

Policy title	Signs as Remote Supervision
Responsible manager(s)	Director, Infrastructure Services
Contact officer(s)	Divisional Manager, Works
Directorate	Infrastructure Services
Approval date	26 April 2022
Outcome area	5. Our engaged community with progressive leadership
Strategy	5.3 Work together to achieve our collective vision
Delivery Program	5.3.3 Provide effective and professional administration, technical and trade services to support the delivery of services to the community
Operational Plan	5.3.3.3 Provide risk and insurance services

Purpose

This Policy recognises the importance of using signs as remote supervision (SARS) to warn users of Council owned, operated or controlled land within the Eurobodalla Shire Council Local Government Area (LGA) of the risk and nature of identified hazards in the area.

Eurobodalla's LGA encompasses an area of 342,900 hectares along a 110 kilometre coastal strip between South Durras and Wallaga Lake, including 47 pristine beaches.

Users of Council owned, operated or controlled land are exposed to varying degrees of risk associated with the hazards which exist on the land - both natural hazards and hazards related to developed facilities.

As it is not always possible to fully eliminate the risk from these hazards, it is desirable to provide a warning to land users about the risk and nature of identified hazards. Signs can be an effective way to provide this risk warning.

Using signs as remote supervision also helps Council achieve the community objective in meeting the needs of the Eurobodalla community and its visitors.

Policy aims

- Promote an integrated risk management framework including use of signs as remote supervision;
- ensure consistency and fairness in the manner in which Council deals with signage;
- promote awareness and ensure compliance with legislative requirements under the *Local Government Act 1993* and the *Civil Liability Act 2002*;
- take such steps as are appropriate to ensure that signs are effective and meet current risk management best practice and Australian Standards; and
- make Council's policy and requirements for signs as remote supervision readily accessible and understandable to the public.

Policy details

1	Application This Policy applies to signs used for remote supervision on Council owned or controlled land and facilities in the Eurobodalla Local Government Area (LGA).
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2	<p>Legislation</p> <p>Eurobodalla Shire Council complies with the <i>Local Government Act 1993</i>, the <i>Civil Liability Act 2002</i> (CLA) and relevant Australian Standards.</p> <p>Council's duty of care is outlined in Part 5 Section 42 of the <i>Civil Liability Act 2002</i> - principles concerning resources and responsibilities of public or other authorities.</p> <p>Section 5M of the CLA states that a risk warning for a recreational activity can be given in writing, including by means of a sign.</p>
3	<p>Use of Signs for Remote Supervision (SARS)</p> <p>Areas of recreational risk exposure at Council owned or controlled facilities such as beaches, swimming pools, reserves, parks and public walkways, will be assessed with a view to mitigating the risk by using signs as remote supervision.</p> <p>Remote supervision signage will be used to advise or warn people of inherent dangers in the environment in which they are operating.</p> <p>Council's <i>Signs as Remote Supervision Code of Practice</i> includes procedures in relation to its signs used as remote supervision, based on current best practice.</p>
4	<p>Risk Management</p> <p>Council will conduct a regular site risk audit for all Council owned or controlled beaches, pools, parks and reserves, skate parks and BMX facilities.</p> <p>The site risk audits will include inspection and assessment of defects and appropriateness of existing remote supervision signage, and make recommendations regarding any maintenance, installation or changes to signs.</p>
5	<p>Installation and Replacement</p> <p>Signs as Remote Supervision (SARS) shall be provided as resources permit, based on a priority rating as per Council's Code of Practice.</p> <p>SARS signs in existence currently not meeting the current best practice and/or Australian Standards shall be replaced as resources permit, in priority order, as per Council's Code of Practice.</p>

Implementation

Requirements	Responsibility
<p>1</p> <p>Code of Practice</p> <p>This Policy will be implemented by following Council's <i>Signs as Remote Supervision Code of Practice</i>, which specifies in detail the procedures and rating formula for facilities.</p> <p>A rating formula will be used to assess all Council's facilities and allocate a Facility Visitation Rating (FVR) based on public usage.</p> <p><i>Facility Visitation Rating</i> = (Development x Population) + Frequency.</p> <p>The value of the FVR is an indication of the risk that Council is exposed to related to the activities that occur in each facility. This value will allow Council to decide on the most appropriate sign which in turn will act as the most suitable form of remote supervision.</p> <p>Once the FVR has been determined and the hazards for each facility identified, appropriate SARS signs will be installed as warranted.</p>	<p>Council officers</p>

2	Staff Under supervision, and once appropriate training has been received, relevant Council staff will be responsible for ensuring that this Policy is implemented within their work area.	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 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. Staff, other Councils, regional risk groups, and Council's regional risk manager have been consulted in the development of this Policy, along with current Best Practice documentation and Australian Standards. Proposed substantive changes to this policy will be placed on public exhibition, with public submissions regarding this Policy are invited for consideration during the exhibition period.	As applicable

Review

This policy will be reviewed every 4 years. It may also be reviewed and updated as necessary if legislation requires it; or when Council's related policies, functions, structure or activities change; or when technological advances or new systems change the way that Council manages signs as remote supervision.

The policy may be 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: *The next general local government election is expected to be held in September 2024.*

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

Performance indicator	Data source(s)
Complaints	Council records
Customer Feedback Survey Responses	Surveys
Risk Audit Site Inspections	Inspections
Internal or external audit	Audit
Number of incidents at facilities	Council records
Number of liability claims	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
Signs As Remote Supervision Code of Practice	www.esc.nsw.gov.au/inside-council/council/council-policies/policies
Risk Management Policy	
Parks, Playgrounds & Reserves Risk Management Policy	
Gathering Information for Risk Management Policy	
<i>Local Government Act 1993</i>	www.legislation.nsw.gov.au/#/view/act/1993/30
<i>Civil Liability Act 2002</i>	www.legislation.nsw.gov.au/#/view/act/2002/22

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Australian Standard AS/NZS ISO 31000:2009	www.standards.org.au
<i>Signs As Remote Supervision Best Practice Manual (Statewide Mutual)</i>	www.statewide.nsw.gov.au

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 09	Council	09/291	E09.3418 E06.0375	Policy adopted. G09/99.
2	27 Aug 2013	Council	13/246	E13.7095 E06.0375	Reviewed and retained at start of new Council term. Updated template, review date, links and references. Report O13/131.
3	28 Feb 2017	Council	17/31	E16.0297 E06.0375	Reviewed and retained at start of new Council term. No substantive changes. GMR17/006.
4	20 Feb 2018	-	-	E06.0375	Updated references. No substantive change.
5	26 Apr 2022	Council	22/91	E16.0297 E06.0375	Reviewed & updated at new Council term. Report GMR22/046.

Internal use

Responsible officer	Director, Infrastructure Services		Approved by	Council	
Minute	22/91	Report	GMR22/046	Effective date	26 April 2022
File	E16.0297 E06.0375	Review date	Feb 2021	Pages	4