1.0																			
3	Multi-Residential Development (Units) The following equivalent tenements shall be used for multi-residential developments: <table><tr><th>Category</th><th>Water ET</th><th>Sewer ET</th></tr><tr><td>1 bedroom</td><td>0.4</td><td>0.5</td></tr><tr><td>2 bedrooms</td><td>0.6</td><td>0.75</td></tr><tr><td>3 bedrooms</td><td>0.8</td><td>1.0</td></tr></table>	Category	Water ET	Sewer ET	1 bedroom	0.4	0.5	2 bedrooms	0.6	0.75	3 bedrooms	0.8	1.0		Development Assessment officers						
Category	Water ET	Sewer ET																			
1 bedroom	0.4	0.5																			
2 bedrooms	0.6	0.75																			
3 bedrooms	0.8	1.0																			

4	Multi-Residential Development (Duplex/Dual Occupancy) Where there is a potential for the property to be subdivided to create multiple lots with a residence on each lot, the equivalent tenements shall be calculated in accordance with Clause 2 Vacant Land. Where the lot size or layout is such that the property cannot be further subdivided, the equivalent tenements shall be calculated in accordance with Clause 3 Multi-Residential Development (Units).	Development Assessment officers																								
5	Multi-Residential Development (Secondary Dwellings) Development Consents involving the construction of a secondary dwelling where the floor area of the secondary dwelling is not more than 60 square metres shall be exempt from Headworks Charges. Development Consents involving the construction of a secondary dwelling where the floor area of the secondary dwelling is greater than 60 square metres shall be calculated in accordance with Clause 3 Multi-Residential Development (Units).	Development Assessment officers																								
6	Accommodation The following equivalent tenements shall be used for accommodation providing developments: <table border="1" data-bbox="295 996 1212 1388"> <thead> <tr> <th>Category</th><th>Water ET</th><th>Sewer ET</th></tr> </thead> <tbody> <tr> <td>Motel / Hotel (per room)</td><td>0.3</td><td>0.4</td></tr> <tr> <td>Bed and Breakfast / Guest House (per room)</td><td>0.3</td><td>0.4</td></tr> <tr> <td>Caravan Park (per short-term site)</td><td>0.3</td><td>0.4</td></tr> <tr> <td>Caravan Park (per permanent site)</td><td>0.6</td><td>0.75</td></tr> <tr> <td>Backpackers / Hostel (per bed)</td><td>0.15</td><td>0.2</td></tr> <tr> <td>Caretakers Residence</td><td>1</td><td>1</td></tr> <tr> <td>Serviced Apartments (use multi-residential development)</td><td></td><td></td></tr> </tbody> </table>	Category	Water ET	Sewer ET	Motel / Hotel (per room)	0.3	0.4	Bed and Breakfast / Guest House (per room)	0.3	0.4	Caravan Park (per short-term site)	0.3	0.4	Caravan Park (per permanent site)	0.6	0.75	Backpackers / Hostel (per bed)	0.15	0.2	Caretakers Residence	1	1	Serviced Apartments (use multi-residential development)			Development Assessment officers
Category	Water ET	Sewer ET																								
Motel / Hotel (per room)	0.3	0.4																								
Bed and Breakfast / Guest House (per room)	0.3	0.4																								
Caravan Park (per short-term site)	0.3	0.4																								
Caravan Park (per permanent site)	0.6	0.75																								
Backpackers / Hostel (per bed)	0.15	0.2																								
Caretakers Residence	1	1																								
Serviced Apartments (use multi-residential development)																										
7	Residential Care The following equivalent tenements shall be used for residential care developments: <table border="1" data-bbox="295 1523 1212 1736"> <thead> <tr> <th>Category</th><th>Water ET</th><th>Sewer ET</th></tr> </thead> <tbody> <tr> <td>Nursing Home (per bed)</td><td>0.4</td><td>0.5</td></tr> <tr> <td>Self-Care Retirement unit (1 bedroom)</td><td>0.4</td><td>0.5</td></tr> <tr> <td>Self-Care Retirement unit (2 bedroom)</td><td>0.6</td><td>0.75</td></tr> <tr> <td>Self-Care Retirement unit (3 bedroom)</td><td>0.8</td><td>1.0</td></tr> </tbody> </table>	Category	Water ET	Sewer ET	Nursing Home (per bed)	0.4	0.5	Self-Care Retirement unit (1 bedroom)	0.4	0.5	Self-Care Retirement unit (2 bedroom)	0.6	0.75	Self-Care Retirement unit (3 bedroom)	0.8	1.0	Development Assessment officers									
Category	Water ET	Sewer ET																								
Nursing Home (per bed)	0.4	0.5																								
Self-Care Retirement unit (1 bedroom)	0.4	0.5																								
Self-Care Retirement unit (2 bedroom)	0.6	0.75																								
Self-Care Retirement unit (3 bedroom)	0.8	1.0																								
8	Commercial and Industrial Commercial and Industrial development will be assessed by following the NSW Water Directorate's <i>Section 64 Determinations of Equivalent Tenements Guidelines</i> which provides Council with a basis for determining Equivalent Tenement (ET) loadings for different types of development.	Development Assessment officers																								

