

Policy Review (to be placed on exhibition)

- Liquid Trade Waste Policy
- Recycled Water Policy
- Water and Sewer Construction by Private Contractor Policy
- Repeal of Customer Service Charter Policy
- Customer Service Policy
- Community Grants Policy
- Privacy and Information Protection Policy
- Fraud Control Policy
- Arts and Cultural Services Policy
- Children's Services Policy

POLICY

Policy name	Liquid Trade Waste Regulation
Responsible manager(s)	Director, Planning & Sustainability Services
Contact officer(s)	Divisional Manager, Environmental Services
Directorate	Planning & Sustainability Services
Approval date	TBC

Purpose

Council is responsible for approving liquid trade waste discharges to its sewerage systems through Section 68 of the Local Government Act 1993. However, Section 90(1) of the Local Government Act and Clause 28 of the Local Government (General) Regulation 2005 require that Council obtains concurrence from the Director General of the NSW Office of Water.

Council can assume concurrence for approval of *low risk* liquid waste discharges as defined in the NSW Government's Liquid Trade Waste Regulation Guidelines. Council can also apply for authorisation to assume concurrence to approve *medium risk* liquid trade waste discharges subject to meeting minimum requirements, including having a current Liquid Trade Waste Regulation Policy consented to by the NSW Office of Water.

Assumed concurrence for low *and* medium risk liquid trade waste discharges provides a benefit to the Eurobodalla community through reduced liquid trade waste application processing times, and is therefore desirable. Required for assumed concurrence, this Policy sets out how Council will regulate liquid trade waste discharges to its sewerage systems in accordance with the NSW Liquid Trade Waste Management Guidelines.

Policy statement

1	Application This policy applies to the acceptance of liquid trade waste discharges from any premises to Council's sewerage system.
2	Legislation A person wishing to discharge liquid trade waste to the sewerage system must, under section 68 of the Local Government Act 1993 ("the Act") obtain prior approval from Council.
3	Code of Practice The process of approval is set out in the Liquid Trade Waste Discharge to the Sewerage System Code of Practice.

Implementation

Requirements		Responsibility
1	Compliance Process This policy will be implemented by following council's Liquid Trade Waste Discharge to the Sewerage System Code of Practice.	Council officers

3	Enforcement The Public and Environmental Health Team will enforce the policy and determine follow up actions.	Council officers
4	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 managers and officers
5	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 to help determine follow up actions.	Council Officers
6	Complaints Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council's Complaints Policy.	Public Officer
7	Consultation Consultation regarding this policy will occur as relevant and may involve NSW Office of Water other relevant legislation, and public comment.	Council officers

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 liquid trade waste regulation.

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

Performance indicator	Data source(s)
Complaints	Council records
Number of Applications	Council records
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, policies and code of practice

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

<i>Protection of the Environment Operations Act 1997</i>	www.austlii.edu.au/au/legis/nsw/consol_act/poteoa1997455/
<i>Environmental Planning and Assessment Act 1979</i>	www.austlii.edu.au/au/legis/nsw/consol_act/epaaa1979389/

Related external references

Name	Link
Division of Local Government	www.dlg.nsw.gov.au/
NSW Office of Water	www.water.nsw.gov.au/

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/291	09.3418	Policy reviewed and adopted G09/99.
2	10 Sep 2013	Council	13/272	E13.7095	Updated Template, review date, references and links, combined previous policy 'Acceptance of Septic and Pan Waste' into this. O13/131.

Internal use

Responsible officer		Director Planning & Sustainability Services		Approved by	Council
Min no	13/272	Report no	O13/56	Effective date	10 Sep 2013
File No	E13.7095	Review date	Sep 2016	Pages	3

Policy title	Recycled Water
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Division Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	
Focus area	Sustainable Communities
Delivery Program link	S1.2 Operate and maintain Council's sewerage systems
Operational Plan link	S1.2.2 Provide treated effluent and sludge for reuse in community

Purpose

This policy was developed to detail the requirements for managing Council's recycled water systems.

Council operates five sewage treatment plants, each of which provides recycled water for on-site operations, dust suppression and/or irrigation of recreation facilities.

Given the risks to public health when not treated or recycled properly, it is of paramount importance that preventative risk management systems are developed and implemented to ensure the protection of human and environmental health.

Policy details

1	Application This policy details the requirements for managing Council's recycled water systems. This policy only relates to systems that are using recycled water from Council Sewage Treatment Facilities and that require a Section 60 approval from the NSW Department of Primary Industries.
2	Legislation This policy ensures Eurobodalla Shire Council's compliance with the Local Government Act 1993 Section 60.

Implementation

Requirements		Responsibility
1	Commitment Council supports the responsible use of recycled water and is committed to developing and implementing preventive risk management systems to ensure the protection of human and environmental health.	Council
2	Measures: To achieve this Council will: a) Ensure that protection of public and environmental health is recognised as being of paramount importance.	Division Manager Water and Sewer

	<ul style="list-style-type: none"> b) Maintain communication and partnerships with all relevant agencies involved in the management of water resources, including NSW Health, the NSW Department of Primary Industries – Water (DPI Water) and the NSW Office of Environment and Heritage. c) Engage users of recycled water to ensure that responsibilities are identified and understood. d) Develop and implement recycled water management plans that address the key elements of the Australian Guidelines for Water Recycling. e) Ensure that Council’s sewage treatment plant operators are appropriately trained and experienced and that they are conversant with the requirements of relevant recycled water management plans. f) Manage recycled water quality at all points along the delivery chain from source to the recycled water user. g) Use a risk-based approach in which potential threats to recycled water quality are identified and controlled. h) Establish regular monitoring of control measures and recycled water quality and establish effective reporting mechanisms to provide relevant and timely information and promote confidence in the recycled water supply and its management. i) Develop appropriate contingency planning and incident response capability. j) Continually improve our practices by assessing performance against corporate commitments and stakeholder expectations. 	
3	<p>Implementation requirement</p> <p>Eurobodalla Shire Council will implement and maintain recycled water management systems consistent with the <i>Australian Guidelines for Water Recycling</i> to effectively manage the risks to public and environmental health.</p> <p>All staff involved in the supply of recycled water are responsible for understanding, implementing, maintaining and continuously improving the recycled water management system.</p>	Council officers
4	<p>Staff</p> <p>Under supervision, applicable Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received relevant training to do so.</p>	Council officers
5	<p>Concerns</p> <p>Concerns received by 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. The records will be used to determine follow up actions and analyse the history of concerns.</p>	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. (Describe any specific consultation that may occur in relation to this policy and who will be involved.) Public submissions regarding this policy are invited for consideration during the exhibition period.	As applicable
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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 recycled water.

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	esc.nsw.gov.au/inside-council/council/council-policies
Local Government Act 1993	legislation.nsw.gov.au/maintop/view/inforce/act+30+1993+cd+0+N
Australian Guidelines for Water Recycling	Australian Guidelines for Water Recycling

Related external references

Name	Link
Office of Local Government	olg.nsw.gov.au
NSW Department of Primary Industries - Water	DPI Water

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	28 Oct 2008	Council	08/386	E06.0113	Policy commenced
2	10 Sep 2013	Council	13/272	E13.7095	Reviewed and updated (start of new Council term)
3	dd mmm 2016	Council	TBA	E16.0297 E06.0113	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	4

Policy title	Water And Sewer Construction By Private Contractors
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Divisional Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	
Focus area	Provide a safe reliable and secure water supply and sewer service that meets future needs
Delivery Program link	S2.2 Operate and maintain Council's water supply and sewerage system
Operational Plan link	S2.2.2 Operate water and sewerage systems

Purpose

Eurobodalla Shire Council's policy was developed to outline the arrangements necessary to guide water and sewer works undertaken by private contractors.

Section 68 of the *Local Government Act 1993* requires that water supply and sewerage work may only be carried out with the prior approval of Council.

Private contractors may undertake water and sewer works other than work on Council's live water and sewer assets in accordance with this and related policies.

To ensure the integrity of Council's water supply and sewerage systems and to control and minimise the impact of construction work on levels of service for customers, approval for construction work on Council's "live" water and sewer assets shall not be granted.

Construction work on Council's "live" water and sewer assets may only be carried out by Council staff or by Contractors directly engaged by Council.

Policy aims

- Ensure transparency, consistency and fairness in the manner in which Council deals with private contractors
- Ensure compliance with legislative requirements under the *Local Government Act 1993*
- Make Council's policies and requirements for Water and Sewer Construction by Private Contractor readily accessible and understandable to the public.

Policy details

1	Application This policy applies to construction work on water and sewer assets, including the construction of new assets and the connection of new infrastructure and services to Council's existing water and sewer infrastructure.
2	Legislation This policy ensures Eurobodalla Shire Council's compliance with Section 68 of the <i>Local Government Act 1993</i> .

