

# ORDINARY MINUTES

**COUNCIL MEETING** 

**Tuesday 14 November 2017** 

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Minutes of the Ordinary Meeting of the Meander Valley Council held at the Council Chambers Meeting Room, 26 Lyall Street, Westbury, on Tuesday 14 November 2017 at 1.35pm.

**PRESENT:** Mayor Craig Perkins, Deputy Mayor Michael Kelly,

Councillors Andrew Connor, Tanya King, Ian Mackenzie, Bob Richardson, Rodney Synfield,

John Temple and Deborah White.

**APOLOGIES:** Nil

**IN ATTENDANCE:** Martin Gill, General Manager

Merrilyn Young, Executive Assistant Beth Williams, Administration Officer Dino De Paoli, Director Infrastructure

Jonathan Harmey, Director Corporate Services

Matthew Millwood, Director Works

Lynette While, Director Community & Development Services

Krista Palfreyman, Development Services Co-ordinator

Kris Eade, Property Management Officer

Neville Scott, General Inspector

Durga Gopala-Krishnan, Environmental Health Officer

Jo Oliver, Senior Strategic Planner Natasha Whiteley, Town Planner Justin Marshall, Senior Accountant

On behalf of Council the Mayor extended condolences to the Lyne family on the passing of Denis, former employee at Meander Valley.

# 232/2017 CONFIRMATION OF MINUTES:

Councillor Connor moved and Councillor White seconded, "that the minutes of the Ordinary Meeting of Council held on Tuesday 10 October, 2017, be received and confirmed."

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

# 233/2017 COUNCIL WORKSHOPS HELD SINCE THE LAST MEETING:

Date :	Items discussed:
24 October 2017	<ul> <li>Deloraine Street Car Show 2018</li> <li>TRAP Special Committee Strategic Direction</li> <li>GWTTA – Request for increased Council resources</li> <li>Business Support Officer</li> <li>Westbury Transport Study 2017</li> <li>Public WiFi</li> <li>Highway Signage – Westbury</li> <li>Cities Power Partnership Program</li> <li>5-7 West Parade, Deloraine</li> </ul>

### **234/2017 ANNOUNCEMENTS BY THE MAYOR:**

### **Tuesday 17 October**

Attended Rosevale Hall AGM

### Friday 20 October

**Deloraine Tennis Club** 

### **Saturday 21 October**

Tasmanian Independent Country Music Awards

### **Tuesday 24 October**

Council Workshop

### **Thursday 26 October**

Combined Staff meeting

### Friday 27 October 2017

Hagley Farm Primary School Assembly

### **Tuesday 31 October**

Westbury RSL Beersheba Commemorations

### Wednesday 1 November

**LGAT General Meeting** 

### **Thursday 2 November**

Meeting with Brian Mitchell MHA Meeting with Jo Archer, RACT representative

### **Saturday 4 November**

Tasmanian Craft Fair Official Dinner

### Wednesday 08 November

NTDC AGM

### **Thursday 09 December**

TasWater AGM

### **Friday 10 December**

Tamar Estuary Management Taskforce meeting

### **Saturday 11 November**

**Westbury Show** 

## **235/2017 DECLARATIONS OF INTEREST:**

Nil

# 236/2017 TABLING OF PETITIONS:

Under Section 57 of the Local Government Act a petition was received, with 487 signatures, concerning the Council decision to construct a new building at the Westbury Recreation Ground.

# 237/2017 PUBLIC QUESTION TIME

### 1. PUBLIC QUESTIONS TAKEN ON NOTICE – OCTOBER 2017

Nil

### 2. PUBLIC QUESTIONS WITH NOTICE – NOVEMBER 2017

<u>Sean Manners – Westbury</u>

Thank you for your prompt reply. Unfortunately I will not be able to attend the Council meeting next Tuesday but I would like the following questions asked at the next Council meeting.

• I note that the business case that MVC funded was only accepted but not endorsed by a majority, but not unanimous vote, of Councillors. What information did the Councillors that voted for the motion use to arrive at the view that a two storey function centre was a viable business proposition if they did not use the business case?