	A copy of the Water Directorate guidelines is available for download from Council's website.	
9	<p>Staff</p> <p>Under supervision, applicable Council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.</p> <p>The Director of Infrastructure Services or Divisional Manager Water and Sewer may vary the equivalent tenement determination for a particular development if, in their opinion, application of the NSW Water Directorate Guidelines does not produce assessed demands that are consistent with the estimated actual demands of the proposed development. The alternative methodology for assessing the particular development shall be clearly explained and recorded in the relevant development application and property file.</p>	<p>Development Assessment officers</p> <p>Director Infrastructure Services/ Division Manager Water and Sewer</p>
10	<p>Headworks Charges</p> <p>Headworks charges payable are determined by multiplying the assessed loadings in numbers of ET for each development by the relevant Headworks Development Contributions charge in Council's Fees and Charges published annually as part of the Operations Plan.</p>	Development Assessment officers and Developers
11	<p>Concerns</p> <p>Concerns received regarding this policy will be recorded on Council's customer service request (CSR) or records system and handled in accordance with Council's Customer Service Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.</p>	Council officers
12	<p>Complaints</p> <p>Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council's Complaints Policy.</p>	Public Officer
13	<p>Consultation</p> <p>Consultation regarding this policy will occur as relevant with key stakeholders and may include legislative bodies, other relevant legislation, industry guidelines, and public comment. Public submissions regarding this policy are invited for consideration during the policy exhibition period.</p>	As required

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner. **Note:** Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2016.

This policy may also be reviewed and updated as necessary if legislation requires it; or when Council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages Water and Sewer Headworks Charges.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Delivery Program/ Operational Plan outcomes achieved	Council reporting
Concerns or complaints registered	Council records
Internal or external review	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Related Council Policy or Code of Practice	www.esc.nsw.gov.au/inside-council/council/council-policies
Local Government Act 1993	www.legislation.nsw.gov.au/maintop/view/inforce/act+30+1993+cd+0+N

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Name of other relevant agency or body	Hyperlink to main page

Supporting documents

Name	Link
NSW Water Directorate Section 64 Determinations of Equivalent Tenements Guidelines	Council's Website
Council Development Services Plan for Water Supply Services	www.esc.nsw.gov.au
Council Development Services Plan for Sewerage Services	www.esc.nsw.gov.au

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/29 1	E09.3418	Policy adopted
2	10 Sep 2013	Council	13/27 2	E13.7095	Reviewed and updated
3	dd mmm 2016	Council	TBA	E16.0297 E13.7095	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	Director Infrastructure Services	Approved by	Council
---------------------	----------------------------------	-------------	---------

Minute #	TBA	Report #	TBA	Effective date	TBA
File	E06.0113 E16.0297	Review date	Sep 2020	Pages	6

DRAFT

Policy title	Bus Stops and Bus Zones
Responsible manager(s)	Director, Infrastructure Services
Contact officer(s)	Traffic Officer
Directorate	Infrastructure Services
Approval date	
Focus area	Transport
Delivery Program link	P3.1 Undertake advocacy activities to further the development of transport infrastructure and support future growth P3.3 Provide road safety and traffic management planning, programs and infrastructure
Operational Plan link	P3.1.2 Coordinate the Local Traffic & Development Committees P3.3.1 Implement road safety programs and plans

Purpose

Eurobodalla Shire Council's policy is developed to ensure that bus stops and bus zones are in appropriate locations and have appropriate signs where necessary.

Policy aims

- Assist decision-makers to exercise discretionary powers in relation to bus stops and bus zones and related signage
- Promote an integrated framework for dealing with bus stops and bus zones
- Ensure transparency, consistency and fairness in the manner in which Council deals with public transport and its operators
- Ensure compliance with legislative requirements under the [Road Transport \(Safety & Traffic Management\) Act 2013](#)
- Take appropriate steps to ensure consistency and safety with regard to signage locations for public transport
- Make Council's policies and requirements for bus stops and bus zones readily accessible and understandable to the public.

Policy details

1	Application This policy applies to requests for the installation of bus stop or bus zone signs
2	Legislation <ul style="list-style-type: none"> • This policy ensures Eurobodalla Shire Council's compliance with the Road Transport (Safety & Traffic Management) Act 2013

Implementation

Requirements		Responsibility
1	<ul style="list-style-type: none"> The location of bus stopping places is identified by bus proprietors in agreement with Transport for NSW Non-regulatory bus stop signs are installed at locations identified by the bus proprietor and Transport for NSW. Cost of the signage is borne by bus operator. All regulatory signs and their locations are to be approved by the Eurobodalla Local Traffic Committee. Regulatory bus zone signs are to be installed at locations identified by the bus operator and Transport for NSW. Installation and maintenance of bus zone signs is carried out by Council. 	Bus operators Council officers
2	Staff Under supervision, relevant Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received appropriate training to do so.	Council officers
5	Concerns Public concerns communicated to Council in relation to this policy will be recorded on Council's records system and handled in accordance with Council's Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.	Council officers
6	Consultation Any consultation deemed necessary will occur as required with key stakeholders, which may include (but not be limited to) the community, other agencies, statutory and industry bodies. Public submissions regarding this policy are invited for consideration during the exhibition period.	As applicable

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

Note: Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.