Implementation

Requirements		Responsibility
1	<p>Implementation requirement</p> <p>Private contractors may undertake construction of new water and sewer assets with prior approval of Council subject to compliance with Council's Engineering Design Standards Policy, payment of the appropriate fees and construction being in accordance with Council's Water and Sewerage Design and Construction Specification.</p> <p>Construction work on Council's live water and sewer assets may only be carried out by Council staff or by Contractors directly engaged by Council for that work, except for the following:</p> <ul style="list-style-type: none"> Licensed plumbers may install new sewer service connections where a sewer junction to the sewer main is already provided. <p>Council may undertake works for private parties subject to compliance with the same standards applying to private contractors and compliance with Council's Private Works Policy.</p>	Council officer
2	<p>Staff</p> <p>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.</p>	Council officers
3	<p>Concerns</p> <p>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.</p>	Council officers
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
6	<p>Consultation</p> <p>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.</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 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 water and sewer construction by private contractors.

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
Engineering Design Standards Policy	www.esc.nsw.gov.au

Related external references

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

Definitions

Word/Term	Definition
"Live" asset	An asset operated and managed by Council that is part of or connected to an existing water supply and sewerage system.

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	28 Oct 2008	Council	08/386	E91.2033	Policy commenced
2	10 Sep 2013	Council	13/272	E13.7095	Reviewed and updated (start of new Council term)
3	dd mmm 2016	Council	TBA	E16.0297 E06.0113	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	Director Infrastructure Services	Approved by	Council
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Minute #	TBA	Report #	TBA	Effective date	TBA
File	E06.0113 E16.0297	Review date	Sep 2020	Pages	4

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POLICY

Policy name	Customer Service Charter
Responsible manager(s)	Divisional Manager Corporate Services
Contact officer(s)	Coordinator Customer Service
Directorate	Community & Corporate Outcomes
Approval date	26 July 2012

Purpose

The Customer Service Charter replaces the previous Customer Service Policy and identifies both qualitative and quantitative customer service standards to which Council aspires.

The Customer Service Charter:

- sets out a Promise of Service to Council's customers;
- identifies how customers can expect to be treated by Council;
- sets out expected behaviours of customers towards Council staff;
- provides comprehensive contact details;
- sets out customer service standards (response times) that Council strives to meet.

The Customer Service Charter is a separate document that is intended for distribution in hard copy and electronic formats to Council's customers and staff.

Policy statement

1	Application The Customer Service Charter applies to Council staff and Councillors in their interactions with Council's customers. For clarity, the Charter applies also to interactions between Council staff and other Council staff ("internal customers").
2	The Customer Service Charter The Customer Service Charter dated July 2012 is a promise that Council makes to serve fairly and with respect.

Implementation

Requirements		Responsibility
1	Customer Service Charter This policy will be implemented by following council's Customer Service Charter, which specifies in detail the plan, procedures and matters to be considered.	All Council staff and Councillors
2	Staff Training Under supervision, applicable council staff will be responsible for ensuring that the Customer Service Charter is implemented appropriately within their work area, after they have received relevant training to do so. Training was conducted in November 2012 for all existing staff.	Div. Manager Cultural Development

3	Customer Service Charter Document The Customer Service Charter Document was launched on 11 December 2012 and is available to the public via council's website.	Div. Manager Cultural Development
4	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 Request Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.	Council Officers
5	Complaints Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council's Complaints Policy.	Public Officer
6	Consultation Public submissions regarding this policy will be considered during the policy exhibition period. Any other consultation deemed necessary may occur when and if required, with key stakeholders.	As required
7	Assessment of Performance against the Charter Promise While most Council policies are reviewed on a four yearly basis, the achievement of the Promise of Service set out in the Customer Service Charter should be reviewed annually in line with Council's annual reporting requirements. This will be done on the basis of any complaints received and an assessment by the Executive Leadership Team of Council's performance in meeting the qualitative and quantitative standards set out in the Charter.	Div. Manager Corporate Services, Executive Leadership Team

Review

The policy will be reviewed annually and 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 its relationships with its customers.

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

Performance indicator	Data source(s)
Complaints	Council records
Customer Feedback Survey Responses	Surveys
Annual review of performance (as set out in (7) above)	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
Complaints Policy	www.esc.nsw.gov.au
Local Government Act 1993	www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/

Related external references

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

Supporting documents

Name	Link
Customer Service Charter document	www.esc.nsw.gov.au/media/487772/customer_service_charter_-_our_promise_of_service_to_you.pdf

Change history

Version	Approval date	Approved by	Minute No	File No	Change
1	23 Jul 2013	Council	13/172	E13.7095	Supersedes previous Customer Service policy - report O13/112

Internal use

Responsible officer	Director, Community & Corporate Outcomes			Approved by	Council
Min no:	13/172	Report no:	O13/112	Effective date:	23 July 2013
File No:	E13.7095	Review date:	July 2014	Pages:	3

Policy title	Customer Service Policy
Responsible manager(s)	Divisional Manager Corporate Services
Contact officer(s)	Coordinator Customer Service
Directorate	Finance and Business Development
Approval date	
Focus area	
Delivery Program link	
Operational Plan link	

Purpose

Eurobodalla Shire Council's Customer Service policy was created to guide the development of an organisational culture focused on meeting the needs and expectations of its customers and to continuously improve its services for customers.

Policy aims

- Promote an integrated framework for providing quality customer service to the customers of Eurobodalla Shire Council.
- Promote best practice customer service behaviours and attitudes by all Eurobodalla Shire Councillors, Council staff, contractors and volunteers.
- Ensure transparency, consistency and fairness in the manner in which Council deals with its customers.
- Make Council's policies and requirements for Customer Service readily accessible and understandable to the public.

Policy details

1	Application: This policy applies to all customers, Councillors, Council staff, contractors and volunteers of Eurobodalla Shire Council.
2	Legislation: This policy ensures Eurobodalla Shire Council's compliance with <i>Local Government Act 1993</i> .
3	Customer Service Responsibility: All Eurobodalla Shire Councillors, staff, contractors and volunteers are responsible for the provision of quality customer service to the customers of Eurobodalla Shire Council. They should perform their duties in a professional and responsible manner and treat members of the public fairly, respectfully and consistently, in a non-discriminatory manner and with proper regard for rights and obligations.
3.1	Each staff member is accountable for the quality of customer service delivered through their own work or the quality of output of any project or work team(s) of which they are a member.
3.2	Directors, Managers and Coordinators are responsible for developing a customer focused work ethic in their teams and empowering staff to undertake customer focused decision making.
3.3	Directors, Managers and Coordinators are responsible for working in consultation with their teams to develop and implement customer focused systems and processes that respond to and satisfy internal and external customer needs and expectations.

3.4	Staff will be provided with the appropriate tools, information and training to provide quality customer service.
4	<p>Customer Service Charter: Council staff, Councillors, volunteers and contractors will strive to meet the best standards that can be practically achieved defined in the Customer Service Charter in a professional, responsive and ethical manner. Information provided to customers should be provided promptly and in a format that is easy for the recipient to understand. Information provided should be clear, accurate, current and complete.</p>
4.1	<p>The Customer Service Charter will be published and communicated to ensure that Eurobodalla Shire Council customers are aware of the standards they can expect from the representatives of Eurobodalla Shire Council and that are expected of them.</p> <p>We will:</p> <ul style="list-style-type: none"> - Be helpful - Assist with your enquiry courteously and professionally - Clearly and accurately explain our answers, actions, and options - Respect the privacy of customers in accordance with legislation. <p>We ask our customers to:</p> <ul style="list-style-type: none"> - Be courteous to our staff - Let us know when things change. - Tell us when our services are less than satisfactory and when our service excels.
4.2	<p>The Customer Service Charter also defines the standards of response from Council. General enquiries are handled by front line staff and specialist staff referred to for other issues.</p> <p>Phone:</p> <ul style="list-style-type: none"> - Staff will identify themselves by name - If we can't help straight away we will let the customer know when we can help - Phone calls will be returned within 24 hours - When work is to be completed for a customer a reference number will be given - The After Hours Telephone Service will help with urgent enquiries <p>Mail:</p> <ul style="list-style-type: none"> - We acknowledge mail received within 5 working days - We provide a response within 10 working days <p>Email / 'Your Say' on Council Website :</p> <ul style="list-style-type: none"> - We acknowledge within 24 hours - We provide a response within 10 working days
5.	<p>Complaints, service requests and feedback Eurobodalla Shire Councillors, staff, contractors and volunteers recognise that effective handling of complaints, requests and feedback are the heart of good customer service. Responding appropriately to concerns and the information and experience gained in responding are an integral part of improving service provision as well as being key to developing and maintaining a relationship with customers.</p>
5.1	<p>Customer Service Request (CSR) system and CSR Survey System. The Eurobodalla Shire Council CSR system and CSR Survey System and process provide a system of receiving, recording, investigating, resolving, reviewing and storing service requests made by customers. The Customer Service Request Procedure provides guidance in the correct use of the CSR system for Council Officers.</p>
5.2	<p>Complaints, compliments and general feedback to Eurobodalla Shire Council can be made by customers in writing via:</p> <ul style="list-style-type: none"> - Eurobodalla Shire Council website 'Have your say', - Council email