### Response by Martin Gill, General Manager

I am not aware of the specific reasoning or information that the Councillors, who voted in support of the multifunction centre proposal, used to inform their decision making process.

 What community consultation did the Councillors that support this two storey building undertake to get a view of what the Westbury residents might or might not want or need?

### Response by Martin Gill, General Manager

In addition to ongoing consultation with the user groups a number of the Councillors who supported the proposal attended a community meeting held in 2015 where the upgrade of the Westbury Recreation Ground facilities were discussed.

- Who decides what this building should look like and what is needed to make it work? The drawings that were attached to the minutes were very poorly executed.
  - I note that in the minutes there was talk of "A Pie van" if people could not get upstairs to the proposed kiosk. Already a bad design and it was only an artistic impression!

### Response by Martin Gill, General Manager

In the decision at the Ordinary Council meeting September 2017 Council resolved to appoint Councillors Mackenzie, Synfield and Richardson to oversee the development of the project. Councillors Mackenzie and Synfield had developed the concept design attached to the agenda item. I would anticipate in light of the Council decision that they will continue to determine the design outcomes and visual appearance of the building.

• If this two storey building gets built will it need staff to ensure it runs and what would the annual running costs be of such a building, including promotion, daily running costs etc.

### Response by Martin Gill, General Manager

At this point Council officers anticipate that the additional annual operating cost including depreciation of the asset would be approx. \$145,000 depending

on the final design of the building. Council has not determined how the facility would be managed and promoted.

### 3. PUBLIC QUESTIONS WITHOUT NOTICE – NOVEMBER 2017

Nil

## 238/2017 COUNCILLOR QUESTION TIME

### 1. COUNCILLOR QUESTIONS TAKEN ON NOTICE – OCTOBER 2017

### 1.1 Cr John Temple

#### Sale of Home

a) Does Council concur that there is a seismic difference between selling an abandoned, vacant block of land of which the owner is disinterested and the selling a family home that will have a cataclysmic effect on its owners?

Response by Jonathan Harmey, Director Corporate Services
The extent of the difference would be a matter of opinion and depend on the circumstances involved however on face value the answer would generally be yes.

b) Does Council consider that it had any "Duty of Care" towards the owners?

Response by Jonathan Harmey, Director Corporate Services

Council has a duty of care to residents in a range of different functions including governance arrangements and services it delivers to the community. The question is taken to relate to the recent sale of property for unpaid rates. In this case Council officers recognised a moral responsibility and had extensive dealings with the property owners that sought to see the property debt settled and avoid the sale process.

c) Does Council consider that it should have better protected the interests of the owners?

### Response by Jonathan Harmey, Director Corporate Services

The question is taken to concern the financial interests of the owners in the recent sale of property for unpaid rates. The previous owners were provided substantial opportunity to cease the sale process and seek alternative avenues to maximise the sale proceeds for their property. It is considered that Council

kept the property owners fully informed and provided them more time than is provided for in the Local Government Act (Act) to settle the outstanding liabilities and cease the sale process. The previous owners chose to proceed to public auction through the sale of property for unpaid rates process. The sale was undertaken in accordance with the provisions of the Act with a qualified real estate agent completing the auction and a qualified lawyer completing the settlement.

### 1.2 Cr Bob Richardson

- 1. I refer to various food outlets at Westbury, namely:
  - Berriedale Hotel, 107 Meander Valley Road, Westbury
  - McCulloch's News 'n' Food, 84 Meander Valley Road, Westbury
  - Simple Pleasures (formerly Café on William/Hobnobs), 47 William Street, Westbury
  - Westbury Pizza Shop, 105 Meander Valley Road, Westbury
  - White House Bakery, cnr. King and Adelaide Streets, Westbury

Could Councillors be advised of the following for each:-

- (a) Annual Council rates;
- (b) Fees and charges levied by Council in relation to conduct of a food business;
- (c) The likelihood of the need to pay five inspection charges (by Tas. Fire Service) and State Land Tax and TasWater
- (d) The approximate workforce, including principals, of each business.