This policy may also be reviewed and updated as necessary when legislation requires it; or Council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages bus stops and bus zones

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Delivery Program/ Operational Plan outcomes achieved	Council reporting
Concerns or complaints registered	Council records
Requests for installation of bus stop and bus zone signs	Council records

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Related Council Policy or Code of Practice	www.esc.nsw.gov.au/inside-council/council/council-policies
Local Government Act 1993	www.legislation.nsw.gov.au/maintop/view/inforce/act+30+1993+cd+0+N
Legislation (Act)	Road Transport (Safety & Traffic Management) Act 2013

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Transport for NSW	www.transport.nsw.gov.au/

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22/09/2009	Council	09/291	E09.3418	Policy commenced
2	23/04/2013	Council	13/111	E13.7095	Reviewed and updated (start of new Council term)
3		Council	TBA	E06.0375	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	Director Infrastructure Services			Approved by	Council
Minute #	TBA	Report #	TBA	Effective date	TBA
File	E06.0375	Review date	Nov 2016	Pages	4

Policy title	Rural School Bus Routes And Bus Stops
Responsible manager(s)	Divisional Manager, Technical Services
Contact officer(s)	Traffic Officer
Directorate	Infrastructure Services
Approval date	TBA
Focus area	Infrastructure Services
Delivery Program link	P3.1 Undertake advocacy activities to further the development of transport infrastructure and support future growth P3.3 Provide road safety and traffic management planning, programs and infrastructure
Operational Plan link	P3.1.2 Coordinate the Local Traffic & Development Committees P3.3.1 Implement road safety programs and plans

Purpose

Eurobodalla Shire Council's policy was developed to provide Council with the means to consistently and objectively assess requests for rural school bus routes and bus stops. Council is defined as a Roads Authority under the *Roads Act 1993*. This policy assists Council with the location, design and operation of school bus routes and bus stops in rural areas. It will provide a risk orientated approach to the approval and provision of road related infrastructure associated with rural school bus services (bus routes, bus stops and bus bays).

Policy aims

- Promote an integrated framework for dealing with rural school bus routes and bus stops.
- Ensure consistency and fairness in the manner in which the Council deals with road related infrastructure.
- Ensure compliance with legislative requirements under the *Roads Act 1993*.
- Promote awareness of the requirements of the *Act* with respect to school bus routes and bus stops in rural areas.
- Take such steps as are appropriate to ensure a risk orientated approach is taken in approving provision of road related infrastructure.
- Make the Council's policies and requirements for rural school bus routes and bus stops readily accessible and understandable to the public.

Policy details

1	Application This policy has been prepared to ensure the location, design and operation of school bus routes and stops in rural areas are determined, assessed and approved in a consistent manner.
2	Legislation This policy ensures Eurobodalla Shire Council's compliance with the <i>Roads Act 1993</i> and the <i>Passenger Transport Act 2014</i> and the <i>Passenger Transport (Bus Services) Regulation</i>

	<p>2007. The Regulation informs that the Roads Authority is the sole body for the approval of the location of all designated bus stops and zones within its jurisdiction.</p> <p>Council is defined as a Roads Authority under the <i>Roads Act 1993</i> and has a responsibility with the associated <i>Passenger Transport (Bus Services) Regulation 2007</i>.</p> <p>Council is the relevant Roads Authority for local and unclassified regional roads.</p>
--	--

Implementation

Requirements	Responsibility
<p>1 Code of Practice</p> <p>This policy will be implemented by following Council's Rural School Bus Routes and Bus Stops Code of Practice, which specifies in detail the plan, procedures and matters to be considered. E.G. Code of Practice (or other document/ plan/ guideline/ procedure)</p>	<p>Council officers</p>
<p>2 Implementation requirement</p> <p>In NSW, the approval for bus stop locations is regulated by the Passenger Transport (Bus Services) Regulation 2007, Section 104.</p> <p>The Regulation states that the roads authority is the sole approval body for the location of all school bus stops, rural or otherwise, within their jurisdiction. Council is the relevant road authority for local and unclassified regional roads.</p>	<p>Council Regulation Council</p>
<p>3 Implementation requirement</p> <p>It is the responsibility of the roads authority to assess rural school bus routes and bus stops and where appropriate approve those routes and stops for use, after consultation with the Local Traffic Committee.</p> <p>In determining the suitability of a route, Council and the Local Traffic Committee should consider the route's proposed use, the ability for the bus to manoeuvre and where required, to turn around.</p> <p>It is recommended that approval be given for the largest bus that can be used on the route, rather than just the bus proposed by the applicant. This will allow the operator greater flexibility in the determination of the vehicle to be used on any particular day.</p>	<p>Council Officers Traffic Committee</p>
<p>4 Responsibilities</p> <p><i>Roads Authority:</i> The assessment and approval of a new rural school bus route or the extension of an existing route is the responsibility of the local roads authority and in most cases, this will be the local Council.</p> <p><i>Bus Operator:</i> Bus operators must ensure that they obtain approval for all routes and stops from the local roads authority prior to lodging an application for funding with the Ministry of Transport.</p> <p><i>NSW Ministry of Transport:</i> The Ministry of Transport is responsible for the funding of the school bus system. The Ministry contracts individual bus operators to provide services in both rural and non-rural locations for the purpose of school transport. After an assessment is finalised, advice on the matter should be conveyed to the NSW Ministry of Transport. This will enable the Ministry to decide the best option for a proposed service.</p>	<p>Council Officers Bus Operator Ministry of Transport Parents/ Guardians</p>