	<p>- Letter</p> <p>The Council Records EASE system users record, store, nominate a responsible officer and apply Council service standards to the correspondence.</p>
6.	<p>Accessibility</p> <p>Eurobodalla Shire Councillors, staff, contractors and volunteers are committed to ensuring that all customers including those with disabilities and special needs are provided quality customer service.</p>
6.1	<p>Council offices provide physical access for customers and staff with mobility restrictions by providing disabled parking, entrance ramps and ensuring entrances are clear. Access to Council information and services is also available by telephone, on the Council webpage and by email.</p>
7.	<p>Customer Service Guide</p> <p>This document provides practical advice and tools to Eurobodalla Shire Council representatives to enable the delivery of quality customer service. This guide also provides advice on providing service to and communicating with people who have a disability.</p>
8.	<p>Unreasonable Customer Conduct Procedure</p> <p>When customers behave unreasonably in their dealings with Council, their conduct can significantly affect the customer service provided and received. Council therefore is proactive and decisive in managing customer conduct that negatively and unreasonably affects its services to the community, and supports Councillors and staff to do the same.</p> <p>The Unreasonable Customer Conduct Procedure provides guidance to Eurobodalla Shire Council representatives in the behaviour that can be expected from customers and how to deal with unreasonable customer conduct.</p>

Implementation

Requirements		Responsibility
1.	<p>Other Council documents:</p> <p>This policy will be implemented in conjunction with the Council's:</p> <ul style="list-style-type: none"> - Customer Service Charter - Complaints, Service Requests and Feedback Policy - Unreasonable Customer Conduct Procedure - Customer Service Request Procedure - Customer Service Guide 	Council officers
2.	<p>Training</p> <p>Council is committed to ensuring that all staff receive appropriate training in the application of this policy and the Customer Service Charter.</p> <p>This policy will be published on the Council website.</p> <p>Council Staff Customer Service Induction sessions will address this policy, the Customer Service Charter and Customer Service Guide</p>	Directors, Managers and Coordinators
3.	<p>Staff Responsibilities</p>	Eurobodalla Shire

	All Eurobodalla Shire Councillors, staff, contractors and volunteers will be responsible for ensuring that this policy is implemented appropriately within their work area.	Councillors, staff, contractors and volunteers
4	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 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 Customer Service

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 Service Request survey responses	Surveys conducted every 2 months of 5% of CSRs submitted in the previous 2 months. Surveys are of the timeliness of communication and quality of information provided to the customer
Internal or external review	Audit
Systematic external customer service evaluation	Mystery Shopper Program reports

Definitions

Word/ Acronym/ Phrase	Definition
Customer	A purchaser or user of products or services of Council. This may include external customers such as ratepayers, residents, organisations, constituents, stake holders, businesses, government agencies, contractors, consultants, and internal customers – Councillors and other staff members.

Customer Service	The identifiable, but sometimes intangible, series of activities undertaken by Council designed to provide a product or function and enhance the level of customer satisfaction.
Standards	A set of instructions or guide for performing operations or functions to ensure uniform methods, processes, practices and outcomes.
Concern / Complaint	Expression of dissatisfaction with a decision, the quality or timeliness of a service provided, or the behaviour of employees, contractors or volunteers. A concern may relate to a specific incident or issue involving Council, or to matters of a more philosophical or general nature regarding Council's processes or procedures.
CSR	Customer Service Request – Council's customer request management system.
Feedback	Positive or negative information about a customer's reactions to a product, or a person's performance of a task which is used as a basis for continuous improvement and positive reinforcement.

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>Related Council Policy or Code of Practice</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>Privacy and Personal Information Protection Act 1998 (PIPPA)</i>	http://www.legislation.nsw.gov.au/#/view/act/1998/133
<i>Disability Discrimination Act 1992</i>	https://www.legislation.gov.au/Series/C2004A04426
<i>Health Records Information Privacy Act 2002</i>	http://www.legislation.nsw.gov.au/#/view/act/2002/71

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Ombudsman NSW	http://www.ombo.nsw.gov.au/

Supporting documents

Name	Link

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	24 Nov 2009	Council	09/369	E09.3418	Policy adopted
2	10 Sep 2013	Council	13/272	E13.7095	Reviewed and updated
3	dd mmm 2016	Council	TBA	E16.0297 See list	Reviewed and updated (start of new Council term)

Internal use

Responsible officer		Divisional Manager Governance & Information		Approved by	Council
Minute #	TBA	Report #	TBA	Effective date	TBA
File	See list E16.0297	Review date	Sep 2020	Pages	7

Policy title	Community grants
Responsible manager(s)	Director Finance and Business Development
Contact officer(s)	Divisional Manager Governance and Information
Directorate	Finance and Business Development
Approval date	TBA 2017
Focus area	Support Services
Delivery program	SS1.2 Maintain a sound governance framework within which Council operates
Operational plan	SS1.2.2 Ensure transparency in council dealings

Purpose

Section 356 of the *Local Government Act 1993* allows Council to grant financial assistance for the purpose of exercising its functions.

Eurobodalla Shire Council recognises the value and importance of the role that community groups and organisations play in building vibrant, inclusive and healthy communities. Council provides grant funding to a range of organisations for the purpose of providing a community service or undertaking a project of benefit to the community. The purpose of this policy is to set out Council's framework for delivering grant funding to the community, and provide information for Council and the community on the principles guiding the community grants program.

This policy specifically reflects Council's approach to grant-making within the Eurobodalla environment, with consideration to local government's role in achieving community cohesion, civic participation and capacity building.

Policy aims

This policy aligns community grants with Council's strategic objectives and planning, and supports the community vision from the current Community Strategic Plan to encourage commitment to our future and a sense of common purpose and responsibility. It establishes clear expectations around Council and community roles; provides Council with direction to develop community grants and funding programs; and sets out an accessible yet rigorous and robust approach to governance and accountability. This ensures the process of allocating and monitoring grants is fair, consistent, and transparent.

The objectives of the community grants program are to:

- increase residents' participation in their community,
- increase representation of community groups and issues,
- develop innovative approaches to local issues,
- assist groups and volunteers to develop skills and build capacity,
- encourage the sustainability and better governance of community organisations, and
- encourage partnerships between local organisations and the development of local community networks.

Policy statement

1	Application This policy applies to all financial assistance granted by Eurobodalla Shire Council to the community. It applies to all councillors and Council employees involved in the promotion, assessment and management of community grants that fall within the program framework.
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	This includes managing relationships with organisations receiving Council funding, promoting various grant categories to the community, assisting applicants with grant submissions, undertaking grant assessments, and overseeing the completion of grant recipients' funding obligations.	
2	<p>Legislation</p> <p>Council can financially assist others under section 356 of the <i>Local Government Act 1993</i> (LGA), for the purpose of exercising its functions.</p> <p>Financial assistance granted by Council will comply with s356 of the LGA to exercise Council's service functions defined by the LGA.</p> <p>Under section 377(1A) of the LGA, Council may delegate its functions relating to the granting of financial assistance if:</p> <ul style="list-style-type: none"> (a) the financial assistance is part of a specified program, and (b) the program is included in Council's draft operational plan for the year in which the financial assistance is proposed to be given, and (c) the program's proposed budget for that year does not exceed 5 per cent of Council's proposed income from the ordinary rates levied for that year, and (d) the program applies uniformly to all persons within Council's area or to a significant proportion of all the persons within Council's area. <p>Any financial assistance granted to offset or subsidise Council fees or charges is consistent with the requirements of s610E and s610F of the LGA.</p>	
3	<p>Program framework</p> <p>The grants program framework follows best practice and integrates Council's grant funding activities so that they strategically align with community needs identified within the Community Strategic Plan (CSP), Council's Delivery Program (DP) and Operational Plan (OP). Grants are distributed by the program via defined streams and categories, in accordance with Council's strategic plans, objectives and community priorities.</p> <p>The community grants program intends to be responsive to emerging themes, issues and trends. Priorities will be influenced by the best available current statistics and knowledge of Council and the community. Streams, objectives and themes will be reviewed regularly and may change according to emerging needs and priorities of the community.</p> <p>Details will be clearly articulated to the community through respective grant guidelines.</p>	
4	<p>Streams</p> <p>Grants are distributed through four streams that support the current Community Vision from the Community Strategic Plan.</p> <p>These streams may be reviewed and amended as necessary to maintain alignment with any future changes to the Vision, Plan or emerging community priorities which may be identified through community consultation and Council strategic planning.</p> <p>The four current streams are:</p>	
	<p>Liveable community</p> <p><i>Friendly</i></p>	<ul style="list-style-type: none"> • Support from community • Access to activities • Support for local talents • Enable healthy lifestyle choices • Provide the right places, spaces and activities • Improve local access to health services • Community safety • Accessible and affordable lifestyle • Celebrate creativity and cultural expression.
	<p>Sustainable community</p> <p><i>Responsible</i></p>	<ul style="list-style-type: none"> • Effective use of resources • Value, protect and enhance our natural environment • Develop a clean energy future • Use our water wisely • Reduce, reuse and recover waste.