# Response by Martin Gill, General Manager Some of the information that has been requested is of a confidential nature,

therefore, Council Officers will prepare a briefing paper for the Councillors to address these questions.

2. Do these businesses confine their business activity to their own properties?

### Response by Martin Gill, General Manager Yes

3. What are the annual Council fees and charges levied by Council on mobile food vendors?

Response by Martin Gill, General Manager Council Officers will include the response to this question within the briefing paper.

- 4. Several ratepayers have expressed concern with the vehicle movement in Westbury's shopping centre. That concern has centred upon:
  - (a) Excessive speed (ie, exceeding nominated speed limits; and
  - (b) Heavy vehicles exceeding nominated load limits.
  - a) Has Council received any correspondence from ratepayers concerning this issue(s)
  - b) Have Tasmania Police been advised of the expressed concerns of residents and if so, has Tas Police responded.

### Response by Martin Gill, General Manager

- i) Council has received recent correspondence from a property owner in William Street.
- ii) Tas Police has not been advised of the recent correspondence received, but had been informed on a previous occasion.

Some months ago Council advised that a grant had been obtained to install security cameras in Meander Valley town(s).'

Also, Council has previously been advised of an abnormally elevated level of thefts from several businesses particularly in the Westbury/Hagley/Carrick District. These infringements continue, as late as last Saturday evening (7 October).

Could Council be advised of the progress toward installation of surveillance equipment, particularly in Westbury?

### Response by Martin Gill, General Manager

Council's Project Manager has completed background research, including case study analysis, and consulted with technology suppliers, other councils with experience in implementing/operating CCTV systems and Tasmania Police (TasPol). The research and consultation has informed a proposal that has been accepted by the Australian Government Department responsible for managing the Safer Communities Fund, and resulted in the signing of a Funding Agreement and transfer of the \$50,000 in grant money.

The proposal seeks to work "alongside local police to achieve enhanced crime risk management through the effective and responsible use of CCTV". The recommended system will provide Police with 24/7 live, unhindered access to video and images for rapid response to security incidents.

Site inspections conducted with TasPol's Manager Networks, Communications Systems & Technology have identified three preferred camera locations in each

# town. A TasPol representative has been invited to the November Council workshop to discuss the project.

### 2. COUNCILLOR QUESTIONS WITH NOTICE – NOVEMBER 2017

Nil

### 3. COUNCILLOR QUESTIONS WITHOUT NOTICE – NOVEMBER 2017

### 3.1 Cr Ian Mackenzie

### **Regional Jobs and Investment Packages**

A resident of Meander Valley has gained information and talked to Leah dent, Regional Manager-Northern Tasmania AusIndustry – Business Services, on a number of occasions, in regards to the Regional Jobs and Investment Packages (RJIP) – Regional Tasmania region, Tas., he was very keen, motivated and enthusiastic in taking on and furthering the Meander Falls Road Project that had already instigated by Council. He approached a council staff member to gain support but felt fobbed off and was very disappointed by this response.

My questions are as follows;

- a) I believe these grants to be Feasibility taking a project to the next step would this be correct?
- b) Over the past number of years while I have been on Council, Council has had consultants or has completed a number of studies/explorations within a range of project areas, the Meander Falls Road project being one, would this be correct?
- c) Did Council apply for a grant within Regional Jobs and Investment Packages (RJIP) Regional Tasmania region TAS, which closed recently?
- d) If yes what/if not why not?
- e) What is the process for a member of our community to gain or not gain, council support in taking a council initiated project further?
- f) What is the process to inform Councillors of a community member's proposal, approach and/or application?
- g) Has this person been loomed to approach Council for support in the future rounds of the Regional Jobs and Investment Packages (RJIPO Regional Tasmania region Tas, as I believe community member this one, motivate, enthusiastic, keen and engaged should be supported?