	Parental: It is the parents or guardians' responsibility to ensure that their child gets to and from the bus stop safely.	
5	Staff Under supervision, relevant Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received appropriate training to do so.	Council officers
6	Concerns Public concerns communicated to Council in relation to this policy will be recorded on Council's records system and handled in accordance with Council's Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.	Council officers
7	Complaints Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council's Complaints Policy.	Public Officer
8	Consultation Any consultation deemed necessary will occur as required with key stakeholders, which may include (but not be limited to) the community, other agencies, statutory and industry bodies. Public submissions regarding this policy are invited for consideration during the exhibition period.	As applicable

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

Note: Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.

This policy may also be reviewed and updated as necessary when legislation requires it; or Council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages Rural School Bus Routes and Bus Stops.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Delivery Program/ Operational Plan outcomes achieved	Council reporting
Concerns or complaints registered	Council records
Customer feedback, survey responses	Surveys
Internal or external review	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
------	------

<i>Code of Practice – Rural Buses</i>	www.esc.nsw.gov.au/inside-council/council/council-policies
<i>Local Government Act 1993</i>	www.legislation.nsw.gov.au/maintop/view/inforce/act+30+1993+cd+0+N
<i>Roads Act 1993</i>	www.austlii.edu.au/au/legis/nsw/consol_act/ra199373/
<i>Passenger Transport Act 2014</i>	http://www.legislation.nsw.gov.au/~view/act/2014/46/full
<i>Passenger Transport Regulation 2007</i>	www.austlii.edu.au/au/legis/nsw/consol_reg/ptr2007339/
<i>Road Rules (NSW)</i>	http://www.legislation.nsw.gov.au/#/view/regulation/2014/758

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
NSW School Bus Safety Guidelines 2015	http://www.transport.nsw.gov.au/sites/default/files/b2b/buses/school-bus-safety-guidelines.pdf
RMS Traffic Signs Database	http://www.rms.nsw.gov.au/cgi-bin/index.cgi?action=searchtrafficsigns.form

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	26 July 2011	Council	11/176	E05.9595	Policy updated & retained (O11/150)
2	10 Sep 2013	Council	13/272	E13.7095	Reviewed and updated (start of new Council term)
3	dd mmm 2017	Council	TBA	E16.0297 E06.0375	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	Director Infrastructure Services			Approved by	Council
Minute #		Report #	TBA	Effective date	TBA
File	E06.0375 E16.0297	Review date	Sep 2020	Pages TBA	4

POLICY

Policy name	Competitive Provision Of Services
Responsible manager(s)	General Manager
Contact officer(s)	All Directors
Directorate	Office of the General Manager
Approval date	
Strategic Focus Area	Supportive
Delivery Plan Link	SS1.2 Maintain a sound governance framework within which Council operates
Operational Plan Link	SS1.2.2 Ensure transparency in council dealings

Purpose

This policy outlines Council's position on the competitive provision of services. Council will continually strive to deliver services to our community that provide value for money on a quadruple bottom line basis. This policy seeks to balance the cost of service provision with the social and economic costs of the method of delivery.

Council continues to deliver quality services through a mix of delivery mechanisms including:

- direct employment of Council staff;
- direct employment of Council staff working with sub-contractors and materials provided through competitive procurement; and
- fully contracted services.

This approach provides:

- competitive service delivery;
- community resilience with Council having a highly skilled workforce able to assist the community in times of emergency e.g. floods, storms, bushfire; and
- service delivery which is directly accountable to the community.

Council will continue to strive to improve the level of service delivered to its customers through undertaking service level reviews, benchmarking, continuous improvement and where practicable, Regional/State procurement of services e.g. electricity purchase, borrowing arrangements.

Council is committed to continuing employment of its full-time and part-time staff where the current services are to be delivered on an on-going basis. Casual staff will be used to supplement permanent staff for peak operating periods or specific projects.

Competitive tendering in the market place (open tender with in-house bids) for the current services provided by Council staff will not be pursued unless otherwise determined by Council. Tenders for services currently provided by Council staff can only be accepted by Council in accordance with section 377 (i) of the Local Government ACT 1993. Council reserves the right to put to competitive tender work surplus to the program that would fully occupy permanent full-time and part-time staff, or works requiring specialised skills and knowledge not currently available to Council.

Council will continue to undertake private works (refer separate policy). Private works will however only be pursued where Council's normal activities are not compromised, or the undertaking of such works is in the community interest.

This policy aims to:

- Promote an integrated framework for the competitive delivery of services;
- Ensure consistency and fairness in the manner in which the competitive provision of services;
- Ensure compliance with legislative requirements under the *Local Government Act 1993*;
- Promote awareness of the requirements of the Act with respect to the delivery of community services;
- Take such steps as are appropriate to ensure the services delivered provide our community with value for money; and
- Make the Council's policies and requirements for the competitive delivery of services readily accessible and understandable to the public.