	Productive community <i>Thriving</i>	<ul style="list-style-type: none"> • Increase opportunities to work locally • Motivation • Develop the right assets and infrastructure • Support the growth of our business community • Promote our community as the place to visit, live, work and invest • Quality education and training • Supply of information.
	Collaborative community <i>Proud</i>	<ul style="list-style-type: none"> • Eurobodalla leads the way • Community spirit • Community events • Connecting with community groups • Removing barriers • Broad, rich and meaningful engagement • Informed community • Sense of community • Work in partnership to plan for future • Strong relationships and shared responsibilities.
5	Grants categories The Community Grants program delivers financial assistance through the following grant categories: <ul style="list-style-type: none"> • Mayoral grants • Annual grants • 4-yearly grants • Events grants <p>Each category includes one or more streams of funding aligned to the current community vision from the Community Strategic Plan, with individual eligibility and assessment criteria (defined in full detail in the program procedures and guidelines)</p> <p>Grants may be distributed in the form of monetary or 'in-kind' contributions.</p>	
6	Mayoral grants <p style="text-align: right;"><i>Approval: Mayor (delegated under s.377(1A) LGA)</i></p> <p>Financial assistance grants of up to \$750 for Eurobodalla residents where the outcome is likely to enhance the social, recreational, and cultural wealth of the Eurobodalla.</p> <p>Grants may be provided towards expenses incurred by applicants for:</p> <ul style="list-style-type: none"> • individual or team achievement in sport and recreation or arts and cultural activities, or • delivery of a one-off initiative with special social, recreational or cultural benefit to the community. <p>Mayoral grants allow Council to provide assistance for applications of merit throughout the year which do not meet application or eligibility requirements for other types of grants. Applications are accepted at any time throughout the year but grant allocation is dependent on the remaining budget allocation allowed in the Operational Plan.</p> <ul style="list-style-type: none"> • Council delegates authority to the Mayor to distribute these grants under s.377(1A) of the LGA. The purpose for the financial assistance must fall within the service functions defined by the LGA. If there is any doubt as to whether a matter relates to a function of Council then it will be referred to Council for determination. • An individual Mayoral grant must not exceed \$750. • The Mayor is to report to Council in conjunction with each quarterly Operational Plan review, detailing all grants approved and declined for the quarter. 	

	<ul style="list-style-type: none"> • The General Manager must be consulted where there is any doubt as to the potential for a conflict of interest. Where there is any potential for a conflict of interest the General Manager will prepare a report for the consideration of Council. • Where the applicant is a licensed body, or where the beneficiary is likely to be a State or Federal Government function, the matter will be referred to Council for determination. • The total actual donations provided by a Mayor under delegated authority should bear the same relationship to total budget as the Mayor's term of office, so that if another Mayor is elected part way through the financial year there is a commensurate amount of budget remaining to be expended. • The Mayor has delegated authority to grant assistance from budget allocation for special or emergency events, but is to report to Council in conjunction with each quarterly Operational Plan review.
7	<p>Annual grants</p> <p>The Annual grants category provides funding to community organisations, groups and clubs for activities, projects or equipment that support community-strengthening initiatives or improve the quality of life of Eurobodalla residents. Annual grants will not be provided for private, individual or political gain.</p> <p>Some of this grant funding is distributed by Council on behalf of, or in collaboration with other agencies or organisations.</p> <p>This is a competitive category with application windows opened at various times during the year, depending on the stream. Annual funding does not continue into subsequent years and previous recipients are invited to re-apply each year when applications are open.</p> <p>Annual grants funding is distributed through the following streams:</p> <p><i>Liveable community –</i></p> <p>Healthy Community grants <i>Approval:</i> Council resolution</p> <p>For projects to improve the health and wellbeing of people in the Eurobodalla.</p> <ul style="list-style-type: none"> • Council will approve a budget allocation in the Operational Plan for each financial year. • Applications are sought once per year and will not be accepted outside the annual application period. • Individual grants are generally limited to the advertised amount determined each year. However, amounts may vary and are determined on an individual basis, merit and may be subject to conditions regarding timing of use. • A panel will review applications and make recommendations to Council for approval. <p>Seniors week grants <i>Approval:</i> Council resolution</p> <p>For projects to improve the health and wellbeing of older people in the Eurobodalla.</p> <ul style="list-style-type: none"> • Council will approve a budget allocation in the Operational Plan for each financial year. • Applications are sought once per year and will not be accepted outside the annual application period. • Individual grants are generally limited to the advertised amount determined each year. However, amounts may vary and are determined on an individual basis, merit and may be subject to conditions regarding timing of use. • A panel will review applications and make recommendations to Council for approval.

NAIDOC week grants

Approval: Council resolution

For Eurobodalla's not-for-profit organisations, schools and community groups to run local NAIDOC (National Aboriginal and Islander Day Observance Committee) Week activities.

- Council will approve a budget allocation in the Operational Plan for each financial year.
- Activities must promote partnership with the Aboriginal community or an Aboriginal organisation and encourage wider community participation in NAIDOC Week.
- Applications are sought once per year and will not be accepted outside the annual application period.
- Individual grants are generally limited to the advertised amount determined each year. However, amounts may vary and are determined on an individual basis, merit and may be subject to conditions regarding timing of use.
- A panel will review applications and make recommendations to Council for approval.

Youth Grants

Approval: Council resolution

Support for Eurobodalla's not-for-profit and community groups to run youth development initiatives.

- Council will approve budget allocation in the Operational Plan each year.
- Applications are sought once per year and will not be accepted outside the annual application period.
- The applicant group must deliver local community based projects which show evidence of tangible benefits to youth of the Shire. The benefits may include social engagement with the community, sporting and cultural opportunities, skill development, build capacity of youth through leadership and training opportunities, furthering employment and pathway opportunities.
- Individual grants are generally limited to the advertised amount each year however, amounts may vary and can be determined on an individual basis, merit and may be subject to conditions regarding timing.
- A panel will review applications and make recommendations to Council for approval.

Use of Council land by not-for-profit groups

Approval: General Manager (delegated under s.377(1A) LGA)

Support for Eurobodalla's not-for-profit group activities during the year, where the group holds a licence for a facility or land under Council care and control. These grants offset the annual licence fee held by the group for the land use.

- Applications are approved in conjunction with the licence renewal.
- The applicant group must provide evidence of tangible public benefit, such as social, sporting or cultural opportunities, or environmental and economic development outcomes.
- Membership of the applicant group must be reasonably available to the general public and the use of the land by other members of the general public must not be unreasonably restricted by the use by the applicant group.

- The applicant group may be an incorporated society or incorporated group, but must not be operated for private or pecuniary gain or commercial profit.
- Use of the land by the applicant group should not negatively impact on Council's budget and the land must not be solely used for storage by the applicant group.

Sustainable community –

Waste disposal grants

Approval: Council resolution

To encourage and assist community involvement in the management of waste minimisation for the benefit of the whole community. These grants contribute toward waste disposal (tipping) fees for registered charities and not-for-profit sporting, social and cultural organisations providing community services or benefits, such as; historical societies, Schools of Arts, CWA, public halls, pre-school kindergartens, aquatic and surf clubs and the like.

- Council will approve a budget allocation in the Operational Plan for each financial year.
- Applications are sought once per year and will not be accepted outside the annual application period.
- Successful grantees will be granted an annual waste management facility account allowance, to cover estimated waste disposal costs.
- Based on the annual application process, these grants will be specifically provided for in the Operational Plan. Additional applications resulting from submissions on the draft Operational Plan may also be considered by resolution of Council, based on merit and funding availability.
- Where a grantee utilises all of their granted account allowance before the end of the financial year, they may apply for special consideration of additional funding by resolution of Council, dependent on benefit to the community and remaining budget allocation.

Local Heritage Places grants

Approval: Council resolution

To encourage conservation of heritage items identified in the Eurobodalla Local Environmental Plans and assist property owners to carry out restoration works which involve repair, maintenance or reinstatement of missing items on heritage buildings.

- Eligible projects are those related to preservation work on a heritage property that is listed as a heritage item in the *Eurobodalla Local Environmental Plan 2012*, the *Eurobodalla Local Environmental Plan 1987* or the *Eurobodalla Urban Local Environmental Plan 1999*.
- Each year Council will invite owners of heritage buildings listed in Eurobodalla to apply for Local Heritage Places Grants.
- Total available grant funding is determined on an annual basis and includes a grant from the Heritage Division of the NSW Office of Environment & Heritage.
- The level of funding that can be made available for each project is capped at a maximum amount as advertised each year. The applicant will be required to contribute a minimum of \$1 for every \$1 offered from the grant fund.