### **Questions taken no Notice**

### **Planning and Building Reform**

As Council is aware, I have been helping a local business- Westbury Rural Supplies to add the addition of a café within their business, I have here 16 separate documents required to achieve this activity, which I believe to be completely and absolutely ridiculous. With help, I am in the process of adding the legislation that requires each document.

My questions are as follows.

- a) How are we councillors / council able to encourage investment and job creation with this much red tape or so called requirements?
- b) Does council believe this is meets the government's philosophy in regards to planning/ building reform "cheaper, smarter, faster"?
- c) Will council write to the red tape coordinator outlining this project and the requirements required with the view of this being over the top?
- d) How does council raise concerns in regards to the requirements mandated by Taswater? In particular their proposal fee, assessment fee, application fee and installation fee?
- e) Another major concern of the planning/ building reform is that by the time an applicant finds out the total cost of the documents required to plan, build, develop, adapt or modify they have already spent a considerable amount of time and money, due to this, they are at the point of no return, who does or how do we inform applicants of the total cost of the documentation required before they start?
- f) These documents are prepared by number of professionals, included in these, but the owner may also require; an accredited draftsperson/designer, building surveyor, engineer, waste water designer, fire management professional, geologist, agronomist, would this be correct?
- g) In regards to having all these professionals as required by legislation, if something goes wrong with that project I understand that the owner is responsible, is this correct?
- h) Is this considered fair?
- i) How do we engage change?
- j) Can we instigate the change?

### **Questions taken on Notice**

### 3.2 Cr Tanya King

I have received the following question from Kevin Lattin, President of the Westbury Agricultural Society Inc and ask that Council provides a response;

Why would the Meander Valley Council consider a motion to call for the deletion of the Launceston and Devonport Show Day Holiday, and change it to the Friday of Agfest, when both Show Associations are only considering their future options?

It reeks of kicking these groups while they are down and I am disgusted that this has been publicly announced at this stage in proceedings.

### **Questions taken on Notice**

### 3.3 Cr Andrew Connor

Could Council please advise on the approximate total length of footpaths connecting to and within Blackstone Heights that have been constructed since 2011 and those with budget allocations for future works?

### **Question taken on Notice**

Regarding Federal assistance to repair infrastructure such as roads and bridges damaged in the June 2016 floods, can Council advise approximately:

- what amount of funds have been received to date?

Response by Jonathan Harmey, Director Corporate Services
Council received its first Natural Disaster Relief reimbursement of \$1,766,353
in early October 2017 for the remediation works required as a result of the
June 2016 floods

- what amount of funds remains outstanding that council expects to receive?

### Question taken on notice

### 3.4 Cr John Temple

a) Can the communication between Council and the then owners, i.e date and general thrust, be provided with an answer to the question?

### Question taken on notice

b) Anticipated life of gabion cages in Gulf Road?

# Response by Dino De Paoli, Director Infrastructure Services 100 years

### 3.5 Cr Bob Richardson

a) Given that it is likely that there will be issues of confidence in relation to significant development(s)/development applications, could council receive a detailed briefing (in a closed session of either a workshop or meeting of DA's or likely DA's in the municipality, particularly at Valley Central?

### Question taken on notice

b) Could Councillors be advised as to how section(s) of the Planning Scheme can be changed? In particular the area of land to which all "urban" or "residential" areas are subject in relation to "on land" rubbish fires?

### Response by Katie Proctor, Environmental Health Officer

The provisions relating to land area and backyard burning are not contained within the Planning Scheme: rather, the Environmental Management and Pollution Control (Distributed Atmospheric Emissions) Regulations 2007.

Under this regulation, burning is not permitted on land that has an area of less than 2000 square metres, unless: a) in accordance with a Council by-law; b) in accordance with a permit issued under the Fire Service Act 1979; or c) for the sole or primary purpose of reducing a potential fire hazard.

Burning of the following wastes are permitted on land that has an area of 2000 square metres or more: unpainted, untreated and uncontaminated wood; vegetative waste, vegetation, paper, charcoal or peat.

It should be noted that the current Regulations expired on 15 August 2017. Council has been advised that the revised Regulations will be gazetted before the end of 2017.