Policy statement

1	Application This policy applies to all services delivered by or on behalf of Council for our ratepayers, residents and customers.
2	<p>Council shall seek to deliver quality services to our community that provide value for money on a quadruple bottom line basis. Council shall continue to support the service delivery arrangements through a mix of:</p> <ul style="list-style-type: none"> • direct employment of Council staff; • direct employment of Council staff working with sub-contractors and materials provided through competitive procurement; and • fully contracted services. <p>Council will continue to undertake service level reviews, benchmarking and continuous improvement to ensure the services delivered provide the community with value for money. Council will also pursue Regional, State and National procurement of services e.g. electricity purchases, borrowing arrangements.</p> <p>Competitive tendering in the market place (open tender with in-house bids) for the current services provided by Council staff will not be pursued. Council reserves the right to put to competitive tender work surplus to the program that would fully occupy permanent full-time and part-time staff, or works requiring specialised skills and knowledge not currently available to Council.</p> <p>Council may review the services delivered to the community in consultation with the community. Where Council determines that a service will no longer be provided, Council will manage its employment responsibilities in a manner consistent with the current Awards relevant to Local Government employment in NSW.</p>
3	Legislation Council will comply with the Local Government Act 1993 including the guiding principles for councils (Section 8) www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/ which in part says: <ol style="list-style-type: none"> 1. <i>Guiding principles for councils</i> <ul style="list-style-type: none"> • <i>Provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively</i> • <i>Have regard to the long term and cumulative effects of its decisions</i>

- *Be a responsible employer*

Implementation

Requirements		Responsibility
1	Service Delivery Council will determine the nature of services to be delivered in consultation with its community and in accord with the Local Government Act, 1993. These services shall be outlined within Council's Delivery Program and Operational Plan. Council aims to deliver quality services taking account of the quadruple bottom line including social, economic and environment factors and the need for good governance.	Council
2	Service Reviews Council will undertake a review of the services to be delivered to the community, at least every four years, as part of establishing the Delivery Program.	Council
3	Benchmarking and Continuous Improvement Council will undertake on-going benchmarking and continuous improvement programs to improve the service delivery to our community. The outcomes of this work will be incorporated into the service review undertaken to establish the Delivery Program.	Council officers
4	Regional, State and National Procurement Council will continue to work regionally and on a state and nation- wide basis to share resources and pursue economies of scale in procurement of services e.g. electricity supply, borrowing arrangements and information technology systems. Council will continue to work collaboratively with other Councils and peak bodies to pursue efficiencies through shared knowledge and systems.	Council Council officers
5	Staff Under supervision, applicable Council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.	Council Officers
6	Customer Concerns Customer inquiries received regarding the application of the Competitive Provision of Services policy will be recorded on Council's customer service request (CSR) or records system and handled in accordance with Council's Customer Service Requests Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.	Council Officers
7	Complaints Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council's Complaints Policy.	Public Officer
8	Consultation Consultation regarding this policy will occur as relevant with key stakeholders and may include legislative bodies, other relevant legislation, industry guidelines, and public comment. Public	As required

	submissions regarding this policy will be considered during the policy exhibition period.	
--	---	--

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner.

Note: Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.

This policy may also be reviewed and updated as necessary if legislation requires it; or when Council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages competitive provision of services.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Customer Concerns	Council records
Customer Feedback Survey Responses	Surveys
Internal or external audit	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Code of Practice	www.esc.nsw.gov.au
Local Government Act 1993	www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182

Related external references

Name	Link
of Local Government	www.olg.nsw.gov.au

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Apr 1998	Council		06.0380	Policy commenced
2	10 Sep 2013	Council	13/272	E13.7095	Policy reviewed and updated.
3	dd mmm 2017	Council	TBA	E16.0297 See list	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	General Manager	Approved by	Council
Minute		Report no	
File No		Review date	
		Pages	4

POLICY

Policy name	Interest Free Advances To Sporting And Cultural Organisations
Responsible manager(s)	Director Finance and Business Development
Contact officer(s)	Divisional Manager Finance
Directorate	Finance and Business Development
Approval date	TBA
Focus area	Support Services

Purpose

Eurobodalla Shire Council recognises the important roles of social, cultural and sporting groups within the community to achieve key strategic objectives. Council will make interest free loans available to these groups subject to criteria and conditions at a reasonable cost to ratepayers.

These loans provide a positive incentive for qualifying organisations to assist their operations and deliver key infrastructure for our community. This policy covers criteria for eligibility, sources and limits on funding, risk, security, default/recovery and links to a Standard Basic Agreement. It replaces the previous policy and any other related amending or clarifying policies or codes of practice.

Policy statement

1	Application This policy applies to all requests for Interest Free Advances to Sporting and Cultural Organisations within the Eurobodalla Local Government Area (LGA).
2	Legislation Eurobodalla Shire Council will comply with the <i>Local Government Act (NSW) 1993</i> .
3	Eligibility An eligibility criteria exists for groups seeking an interest free loan, including: Applicant Group: <ul style="list-style-type: none"> a) Loans may be made available to either incorporated societies or unincorporated groups. b) Must not be operated for private or pecuniary profit. c) Membership of the group must be reasonably available to the public. d) The group, its project and the associated benefits must be based within the Eurobodalla LGA boundaries. e) Must be able to prove they can repay debt within terms. Project: <ul style="list-style-type: none"> f) The project that the loan is to fund must provide a tangible public benefit to the Eurobodalla community. g) The group is to provide a minimum of 20% of the capital cost of the project, either in cash or other acceptable assets.