- Council's Heritage Advisor will consider applications and make recommendations for endorsement by the Heritage Advisory Committee, for approval by Council.
- All works must be completed and an acquittal report submitted by the grantee at the beginning of May within the same financial year as the funds are approved.

Productive community –

Schools and education grants

Approval: Council resolution

Council will consider a grant to local schools and education establishments for annual speech night awards, for academic and other achievement.

Council will also consider granting contributions toward annual scholarships offered by universities and other educational institutions.

- Council will approve a budget allocation in the Operational Plan for each financial year.
- Applications are invited once per year and will not be accepted outside the advertised application window.
- Successful grantees will be granted an annual amount to contribute to school speech night awards and events, or toward annual scholarships.
- Grantees are required to recognise Council's contribution and invite the Mayor or a councillor to the speech night or scholarship award ceremony.

Collaborative community –

Southern Phone Community grants

Approval: Council

Eurobodalla Shire Council is one of Southern Phone's shareholders, and this grant program is one of the ways Southern Phone returns its profits to the community. These grants have provided up to \$25,000 (in total) annually to Eurobodalla community groups to run projects which provide a direct benefit to the community that would not usually be funded by Council in its normal course of business.

- Availability of these grants is dependent on Southern Phone Company's decision to offer the grant funding in any particular year.
- Access to the grant is subject to offer of grant funding by Southern Phone Company to the Mayor, who will designate a grant administrator within Council.
- Community groups will be invited by Council to apply once per year.
- Funding will only be provided to grantees for projects which meet the objectives of the Southern Phone grant guidelines and provide a physical asset for, or service to, the community.
- Funding will generally only be extended to legally constituted, not-for-profit, non-political and non-advocacy community groups or organisations.
- An approval panel (including the Mayor) will determine the applications to be forwarded to Southern Phone Company for consideration.
- Grants will be made available by Council resolution upon approval by Southern Phone Company, and the grant administrator will distribute the funds to the approved recipients.
- Full terms and conditions of the Southern Phone grants scheme apply.

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4-yearly grants

4-yearly grants support the operating costs associated with the delivery of community services and initiatives by organisations in the Eurobodalla. The 4-yearly funding period provides the financial certainty needed to improve an organisation's capacity to plan and deliver community services and initiatives that collectively strengthen Eurobodalla's social, recreational, economic and cultural infrastructure. Grants must provide demonstrated community benefits.

This is a competitive category with applications opened every 4 years. Grants will only apply for the approved 4-year funding period with recipients invited to re-apply when applications are opened for the next period.

Funding allocations are available over a 4-year term. The 4-yearly application process will allow these grants to be specifically provided for in the Operational Plan. Any additional applications resulting from submissions on the draft Operational Plan may also be considered by resolution of Council, based on merit and funding availability.

4-yearly grants funding is distributed through the following streams:

Liveable community -

Rates subsidy grants

Approval: Council resolution

Council will consider a grant to partially subsidise the annual rates and charges showing on the rates assessment for registered charities and not-for-profit sporting, social and cultural organisations providing community services or benefits, such as; historical societies, Schools of Arts, CWA, public halls, pre-school kindergartens, aquatic and surf clubs and the like.

- Council will approve a budget allocation in the Operational Plan for each financial year during the 4-year period.
- Public notice of the amount of rates grants will be given in the draft Operational plan for the year in which the fee is to be subsidised, to satisfy section 610E of the LGA.
- Rates subsidy grants can be applied to rented or leased premises where the applicant is responsible for the rates payment.
- Rates subsidy grants will not be available to: organisations that have licensed premises; organisations with significant commercial or surplus income; organisations funded by another level of government; churches or other religious groups.
- If a new application of merit is received after the date on which the Operational plan commences, Council must give public notice (in accordance with section 610E of the LGA) for at least 28 days of the subsidised rates proposed. The grant (if approved by Council resolution) will only apply from the date of the application for the remainder of the 4 year funding period, on a pro-rata basis.

Safety and emergency services grants

Approval: Council resolution

For their significant contribution to community safety and wellbeing, Council will consider grants toward operational costs for Surf Life Saving clubs and emergency organisations such as Volunteer Coastal Patrol and Rescue Squads, helicopter services and the like.

- Council will approve a budget allocation in the Operational Plans for each financial year over the 4 year funding period.
- Applications will be sought every 4 years, and will not be accepted outside the advertised application window.
- Successful grantees will be granted an annual amount to contribute to operational costs associated with delivery of services.
- Grantees will be required to provide an acquittal to Council with details of how the funding provided services to the community.

Sustainable community -

Domestic waste collection grants

Approval: Council resolution

Council will consider a grant to partially subsidise the annual domestic waste collection charge, currently not shown on the rates assessment for registered charities and not-for-profit sporting, social and cultural organisations providing community services or benefits, such as; historical societies, Schools of Arts, CWA, public halls, pre-school kindergartens, aquatic and surf clubs, and the like.

- Council will approve a budget allocation in the Operational Plan for each financial year over the 4 year funding period.
- Public notice of the amount of subsidised domestic waste collection charges will be given in the draft Operational plan for the year in which the fee is to be subsidised, to satisfy section 610E of the LGA.
- Domestic waste collection grants may be applied to rented or leased premises where the grantee is responsible for the rates payment.
- Domestic waste collection grants will not be available to: organisations that have licensed premises; organisations with significant commercial or surplus income; organisations funded by another level of government; churches or other religious groups.
- If a new application of merit is received after the date on which the Operational plan commences, Council must give public notice (in accordance with section 610E of the LGA) for at least 28 days of the subsidised rates proposed. The grant (if approved) will only apply from the date of the application for the remainder of the 4 year funding period, on a pro-rata basis.

Waste – commodity recycling grants

Approval: General Manager (delegated under s.377(1A) LGA)

To assist by donating commodity, in this instance cardboard, to an organisation providing training and employment programs for people with a disability. The grant provides a commodity for registered charities and not-for-profit groups providing a community service that benefits programs for people with a disability.

- The applicant charity or not-for-profit group must provide evidence of providing training and employment programs for people with disability.
- Council will approve a budget allocation in the Operational Plan for each financial year over the 4 year funding period.

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Events grants

Approval: General Manager (delegated under s.377(1A) LGA)

Council recognises the value and vitality that events bring to the community, and has identified strategic goals to help the local economy grow and develop and promote a vibrant cultural and leisure tourism destination.

Events grants provide support for the two types of events described in Council's current Events policy*:

- *Commercial events* - which directly benefit the local economy, and
- *Community events* - that support community-strengthening initiatives.

To support these two event types, there are two streams in the Events grants category:

Productive community -

Events Support Program (ESP)

Approval: General Manager (delegated under s.377(1A) LGA)

The Event support program provides grants for commercial events that directly benefit the local economy by attracting large visitor numbers to the area, or provide the area with local, national or international recognition. Due to the nature of these events, financial assistance may on occasion result in commercial gain/ benefit for the grantee.

Council offers an ESP to support and grow events which provide Eurobodalla with an economic boost. The ESP is not currently designed as an events bidding program.

- Council will approve a budget allocation in the Operational Plan each financial year.
- All events will be assessed against selection criteria. Assistance is granted on the basis of the level of economic benefit to Eurobodalla.
- Assistance granted is subject to meeting the minimum requirements of the ESP and remaining annual budget allocation.
- Assistance granted may be monetary or in-kind support (see [In-Kind support](#)).
- Grantees receiving financial support through the ESP are required to complete an event acquittal form and submit to Council no later than 60 days post event or they will become ineligible for future years of funding.

*(*Note: Council's Events Policy is due for review in February 2017 and will be reviewed in light of Council's Events Strategy. This Community Grants policy will be amended as necessary to reflect any changes to the Events policy, Events strategy and the distribution of events grants funding.)*

Collaborative community –

Community events grants

Approval: General Manager (delegated under s.377(1A) LGA)

This stream distributes grants for local not-for-profit organisations, clubs and sporting groups to provide community events and social, cultural and sporting activities that create and foster a positive community spirit through involvement, participation, relationship-building and co-operation.