### 3.6 Cr Rodney Synfield

As a follow-up to answer to previous question regarding the issue of burn-offs, who is conducting the review of regulations relating to same?

Response by Martin Gill, General Manager The review is being conducted by the EPA.

# 239/2017 DEPUTATIONS BY MEMBERS OF THE PUBLIC

Nil

# **240/2017 NOTICE OF MOTIONS BY COUNCILLORS**

240/2017 Change of Public Holiday - Cr Bob Richardson

# 241/2017 2017-2018 ANNUAL PLAN – QUARTERLY REVIEW – SEPTEMBER 2017

### 1) Introduction

The purpose of this report is for Council to consider the September quarterly review of the Annual Plan.

### 2) Recommendation

It is recommended that Council receive and note the Annual Plan review for the September 2017 quarter.

### **DECISION:**

Cr Mackenzie moved and Cr King seconded "that Council receive and note the Annual Plan review for the September 2017 quarter."

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

### **242/2017 COUNCIL AUDIT PANEL RECEIPT OF MINUTES**

### 1) Introduction

The purpose of this report is for Council to receive the minutes of the Council Audit Panel meeting held on 26 September 2017.

### 2) Recommendation

It is recommended that Council receive the minutes of the Council Audit Panel meeting held on 26 September 2017.

Cr Kelly moved and Cr Richardson seconded "that Council receive the minutes of the Council Audit Panel meeting held on 26 September 2017.

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

### 243/2017 2018 COUNCIL MEETING DATES

### 1) Introduction

The purpose of this report is for Council to consider dates for Ordinary Council meetings for 2018.

### 2) Recommendation

It is recommended that Council approve the following schedule of ordinary meetings for 2017:

Tuesday 16 January 2018

Tuesday 13 February 2018

Tuesday 13 March 2018

Tuesday 10 April 2018

Tuesday 8 May 2018

Tuesday 12 June 2018

Tuesday 10 July 2018

Tuesday 14 August 2018

Tuesday 11 September 2018

**Tuesday 9 October 2018** 

**Tuesday 13 November 2018** 

**Tuesday 11 December 2018** 

### **DECISION:**

Cr Mackenzie moved and Cr White seconded "that Council approve the following schedule of ordinary meetings for 2017:

Tuesday 16 January 2018

Tuesday 13 February 2018

Tuesday 13 March 2018

Tuesday 10 April 2018

Tuesday 8 May 2018

Tuesday 12 June 2018

Tuesday 10 July 2018

Tuesday 14 August 2018

**Tuesday 11 September 2018** 

**Tuesday 9 October 2018** 

**Tuesday 13 November 2018** 

**Tuesday 11 December 2018** 

As an amendment to the motion Councillor Connor moved and Councillor Richardson seconded "that the February Meeting be held in Hadspen in the evening, commencing at 6:00pm"

The amendment was put and was declared <u>LOST</u> with Councillors Kelly, King, Mackenzie, Perkins, Synfield, and White voting AGAINST the motion and Councillors Connor, Richardson and Temple voting FOR the motion

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

# 244/2017 NOTICE OF MOTION - CHANGE OF PUBLIC HOLIDAY - CR BOB RICHARDSON

### 1) Introduction

The purpose of this report is for Council to consider a Notice of Motion from Cr Bob Richardson to change the local public holiday for Launceston Show to the Friday of Agfest (first Friday in May).

### 2) Recommendation (Cr Bob Richardson)

It is recommended that Council

- a) Gazette the Friday of Agfest each year as the Show Public Holiday for the Meander Valley Municipality;
- b) Work with other northern councils to have the Friday of Agfest (first Friday in May) each year as the Northern Show Holiday.

### **DECISION**

Cr Richardson moved and Cr Connor seconded "that Council

- a) Gazette the Friday of Agfest each year as the Show Public Holiday for the Meander Valley Municipality;
- b) Work with other northern councils to have the Friday of Agfest (first Friday in May) each year as the Northern Show Holiday.