	Eligibility and applications may be scored or weighted to establish priorities and all applications must be approved by the Council.
4	<p>Sources of Funding</p> <p>Funds will be sourced for these loans from either:</p> <ul style="list-style-type: none"> a) A revolving fund named 'Council Funded Loan Pool' totalling \$200,000, limit may be amended by Council from time to time e.g. could be increased by transferring budget from the restriction within the Draft Operational Plan, at a quarterly budget review or as a result of a separate report to a public meeting of Council. b) A revolving fund named 'Crown Reserves Interest Free Loans Fund' totalling \$150,000 (subject to external legal restrictions), available in relation to benefits for Crown Land administered by Council and activities thereon, e.g., suitable for inclusion in Crown Land works plan or meets requirements for utilisation of Crown Lands funds. (The Council needs to be aware of the basis for dealing with revenues gained from Crown Lands activities and this could affect this aspect of the interest free loans policy. Council should be wary of adding to this fund and the way it is utilised until these matters are clarified.)
5	<p>Limits on Interest Free Lending</p> <ul style="list-style-type: none"> a) Each application is limited to a maximum of \$60,000. b) Applications will also be limited to the amount available within the revolving fund. The Council may approve additional funding through a budget variation application if necessary. c) The maximum term will be five years from the date of uplifting funds. d) Funds must be uplifted within 12 months of the Council approval, it will be necessary to reapply if 12 months is exceeded. e) Uplifting of funds may be subject to evidence demonstrating the appropriate amount of progress has been made with the proposal (may require copies of invoices or other equivalent arrangements). f) Noting in appropriate cases Council may be willing to pay tax invoices made out to it.
6	<p>Risk and Security</p> <ul style="list-style-type: none"> a) All applications are to be considered in relation to Council's strategic objectives and relevant strategies for public service delivery. b) Pursuant to the investment policy such lending is considered to be high risk, but justified on the basis of the abovementioned outcomes. c) Where the applicant occupies privately owned or leased land and is affiliated or financially responsible to a parent body loans shall be conditional on the parent body underwriting repayments to Council. d) For lending above \$25,000 the Council will consider the applicability or otherwise of a mortgage over assets or some other form of security. e) Where possible agreements will be with external legal entities rather than other parts of the Council (such as Management Committees) although internal arrangements are permitted.
7	<p>Repayments and Recovery of Default Advances</p> <ul style="list-style-type: none"> a) Repayments are to be made quarterly. Council may vary this based on the applicants' particular cash flow situation. b) Agreements may include penalty interest on late payment or default (3% per annum, intended to cover CPI). c) The General Manager is to be notified as soon as practicable, of an actual default (instalment overdue by 30 days) or the possibility of default.

	<p>d) Council to be briefed by the next quarterly budget review if default occurs.</p> <p>e) Divisional Manager Finance to seek sufficient information to assist Council consideration of default/advice. This includes the preparation of an initial report for Council on any default/advice within three months of the event, covering options such as trading out, deferment and as a last resort legal recovery or write off. The same report will also specifically consider whether any unwarranted precedents might be set.</p> <p>f) The Council will not seek personal recovery from individuals or officials that have acted in good faith but reserve the right to take legal action against any persons that may have committed a fraud or some other act of bad faith (which may also require advice to Council's insurers, ICAC and the Police).</p> <p>g) None of the above requirements detract from, or affect any other delegations to the General Manager, nor those from the General Manager to any other staff in respect of debt recovery, financial arrangements and writing off of debts etc, and these may be exercised in addition to the above.</p>
--	---

Implementation

Requirements		Responsibility
1 Applications	<p>a) Applications must be in writing addressed to the General Manager.</p> <p>b) Applications should be in the groups 'own words' and include sufficient information to enable the Council to assess the merits and risks. Such information should include; legal nature of the applicant (e.g. whether an incorporated society or an unincorporated group etc); full details of project/s proposed; audited financial accounts for the preceding financial year (as a minimum and if available, otherwise unaudited accounts); an assurance from the Committee or appropriate officials that the entity is currently a 'going concern' and a forward budget for at least one typical year demonstrating capability to repay.</p> <p>c) No Pro-Forma is required to be completed with written applications.</p>	General Manager
2 Agreement – Pro Forma	<p>See Appendix 1 for the Standard Basic Agreement for successful applications.</p> <p>This Standard Basic Agreement may be varied from time to time in accordance with legal advice or to include special clauses to suit each particular application in accordance with a Council resolution.</p>	Council Officers
3 Staff	<p>Under supervision, applicable council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.</p>	Council Officers
4 Concerns	<p>Concerns received regarding Interest Free Advances will be recorded on council's Customer Service Request (CSR) or records system and handled in accordance with council's Customer Service Requests Policy. They will be used to analyse the history of concerns and to help determine follow up actions.</p>	Council Officers