	<p>This is a competitive category with application windows opened once per year. (Note: organisations or groups with urgent applications of merit which fall outside an open application window may instead be eligible to apply for a Mayoral grant.)</p> <ul style="list-style-type: none"> Grants provide assistance to not-for-profit community groups for use of Council-owned facilities and venues for social, cultural and recreational events and activities during the year, including charity fundraising events. Grants also provide assistance to community activities and gatherings of a small scale, which may only require a booking for the use of a Council venue or public space such as a street, park, beach, sportsground or reserve. Assistance may be monetary, such as a payment to off-set booking fees for use of a Council venue; or in-kind support (see In-Kind support).
10	<p>In-Kind support</p> <p>Some applications for grants may seek to access, at no cost to the grantee, Council plant and equipment or staff time and other resources. This “in-kind” support may not involve a direct cash component but still has financial consequences and budgetary implications.</p> <p>In-kind support may include (but is not limited to): preparation of traffic control plans, site plans, survey, design, review of environmental factors, or formwork; provision of traffic control, road closures or special clean-up for events, including waste collection and toilets; staff support for community event planning and set up; provision of temporary fencing; physical construction, earthworks or maintenance works at a project site involving Council plant and/ or labour.</p> <ul style="list-style-type: none"> For the purposes of assessing these applications, Council will first establish the in-kind cost and then decide the application. For approved applications, the value of the in-kind support will be recognised as a grant to offset the budget allocation from which the works were provided.
11	<p>General Conditions</p> <p>The following conditions apply to all applications for financial assistance from Council:</p> <ul style="list-style-type: none"> Financial assistance will only be granted by Council as per legislation for the purpose of exercising Council’s functions as defined by the LGA. Specified grants program expenditure will not exceed 5% of Council’s income from ordinary rates for the year with limits on the maximum assistance provided to a grantee. Financial assistance will not normally be provided unless it has been disclosed and consulted via the draft Operational Plan and subsequently included in a specific program within the adopted Plan and budget. However, Council may by resolution approve a budget amendment to authorise an exception, within the provisions of s356 of the LGA. Disclosure of financial assistance within the Operational Plan will be on a program basis, and may not necessarily disclose specific recipients, although decisions as to particular recipients will be publicly available. Grant applications will be accepted only during the advertised application period for the relevant grant category or stream. If applications for other financial assistance for matters of merit arise outside a specific grant program category or application window, Council may resolve at a public meeting

	<p>to approve the application, subject to any required public notice and availability of funds.</p> <ul style="list-style-type: none"> • Grant approval will be limited to the defined funding period. Approved applications will not automatically continue on to subsequent years. Grantees will be required to re-apply at the commencement of the next approval period. • Applications in competitive categories will be assessed on merit and available funding. Council may employ appropriate ranking criteria including weighted attributes to assist with assessment of applications in competitive categories. • Council may assess and approve applications on the basis of the total grants funding the applicant has been granted, across all of the program categories. • Grants will not be made by way of reductions or waiver of fees or charges, but rather any fees and charges will be recognised in full with a corresponding grant subsidy recognised in the appropriate activity cost centre. • All grantees are required to publicly recognise Council's contribution. • Generally, grants are not to be for private, pecuniary or commercial gain. A proposed recipient who acts for private gain is not ineligible to be granted financial assistance but must not receive any benefit under section 356(2) of the LGA, until at least 28 days' public notice of Council's proposal to pass the necessary resolution has been given. This public notice is <i>not</i> required if: <ul style="list-style-type: none"> (a) the financial assistance is part of a specific program, and (b) the program's details have been included in Council's draft operational plan for the year in which the financial assistance is proposed to be given, and (c) the program's proposed budget for that year does not exceed 5 per cent of Council's proposed income from the ordinary rates levied for that year, and (d) the program applies uniformly to all persons within Council's area or to a significant group of persons within the area.
13	<p>Eligibility and exclusions</p> <p>To be eligible for funding through the Community grants program, applicants must:</p> <ul style="list-style-type: none"> (a) apply via the appropriate online application form, (b) demonstrate how funds will be used for the purpose of exercising Council's functions, (c) meet all specific eligibility requirements and criteria in this policy and the grants procedures and guidelines, (d) have no outstanding debts to Eurobodalla Shire Council, (e) sign and comply with the funding agreement accepting the conditions of funding, and (f) provide any required acquittals to Council for grant funding received. <p>Applications will not be accepted from the following recipients:</p> <ul style="list-style-type: none"> • Commercial or profit-making enterprises or projects (with the exception of Commercial events via the ESP); • Political parties; • Government departments. <p>Applications will not be accepted for the following purposes:</p> <ul style="list-style-type: none"> • General fundraising activities;

	<ul style="list-style-type: none"> General shortfalls in funding by government departments; Completed or retrospective activities/ projects; Duplication of existing services.
14	<p>Application and assessment</p> <p>To simplify the process across the organisation, reduce administrative costs and ensure an equitable distribution of financial assistance, all grant applicants in competitive categories will be required to submit a new online application for a grant to be made within each funding period. The grants program procedure and guidelines will provide full details of the application and assessment process.</p> <p>The application acceptance period will be advertised by Council for each category and stream in accordance with the grants program procedures and guidelines.</p> <p>Previous recipients will be invited to re-apply for the next grant application round. Grants approved during the application period will be budgeted for in the Operational Plan.</p>

Implementation

Requirements		Responsibility
1	<p>Program procedures and guidelines</p> <p>This policy will be supported by an internal procedures document and grant guidelines for applicants. Procedures and grant applications will be administered by the relevant division responsible for the respective grants offered.</p> <p>Applicants should refer to the guidelines for applicants for information about eligibility, how to apply and the approval process.</p>	<p>Council officers</p> <p>Applicants</p>
2	<p>Applications and acquittals</p> <p>All applications and acquittals will be made and managed through Council's online grant management system.</p>	<p>Applicants</p> <p>Council officers</p>
3	<p>Mayoral grants</p> <p>A checklist is provided to the Mayor that reflects the requirements of the policy to assist in the determination of a grant application.</p> <p>A Council officer will be appointed as grants administrator to assist the Mayor with administration of Mayoral grants.</p>	<p>Mayor</p> <p>Grants administrator</p>
4	<p>Healthy Communities, Seniors Week, and NAIDOC week grants (annual)</p> <p>A panel will review applications and acquittals and make recommendations to Council for approval.</p>	<p>Director, Community Arts & Recreation</p>
5	<p>Not-for-profit group licence grants</p> <p>Applications will be determined under the Property Manager in conjunction with licence renewals.</p>	<p>Property Manager</p>
6	<p>Local Heritage Places grants (annual)</p> <p>Applications and acquittals will be reviewed and managed by the Heritage Planner with recommendations made to the Heritage Advisory Committee for approval.</p>	<p>Heritage Planner</p> <p>Heritage Advisory Committee</p> <p>Council</p>

7	Waste disposal grants, School and educational grants (annual) Applications invited once per year with a report to Council for approval by resolution.	General Manager Council
8	Southern Phone Community grants (annual) Subject to availability and Southern Phone Company terms and conditions. Applications recommended to Southern Phone Company by approval committee (incl. Mayor), and successful grants administered by the designated Grants administrator (Council officer)	Mayor and approval panel Grants administrator Council
9	4 yearly grants: Rates, Safety and emergency services, and Domestic Waste Collection Applications invited once every 4 years with report to Council for approval by resolution.	General Manager Council
10	Events grants – Events Support Program (ESP) See Events Policy, ESP Guidelines*. Applications will be determined by the Divisional Manager, Business Development & Events under delegated authority, within budget allocated by Council each year.	Div. Manager, Business Development & Events
11	Events grants – Community events Applications will be determined by the Divisional Manager, Community and Recreational Development under delegated authority, within budget allocated by Council each year.	Div. Manager, Community & Recreational Development
12	Finance Grants program budget allocations will be included in the annual Operational Plan and budget each financial year. Cost centres will reflect the grants categories to enable accurate and transparent reporting of financial assistance granted to the community. Grants to subsidise fees/ charges will see the fee/ charge applied in full with a corresponding grant subsidy allocated to the relevant cost centre.	Council Director, Finance and Business Development
13	Staff Under supervision, applicable Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received relevant training to do so.	Council Officers
14	Concerns Concerns received by 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 follow up actions and analyse the history of concerns.	Council officers Public Officer
15	Consultation Substantive changes to this policy will be placed on public exhibition for 28 days for community comment and submissions.	Council officers Community submissions

Proposals to approve grants which may be for private gain, or which involve a subsidy toward a fee or charge not included in the Operational Plan, will be placed on public exhibition for 28 days.	
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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 financial assistance granted under s356 of the LGA.

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.

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

Performance indicator	Data source(s)
Customer Feedback Survey Responses	Surveys
Internal or external audit	Audit
Number of applications received and approved	Council records
Donations and grants remain within allocated budget	Council records
Acquittals confirming return on investment	Council records
No statutory breaches	Council records

Definitions

Word/ Acronym/ Phrase	Definition
Competitive category	A competitive grants category involves applications being open to all eligible applicants with applications decided on merit and budget availability.
Grantee	A recipient of grant funding.

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 policies	www.esc.nsw.gov.au
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
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1	24 Nov 2009	Council	09/369	E06.0380 E09.3418	Policy commenced, replacing all related policies and codes.
2	10 Sep 2013	Council	13/272	E06.0380 E13.7095	Reviewed and updated.
3	TBA 2017	Council	17/ TBA	E06.0380 E16.0297	Renamed to Community Grants policy. Completely revised and updated after review of grants program to encompass all financial assistance grants provided by Council.