The motion was declared <u>LOST</u> with Councillors Connor and Richardson voting FOR the motion and Councillors Kelly, King, Mackenzie, Perkins, Synfield, Temple and White voting AGAINST the motion.

The Council meeting adjourned at 2.21pm

The Council meeting recommenced at 2.26pm

An alternate motion was put by Councillor Synfield and seconded by Councillor Temple, that:

- "Council writes to the Minister for Building and Construction seeking advice about the process required to amend Schedule 1 of the Statutory Holidays Act 2000 to change a local public holiday, in particular adding the Friday of Agfest (first Friday in May), replacing the Launceston Show Day
- Council undertakes initial consultation, to determine that level of support for the proposed change of public holiday dates, including the following organisations:
- Northern Tasmania Show societies
- Rural Youth Tasmania Inc
- Northern and North-western Councils
- Council reviews feedback from the initial consultation before determining to commence any process prescribed by the Minister for Building and Construction".

The alternate motion was put and was declared <u>LOST</u> with Councillors Connor, Richardson, Synfield and Temple voting FOR the motion and Councillors Kelly, King, Mackenzie, Perkins and White voting AGAINST the motion.

### 245/2017 POLICY REVIEW NO. 84 – GIFTS AND BENEFITS

### 1) Introduction

The purpose of this report is for Council to review Policy No 84 – Gifts and Benefits

### 2) Recommendation

It is recommended that Council confirm the continuation of Policy No. 84 Gifts and Benefits as follows:

# **POLICY MANUAL**

Policy Number: 84 Gifts and Benefits

**Purpose:** To establish guidelines, procedures and

responsibilities regarding appropriate action that must be followed when dealing with offers of gifts

and benefits.

**Department:**Governance & Community Development **Author:**Gree Preece Martin Gill, General Manager

**Council Meeting Date:** 

**Minute Number:** 

14 November 2017

Next Review Date: October 2017 November 2021

### **POLICY**

### 1. **Definitions**

**Council officials** – Mayor, Councillors, Council staff (including staff engaged through an employment agency), Council Committee members, volunteers and contractors.

**Gift** – is usually a tangible item provided at no charge. Gifts may include, but are not limited to items such as cash, property (real or otherwise), goods and services made available at heavily discounted prices, alcohol, products, invitations to social functions and tickets to sporting, theatrical or music events.

**Cumulative gift** – a series of gifts of nominal value from the same person or organisation over a specified period which may have an aggregate value that is significant.

**Gift of influence** – a gift that is intended to generally ingratiate the giver with the recipient for favourable treatment in the future.

- **Gift of gratitude** a gift offered to an individual or department in appreciation of performing specific tasks or for exemplary performance of duties. Gifts to staff who speak at official functions may be considered an example of gifts of gratitude.
- **Benefit** a non-tangible item which is believed to be of value to the receiver (i.e. preferential treatment such as queue jumping, access to confidential information and hospitality).
- **Hospitality** the provision of accommodation, meals, refreshments or some other forms of entertainment.
- **Bribe** a gift or benefit given specifically for the purpose of winning favours or to influence the decision or behaviour of a Council official to benefit someone or something.
- **Cash** money or vouchers which are readily convertible.
- **Nominal Value** is the monetary limit of the value of gifts or benefits that may be accepted (i.e. total value of gift or benefit received.) A gift or benefit is of nominal value when it has no significant or lasting value.
- **Significant value** a gift or benefit that has a value above the nominal value limit.
- **Token** often mass produced (i.e. pens, calendars, ties or items with a company logo on them), offered in business situations to individuals. Usually have a value under the nominal value limit.
- **Non token** items that are of a more individual nature, with a value above the nominal value limit. Items may include, free or discounted travel; use of holiday homes; corporate hospitality at major sporting events free training excursions; tickets to major events and access to confidential information.
- **Conflict of interest** any situation in which an individual or corporation (either private or government) is in a position to exploit a professional or official capacity in some way for their personal or corporate benefit.
- **Public perception** the perception of a fair-minded person in possession of the facts.
- **Gifts and Benefits Declaration Form** a form to be completed (attachment 1), when an individual receives a gift or benefit of a non-token nature above the nominal limit or receives a series of token gifts or benefits in a specified time that may have significant aggregate value (Cumulative Gift).
- **Gifts and Benefits Register** a register maintained by Council of all declared gifts and benefits