5	Consultation Consultation regarding this policy will occur as relevant and may include legislative bodies, other relevant legislation, industry guidelines, and public comment. Changes to this policy will be placed on public exhibition for the required period with public submissions encouraged.	As applicable
----------	--	---------------

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless council revokes it sooner. **Note:** *Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.*

This policy may also be reviewed and updated as necessary when legislation requires it; or council's functions, structure or activities change; or when technological advances or new systems change the way that council manages Interest Free Advances.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Public concerns	Council Records
Customer Feedback Survey Responses	Surveys
Internal or external review	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Community Strategic Plan	www.esc.nsw.gov.au/services/planning-and-development/ipr/
Investment Policy	www.esc.nsw.gov.au/inside-council/council/council-policies
Local Government Act 1993	www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/

Related external references

Name	Link
Division of Local Government	www.olg.nsw.gov.au/

Supporting documents

Name	Link
Standard Basic Agreement	Appendix 1

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/291	E09.3418	Policy commenced G09/99

2	27 Aug 2013	Council	13/246	E13.7095	Updated template, review date, references and links. O13/131.
3	TBA	Council	TBA	E16.0297	Minor reference updates. Reformat of Appendix 1

Internal use

Responsible officer		General Manager		Approved by		Council	
Min No:	13/246	Report No		O13/131		Effective date:	27 Aug 2013
File no	E13.7095	Review date		Sep 2016		Pages:	7

Appendix 1

STANDARD BASIC AGREEMENT – INTEREST FREE ADVANCES TO SPORTING AND CULTURAL ORGANISATIONS

THIS AGREEMENT made the DAY of MONTH Two thousand YEAR **BETWEEN** [ORGANISATION_NAME] in the State of New South Wales (hereinafter called 'the Organisation') of the one part and **THE EUROBODALLA SHIRE COUNCIL** of Council Chambers Campbell Street, Moruya (hereinafter called 'the Council') of the other part **WHEREAS** the Council is the body having the care control and management of a certain [FACILITY] known as [FACILITY_NAME] **AND** *(delete if not a S355 committee)* [WHEREAS if the Council has appointed the Committee to be a Management Committee under the provisions of Section 355 of the *Local Government Act (1993)* to manage the FACILITY on the said SITE] **AND WHEREAS** the Council has [PROJECT_APPROVAL] **AND WHEREAS** the Organisation has applied to Council for a loan of [PRINCIPAL] to assist in the payment for [PROJECT] **AND WHEREAS** the Council has agreed to the construction of [PROJECT] and has agreed to advance the said sum of [PRINCIPAL] to the Organisation for such purposes **AND WHEREAS** the Organisation has agreed to repay the said sum to the Council.

NOW THIS AGREEMENT WITNESSETH as follows:

1. The Council agrees with the Organisation for the [PROJECT_APPROVAL] on [SITE] under the control and management of the Organisation.
2. In consideration of the Organisation agreeing with the Council to repay the sum of [PRINCIPAL] within a term of [TERM] years from the date of the advance of such money the Council agrees to advance to the Organisation the said sum for the [PROJECT_APPROVAL].
3. The Organisation undertakes and agrees to repay to the Council the said sum of [PRINCIPAL] by way of [INSTALMENT_NO] equal and consecutive instalments of [INSTALMENT] each.
4. The Organisation undertakes that the said sum of [PRINCIPAL] shall be used for [PROJECT_APPROVAL].

IN WITNESS WHEREOF the parties hereto have set their hands and affixed their seals on the day and year first abovementioned.

THE SEAL OF THE COUNCIL

OF EUROBODALLA WAS HERETO

AFFIXED ON SEAL_DATE

PURSUANT TO RESOLUTION OF

COUNCIL DATED MINUTE_DATE

SIGNED for and on behalf of

[Name of Organisation]

.....

Mayor

.....

General Manager

.....

President/(Equivalent)

.....

Secretary/(Equivalent)

Policy name	Rates and Debtors Hardship
Responsible manager(s)	General Manager
Contact officer(s)	Director, Finance and Business Development
Directorate	Finance and Business Development
Approval date	TBA
Strategic Objective	Support Services
Delivery Program link	SS1.1 Manage Council's financial assets and obligations
Operational Plan link	SS1.1.3 Levying and collection of rates and charges

Purpose

This policy applies to Eurobodalla Shire Council and its ratepayers and debtors and provides a framework for responding to applications from owners/ratepayers experiencing genuine hardship with the payment of the rates and charges in accordance with the *Local Government Act 1993* and the *Local Government (General) Regulation 2005*.

The policy aims:

- To promote a clear guideline for administering rate and debtor hardship provisions.
- To ensure consistency and fairness in the way Council deals with hardship provisions.
- To ensure compliance with legislative requirements and financial industry guidelines.
- To take such steps as are appropriate to minimise the impact of outstanding debts on Council's financial position.
- To make Council's policy and requirements regarding hardship readily accessible and understandable to the public.