Internal use

Responsible officer		Director Finance & Business Development		Approved by	Council
Min No	17/TBA	Report no	TBA	Effective date:	DD MM 2017
File no	E06.0380 E16.0297	Review date	TBA	Pages:	16

POLICY

Policy name	Privacy and Information Protection
Responsible manager(s)	General Manager
Contact officer(s)	Privacy Contact Officer
Directorate	Finance and Business Development
Approval date	
Strategic Focus Area	Collaborative
Delivery Plan Link	C1.2 Manage the organisation to effectively and efficiently meet our statutory obligations
Operational Plan Link	C1.2.1 Respond to legislative and policy requirements set by the Department of Local Government

Purpose

Eurobodalla Shire Council respects the privacy of its residents and ratepayers, workers, and all that do business with council. Council is also committed to encouraging transparency and accountability in managing the information that it collects and holds. Council as a NSW public sector agency is bound by the *Privacy Code of Practice for Local Government (2000)*, *Privacy and Personal Information Protection Act 1998* (PPIP Act), and the *Health Records and Information Privacy Act 2002* (HRIP Act).

This policy ensures that council meets its obligations under legislation in an efficient and timely manner, and assures community confidence that any personal or health information collected and held by council is dealt with strictly in accordance to that legislation.

The policy aims to:

- Promote an integrated framework for dealing with privacy and information protection.
- Ensure consistency and fairness in the manner in which the council deals with privacy and information protection.
- Ensure compliance with and promote public awareness of legislative requirements regarding privacy and information protection.
- Make the council's policies and requirements privacy and information protection readily accessible and understandable to the public.

Policy statement

1	Application This Policy applies to that part of the information collected or held by Council that is Personal or Health Information. This Policy applies to Councillors, employees, customers, and business associates of Council, and members of the public.
2	Legislation By virtue of s.32 of the PPIP Act, council must comply with the <i>Privacy Code of Practice for Local Government (2000)</i> , made under Part 3 Division 1 of the PPIP Act or Part 5 of the HRIP Act.

3	<p>Privacy Management Plan</p> <p>In accordance with the PPIP Act, council must prepare and implement a privacy management plan. The plan is based on the model provided by the NSW Privacy Commissioner, and explains:</p> <ul style="list-style-type: none"> • Council's policies and practices for complying with the <i>Privacy Code of Practice for Local Government (200)</i>, PPIP Act and the HRIP Act • how council will make its workers aware of these policies and practices • procedures for dealing with privacy internal reviews under Part 5 of the PPIP Act • other relevant matters relating to the protection of the personal and health information that council holds (section 33 of the PPIP Act).
4	<p>Privacy Contact Officer</p> <p>Council will appoint a Privacy Contact Officer (PCO) who will act as an internal privacy expert, deal with privacy-related enquiries, internal reviews and complaints, assist council with advice or assistance in relation to any of council's functions or projects that have privacy implications, and ensure that all reasonable measures are taken to provide security for personal and health information in council's public area.</p> <p>Questions or written communications concerning the application of this policy or Council's Privacy Management Plan should be addressed to Council's PCO.</p>

Implementation

Requirements		Responsibility
1	<p>Privacy Management Plan</p> <p>Council's Privacy Management Plan sets out the procedures for the implementation of this policy, and serves as council's Code of Practice for privacy and information protection.</p>	Privacy Contact Officer
2	<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>	Council officers
3	<p>Concerns</p> <p>Concerns received regarding privacy and information protection will be recorded on council's records system and handled in accordance with council's Privacy Management Plan. They will be used to analyse the history of concerns and to help determine follow up actions.</p>	Council officers
4	<p>Consultation</p> <p>This policy and the Privacy Management Plan have been developed using reference materials provided by the NSW Privacy Commissioner and through consultation with relevant staff. This policy will be placed on exhibition for public submission as required by legislation.</p>	Council officers

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 its Privacy Policy.

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

Performance indicator	Data source(s)
Concerns	Council records
Breaches	Audit
Customer Feedback Survey responses	Surveys
Internal review	Audit
Administrative Decisions Tribunal review	PCO

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
Privacy Management Plan	
Privacy Code of Practice for Local Government 2002	www.olg.nsw.gov.au/OLG/Documents/Circulars/00-44.pdf
PPIP Act 1998	www.legislation.nsw.gov.au/maintop/view/inforce/act+133+1998+cd+0+N
HRIP Act 2002	www.legislation.nsw.gov.au/maintop/view/inforce/act+71+2002+cd+0+N
Privacy Act 1988 (Cth)	www.comlaw.gov.au/Series/C2004A03712

Related external references

Name	Link
Division of Local Government	www.olg.nsw.gov.au/
Privacy Commissioner	www.privacy.nsw.gov.au
Administrative Decisions Tribunal	www.adt.lawlink.nsw.gov.au

Supporting documents

Name	Link
Fact Sheet: Information Protection Principles	www.privacy.nsw.gov.au

Definitions

Word/Term	Definition
Personal Information	Personal information is any information or opinion about an identifiable person.
Health Information	Health information includes personal information that is information or an opinion about the physical or mental health or a disability of an individual.
information	for the purposes of this policy, a reference to both health information and personal information.
IPP	Information Protection Principles ("IPPs") means those principles contained in Part 2 Division 1 of the PPIP Act.
HPP	Health Protection Principles ("HPPs") means those principles contained in Part 2 Division 19 of the HRIP Act.
PPIP	Privacy and Personal Information Protection.
HRIP	Health Records and Information Privacy.
PCO	Privacy Contact Officer.

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/291	E09.3418	Policy Commenced, updated to include HRIP Act.
2	27 Aug 2013	Council	13/246	E13.7095	Revised and updated to reflect legislation. Supersedes previous policy dated 22 September 2009. Report O13/131.
3	dd mmm 2016	Council	TBA	E16.0297 See list	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	General Manager	Approved by	Council
Min No		Report no	Effective date
File no	E16.0297	Review date	Pages 4

Policy title	Fraud Control
Responsible manager	General Manager
Contact officer	Director Finance and Business Development
Directorate	Finance and Business Development
Approval date	TBA
Focus area	Support services
Delivery Program link	SS1.2 Maintain a sound governance framework within which Council operates
Operational Plan link	SS1.2.3 Coordinate Council's governance projects and procedures

Purpose

This policy is designed to protect public funds and assets, protect the integrity, security and reputation of the Council and its staff and maintain a high level of services to the community.

The policy aims to:

- Facilitate the development of controls which will aid in the detection and prevention of fraud against the Eurobodalla Shire Council.
- Promote a culture of awareness that fraud and corruption will not be tolerated.

Policy statement

1	Application This policy applies to all Eurobodalla Shire Council councillors, staff, contractors, volunteers and delegates.
2	Legislation Council will comply with the <i>Public Interest Disclosures Act 1994</i> , <i>Local Government Act 1993</i> (Chapter 14 Honesty and Disclosure of Interests), and <i>ICAC Act 1998</i> .
3	General Requirements (a) Management is responsible for the detection and prevention of fraud, misappropriations and other inappropriate conduct. (b) Management and each member of the Management Team should be familiar with the types of improprieties that might occur within his or her area of responsibility, and be alert for any indication of irregularity. (c) All councillors and employees have a responsibility to report fraud and suspected corrupt activity, through the appropriate notification, which may include taking advantage of the Public Interest Disclosures Act.

Implementation

Requirements		Responsibility
1	Code of Practice This policy will be implemented by following council's <i>Corruption Prevention Code of Practice</i> , which specifies in detail the plan, procedures and matters to be considered.	Director Finance & Business Development
2	Staff	Council managers and officers

	Under supervision, all Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received relevant training to do so.	
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 analyse the history of reported public concerns.	Council officers
4	Consultation Audit, Risk and Improvement Committee and consultation with Management Team. Dissemination to Council staff via divisional managers, intranet and e-mail. Other Consultation regarding this policy will occur as relevant with key stakeholders and may include legislative bodies, other relevant legislation, industry guidelines, and public comment.	Audit Committee Management team As appropriate

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 fraud and corruption.

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

Performance indicator	Data source(s)
<ul style="list-style-type: none"> Council and Management publicly support the policy. Managers actively and positively contribute to the development and maintenance of controls. Any fraud detected is dealt with in accordance with this policy. There is staff awareness and/or use of appropriate reporting lines. 	Council records Internal Audit
Reduction of incidence to nil.	Council Records
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
Local Government Act 1993	www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/

<i>Independent Commission against Corruption Act 1998</i>	www.austlii.edu.au/au/legis/nsw/consol_act/icaca1988442/
<i>Public Interest Disclosures Act 1994</i>	www.austlii.edu.au/au/legis/nsw/consol_act/pida1994313/

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Independent Commission against Corruption (ICAC)	www.icac.nsw.gov.au

Definitions

Term	Definition
Corruption	A breach of trust in the performance of official duties, acted or failed to act in the performance of the functions of their duties, or taken advantage of their employment to obtain any benefit for themselves or another person. Normally this will involve: a criminal offence, a disciplinary offence, or reasonable grounds for terminating the services of a public official.
Fraud	<p>Fraud is not restricted to monetary benefits. For the purpose of this policy, fraud against Council is described as: <i>"The dishonest misuse of Council's resources or using one's position and power for personal gain."</i></p> <p>A basic test for fraud could include the following questions: Was deceit employed? Was the action unlawful? Did it result in money/ benefits being received to which the person was not entitled?</p> <p>Some examples of fraud include:</p> <ul style="list-style-type: none"> • Unauthorised use of Council plant and equipment • Private use of Council's inventory and stores • Claiming unworked overtime on time sheets • Providing confidential Council information to unauthorised people or bodies • Allowing contractors to not fully meet contract requirements.