### 2. Objective

The objective of this policy is to:

- Outline the obligations and responsibilities of Council's officials when dealing with offers of gifts or benefits and to;
- Assist Council officials make appropriate judgements in relation to gifts and benefits and therefore avoid being placed in a situation where they may become vulnerable to undue influence or threaten community confidence in the fairness, impartiality and integrity of the Council.

#### Scope

This policy applies to:

- All Council officials.
- All gifts and benefits offered to or received by all Council officials in their role as officers of the Council.

### 4. Policy

### 4.1 Application

In a private context gifts and benefits are usually unsolicited and meant to convey a feeling on behalf of the giver such as gratitude. There is ordinarily no expectation of repayment. Gifts given in a private context are not the focus of this policy.

Gifts and benefits may also be offered to individuals in the course of business relationships. Such gifts and benefits are often given for commercial purposes and serve to create a feeling of obligation in the receiver. Gifts and benefits given in the course of business relationships is the focus of this policy.

The policy is to be applied in conjunction with provisions in the Councils Codes of Conduct, Council's Fraud Control Policy and other relevant Council policies and procedures.

#### 4.2 General

Council officials at all times and in all circumstances must be seen to be fair, impartial and unbiased.

As first principle Council Officials are discouraged from accepting gifts and benefits.

Council officials should actively discourage offers of gifts and benefits and must not solicit gifts or benefits.

Council officials must not take advantage of their official position to secure an unreasonable personal profit or advantage.

People doing business with the Council should be encouraged to understand that they do not need to give gifts or benefits to Council officials to get high quality service.

From time to time Council officials may be offered gifts or benefits. In some limited circumstances for instance, cultural protocols, and benefits gifts may be accepted. Token gifts of nominal value may generally be received. Non-token gifts of significant value should not generally be accepted.

Council officials should at all times be aware of the wider situation in which an offer of a gift or benefit is being made. For example, Council officials should consider whether the donor is in or may be seeking to enter into a business relationship with Council or may be applying to Council in relation to the exercise of Councils functions.

Council officials must avoid situations that suggest that a person or body, through the provision of gifts or benefits is attempting to secure favourable treatment from Council. When deciding whether to accept or decline a gift or benefit, consideration should be given to both the value of the gift or benefit and also the intent of the gift or benefit being offered.

### 4.3 Acceptable gifts and benefits

Gifts or benefits of a token nature at or below nominal value may generally be accepted by Council officials without disclosing details to a supervisor, General Manager or Mayor and without recording the details of the gift or benefit on the Gifts and Benefits Declaration Form or Register (attachment 1 and 2).

That said, Council officials who receive more than the specified number of token gifts of a nominal value from the same person or organisation, in a specified period must disclose that fact in the gifts and benefits register.

If a Council official has any doubt if a gift or benefit is token or of nominal value they should discuss it with a supervisor General Manager or Mayor.

### 4.3.1 Token gifts and benefits

Gifts or benefits of a token nature do not create the appearance of a conflict of interest and include:

- Items with a company logo on them, ties, scarves, coasters, diaries, chocolates, flowers
- Books given to individuals at functions, public occasions or in recognition of exceptional work done
- Gifts of single bottles of reasonably priced alcohol given to individuals at functions, public occasions or in recognition of exceptional work done
- Free or subsidised meals of a modest nature and/or beverages provided infrequently (and or reciprocally) that have been arranged for or in connection with the discussion of official business
- Free meals of a modest nature and or beverages provided to Council officials who formally represent Council at work related events such as training, education sessions and workshops
- Invitations to approved social functions organised by groups such as Council Committees and community organisations

### 4.3.2 Nominal Value

For the purposes of this policy the current nominal value limit is identified in section 4.12.