Policy statement

1	<p>Application</p> <p>A ratepayer may be eligible for consideration for hardship assistance in the payment of overdue rates, annual charges, debtors and interest , where:</p> <ul style="list-style-type: none"> • The person is unable to pay rates or accrued interest when due and payable for reasons beyond the persons control (Section 567) • Payment of the accrued interest would cause the person hardship (Section 567) • Periodical payment arrangements for overdue rates and charges. (Section 564) • Writing off or reducing interest accrued on rates or charges (Section 564 & 567) • Waiving, reducing or deferring the payment of the increase in the amount of rate payable because of hardship resulting from the general revaluation of land in the Local Government Area (Section 601) • Waiving, or reducing rates, charges and interest for eligible pensioners (Section 575 & 582). <p>Council will consider applications for assistance in accordance with the following principles:</p> <ul style="list-style-type: none"> • Council will individually assess cases of financial hardship • Council will not reduce rates or annual charges, but will consider alternative available approaches to dealing with cases of financial hardship • Council will consider a scheme of periodical payment outside the due dates in cases of hardship or extenuating circumstance.
----------	---

<p>2</p>	<p>Legislation</p> <p>Eurobodalla Shire Council will comply with the <i>Local Government Act 1993</i> as follows;</p> <p>Section 564(2): Arrangements</p> <p>This enables Council to write off or reduce interest accrued on rates or charges if the person complies with an agreement made with Council as to periodical payment of those rates and charges.</p> <p><i>The policy is not to write off interest on rates or charges as a result of a person complying with an arrangement or agreement unless a hardship application is approved pursuant to section 567 of the LGA. For the avoidance of any doubt this policy also applies to debtors for fees other than rates and charges.</i></p> <p>Section 567: Interest Charges</p> <p>This enables Council to write off accrued interest on rates or charges payable by a person if, in Council's opinion, the person is unable to pay "for reasons beyond the person's control" or payment of the accrued interest would cause the person "hardship".</p> <p>Section 582: Eligible Pensioners</p> <p>Enables Council to waive or reduce rates, charges and accrued interest due by any person prescribed by the regulations who is in receipt of a pension, benefit or allowance under the Social Security Act 1991. Thus, Council may, in its absolute discretion, further reduce on a voluntary basis (with no subsidy from the state government) rates and charges otherwise payable by an eligible pensioner.</p> <p>The council will waive all interest charges for eligible pensioners that pay their rates by the 30 June each year.</p> <p>Section 601: Valuations</p> <p>Any ratepayer who incurs a rate increase in the first year following a revaluation of land values can apply to council for rate relief if the increase in the amount of rates payable would cause them substantial hardship.</p> <p>Council has discretion to waive, reduce or defer payment of the whole or any part of the increase in the amount of rate payable.</p> <p>Council can set the period of time for when applications can be made under this section. Applications must be made in the first year following the use of the new valuations used for rating.</p> <p>Local Government (General Regulation) 2005: Write offs requiring Council Resolution</p> <p>This requires the Council to resolve the amount of an individual rate or charge above which a resolution is required to write off an individual amount. This amount then applies to all policies and codes of practice enabling write offs, not only this hardship policy.</p> <p><i>Rate, charges and fees can only be written off in accordance with legal and policy requirements. Individual fees, rates or charges above \$10,000 can only be written off by resolution of Council. Amounts of \$10,000 or less can be written off by order in writing of the Council's General Manager (or nominee/s).</i></p>
<p>3</p>	<p>Provisions</p> <p>All applications for hardship must be submitted on councils prescribed application form available at www.esc.nsw.gov.au/inside-council/council/forms</p> <p>For applications to be given full consideration, evidence of hardship must be supplied by the applicant. This evidence may take the form of social security information, tax returns or workers compensation details.</p>

	<p>Hardship will only apply to the ratepayer's primary place of residence.</p> <p>If it is found that incorrect disclosures were deliberately made, Council reserves the right to cancel the agreement and collect any amount previously waved in accordance with this policy.</p>
--	--

Implementation

Implementation steps		Responsibility
1	Coordination and Enforcement The Revenue Accountant (under Director, Finance and Business Development) is responsible for coordinating/enforcing the policy.	Revenue Accountant
2	Staff Under supervision, applicable Council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.	Council Officers
3	Concerns Public concerns communicated to Council in relation to this policy will be recorded on Council's records system and handled in accordance with Council's Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.	Council Officers
4	Consultation Consultation regarding this policy will occur as relevant with key stakeholders and may include legislative bodies, other agencies, relevant legislation, industry guidelines, and public comment. Public submissions regarding this policy are invited for consideration during the policy exhibition period.	As required

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless council revokes it sooner. **Note:** *Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2020.*

This policy may also be reviewed and updated as necessary when legislation changes; or when council's functions, structure or activities change; or when technological advances or new systems change the way that Council manages Hardship.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Public Concerns, Customer Feedback Survey Responses	Council Records, Surveys
Audit (Internal or External)	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Local Government Act 1993	www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au/

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/291	E09.3418	Policy commenced
2	10 Sep 2013	Council	13/272	E13.7095	Reviewed and updated.
3	28 Apr 2015	Council	15/82	E05.9513	Policy reviewed and updated re: SRV
4	TBA	Council	TBA	E16.0297	Policy reviewed and formatting updated.

Internal use

Responsible officer		Director Finance and Business Development		Approved by	Council
Min No	TBA	Report no	TBA	Effective date	
File no	E16.0297	Review date	Sep 2020	Pages	4