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	27 Jun 2006	Council	06/139		Policy Commenced
2	22 Sep 2009	Council	09/291	E09.3418	Policy reviewed and updated
3	27 Aug 2013	Council	13/246	E13.7095	Updated, added references and links
4	July 2015	-	-	E06.0380	Minor referencing updates
5	TBA				Minor referencing updates

Internal use

Responsible officer	Director Finance & Business Development			Approved by	Council
Min No	13/246	Report no	O13/131	Effective date	27 Aug 2013
File No	E06.0380	Review date	Sep 1016	Pages	3

Policy title	Arts and Cultural Services
Responsible manager(s)	Divisional Manager - Community and Recreation Development
Contact officer(s)	Coordinator Arts and Culture
Directorate	Community, Arts and Recreation Services
Approval date	
Focus area	Liveable
Delivery Program link	L3.2 Support and deliver enhanced cultural experiences and programs. L3.3 Plan for and collaborate to develop increased opportunities to engage in and develop cultural appreciation
Operational Plan link	L3.2.2 Support the conduct of exhibitions, talks, seminars, workshops and other initiatives L3.3.1 Collaborate with and participate in network partnerships L3.3.2 Support capacity building the creative industry sector L3.3.3 Coordinate the Public Art Advisory Committee L3.3.4 Cultural Plan review

Purpose

This policy is designed to position the role of creative arts as instrumental to engaging communities, cultivating new industries, celebrating, promoting and developing the Eurobodalla's distinctive characteristics, economy and reputation as a strong and vibrant community.

Policy aims

The policy aims to:

- Increase availability for access to and participation in the range of high quality creative art experiences.
- Increase opportunities for individuals/groups to engage in, develop their skills, understanding and appreciation of the range of arts practices and creative industries.
- Cultivate strategic partnerships within the community/business sectors and government agencies to collaborate in the ongoing creative sector's development.
- Work effectively with creative practitioners to build the capacity and capabilities of the creative industries within the Eurobodalla.
- Provide leadership, inspiration and advocacy for the creative industry sector.
- Make the Council's policies and requirements for Arts and Cultural Services readily accessible and understandable to the public.

Policy details

1	Application This policy applies to the whole Eurobodalla community.
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Implementation (logistics: HOW will the policy be implemented, and by WHOM?)

Requirements		Responsibility
1	This policy will be implemented by following Council's Creative Arts Strategy, which provides the framework and strategic directions for the ongoing development of arts activity and creative industries.	Coordinator Arts and Culture
2	Staff Under supervision, applicable Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received relevant training to do so.	Council officers
3	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 Request Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.	Coordinator Arts and Culture
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. Public submissions regarding this policy will be considered during the policy exhibition period. Any other consultation deemed necessary may occur when and if required.	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 arts and cultural services

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
User Group feedback	Public Art Advisory Committee

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
Public Art Policy	www.esc.nsw.gov.au

Related external references

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

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	date	Council	TBA	See list	Policy commenced
2	dd mmm 2013	Council	TBA	E13.7095	Reviewed and updated (start of new Council term)
3	dd mmm 2016	Council	TBA	E16.0297	Reviewed and updated (start of new Council term)

Internal use

Responsible officer	Director Community, Arts and Recreation Services	Approved by	Council
Minute #	TBA	Report #	TBA
File	E16.0297	Review date	Sep 2020
		Pages	3

POLICY

Policy name	Children's Services
Responsible manager(s)	Divisional Manager Community and Recreation Development
Contact officer(s)	Divisional Manager Community and Recreation Development
Directorate	Community, Arts and Recreation Services
Approval date	

Purpose

This policy is designed to ensure that Council continues to meet the needs of children, families and their educators via effective service provision in the Eurobodalla Shire. The policy aims to:

- Promote an integrated framework for dealing with Children's Services.
- Ensure consistency and fairness in the manner in which the Council deals with children families, educators and staff.
- Ensure compliance with legislative requirements under the *Children (Education and Care Services National Law Application) Act 2010*.
- Promote awareness of the requirements of the Act with respect to *The Education and Care Services National Regulations*.
- Take such steps as are appropriate to ensure education and care provided to children is safe and appropriate to the needs of children and their families.
- Make the council's policies and requirements for Children's Services readily accessible and understandable to the public.

Policy statement

1	Application This policy applies to Council's Children's Services including Family Day Care and After School and Vacation Care Services.
2	Legislation Eurobodalla Shire Council will comply with the <i>Children (Education and Care Services National Law Application) Act 2010</i> and <i>The Education and Care Services National Regulations</i> . http://www.legislation.nsw.gov.au/~pdf/view/act/2010/104a/whole http://www.legislation.nsw.gov.au/#/view/regulation/2011/653/whole
3	Standards Eurobodalla Shire Council Children's Services will be assessed and rated against the National Quality Standards For Education And Care Services that consist of 7 quality areas, 18 standards and 58 elements. The 7 quality areas are: <ol style="list-style-type: none"> 1. Educational program and practice 2. Children's health and safety 3. Physical environment 4. Staffing arrangements 5. Relationships with children 6. Collaborative partnerships with families and communities 7. Leadership and service management.

3.1	<p>Eurobodalla Shire Council's Policy Framework acknowledges that:</p> <ul style="list-style-type: none"> • Children's best interests are the primary consideration in the provision of services; • Children have the right to care and education for individual development and participation in society; • High quality children's services and education is an investment which develops and enhances the social, spiritual and economic wellbeing of the entire community; • Community participation in decisions about services for families and children is essential for the development of responsive services that meet local needs. • Eurobodalla Shire Council is committed to ensuring the availability of a range of responsive and quality children's services to the community by provision of land, buildings and office space, employment of staff, application of government funds, the provision of financial advice and participating in the management of individual services.
4	<p>Code of Practice</p> <p>Details of the acceptance and management of Children's Services against <i>The Education and Care Services National Regulations</i> are provided in the Children's Services Policies and Procedures and Guidelines, which outlines all aspects of service delivery and reporting, in line with The Education and Care Services National Regulations and Federal Department of Education and Training funding agreement.</p>
5	<p>Complaints</p> <p>Complaints received regarding the provision of Children's Services will be entered into Council's Privacy Management System and will remain Confidential, in accordance with Council's Privacy Management Plan and funding requirements. Complaints will be dealt with in accordance with Council's Complaint Policy and <i>The Education and Care Services National Regulations</i>.</p>

Implementation

Requirements		Responsibility
1	<p>Code of Practice</p> <p>This policy will be implemented by following Council's Children's Services Policies and Procedures and Guidelines, which specifies in detail the plan, procedures and matters to be considered.</p>	Council officers
2	<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>	Children's services staff and Family Day Care educators
3	<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 Request Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.</p>	Council Officers
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	Consultation Consultation regarding this policy may occur as relevant and may involve other agencies, relevant legislation, and public comment.	As relevant
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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 children's services.

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

Performance indicator	Data source(s)
Complaints	Council Records
Customer Feedback Survey Responses	Surveys
Internal or external audit	Audit
Assessment and Rating against National Quality Standards For Education And Care Services	Children's Services 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
Code of Practice	www.esc.nsw.gov.au/media/272479/policies_and_procedures_2012-2014_draft.pdf
Local Government Act 1993	www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/
Children (Education and Care Services National Law Application) Act 2010	http://www.legislation.nsw.gov.au/~pdf/view/act/2010/104a/whole
The Education and Care Services National Regulations.	http://www.legislation.nsw.gov.au/#/view/regulation/2011/653/whole

Related external references

Name	Link
Division of Local Government	www.dlg.nsw.gov.au/
Department of Education Employment and Workplace Relations	https://www.education.gov.au/
Department of Education and Communities	www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care
Australian Children's Education and Care Quality Authority	http://acecqa.gov.au/

Change history

Version	Approval date	Approved by	Minute No	File No	Change
1	24 Nov 2009	Council	09/369	E09.3418	Policy reviewed and adopted – report G09/145
2	23 Jul 2013	Council	13/172	E13.7095	Updated to new Policy Template, updated review date, updated references and links – report O13/112

Internal use

Responsible officer	Director, Community & Corporate Outcomes			Approved by	Council
Min no:	13/172	Report no:	O13/112	Effective date:	23 July 2013
File No:	E13.7095	Review date:	Sept 2016	Pages:	4