### 4.4 Non acceptable gifts and benefits

Accepting gifts of money is prohibited.

Council officials should generally not accept gifts or benefits that appear to be non-token in nature or more than of a nominal value.

If a gift or benefit of a non-token nature or above nominal value is offered and cannot reasonably be refused (as this action may cause cultural offence embarrassment), the offer and receipt of the gift or benefit must be declared via completion of a Gifts and Benefits Declaration Form (at attachment 1) and the details must be recorded on the Council Gift Register. (at attachment 2)

If a Council official refuses a gift or benefit because they believe that the gift was a deliberate attempt to receive "special treatment', then such instances are to be reported to a supervisor, the General Manager or Mayor.

### 4.4.1 Non token gifts and benefits

Gifts or benefits of a non-token nature include:

- Free or discounted travel
- Use of holiday homes
- Tickets to major sporting events
- Corporate hospitality at a corporate facility or sporting venue
- Free training excursions
- Access to confidential information
- Discounted products for personal use
- Goods and services provided via a determination in a Will

At times a gift of a non-token nature may be given from one authority to another. Such gifts are often provided to a host authority. These gifts may be given as an expression of gratitude without obligation on the receiver to respond. The gratitude usually extends to the work of several people in the authority and therefore the gift is considered to be for the authority, not a particular individual.

### 4.4.2 Significant value

For the purpose of this policy a gift or benefit with significant value has a value above the specified nominal value limit.

### 4.5 Actual or perceived effect of the gift or benefit

Accepting gifts where a reasonable person could consider that there may be influence applied as a result of accepting the gift or benefit is prohibited. (gift of influence).

Where it is suspected that a gift or benefit has been offered for the purpose of influencing the behaviour of someone acting in their official capacity, the gift or benefit must be declined and the matter should be reported immediately to the relevant supervisor, General Manager or Mayor.

### 4.6 Bribes

Council officials must not offer or seek a bribe. A person offered a bribe should refuse it and report the incident as soon as possible to their supervisor, General Manager or the Mayor (in the case of Councillors). Council will take steps to report the matter to Police immediately.

Receiving a bribe is an offence under both the common law and Tasmanian Legislation.

### 4.7 Family members

Council officials must take all reasonable steps to ensure that immediate family members do not receive gifts or benefits of a non-token nature or gifts or benefits above the nominal value. Immediate family members include parents, spouses, children and siblings.

### 4.8 Records – Gifts and Benefits Registers

Council officials, who receive more than the specified number of token gifts or benefits near the nominal value limit from the same person or organisation, (cumulative gift) must disclose that fact on the Gifts and Benefits Declaration Form and Register (attachment 1 and 2). The specified number is included in section 4.12.

If an official of the Council receives a non-token gift or benefit in circumstances where it cannot reasonably be refused or returned, the receipt of the gift or benefit should be disclosed and the details recorded on a Gifts and Benefits Declaration Form (at attachment 1) and in the Gifts and Benefits Register (at attachment 2).

The Register will be available for public inspection.

The content of the Registers will be monitored by the General Manager on a regular basis.

### 4.9 Disposal of gifts

A supervisor, General Manager or Mayor will determine whether a gift or benefit of a non-token nature should be disposed.

There are options for the disposal of gifts that have been accepted because they could not reasonably be refused, but should not be retained by an individual. Examples of such circumstances where gifts or benefits may be received include:

- Gifts accepted for protocol or other reasons, where returning it would be inappropriate
- Anonymous gifts (received through the mail or left without a return address)
- A gift received in a public forum where attempts to refuse or return it would cause significant embarrassment or cultural offence.
- A gift or benefit of significant value provided to a Council official through a Will, where the relationship between the giver and recipient was essentially a council related business relationship.

Options for disposal include:

- Surrendering the gift to Council for retention
- Distributing the gift or benefit amongst a selection of Council's officials where a reasonable person would agree that the allocation was appropriate, (public perception).
- Donating the gift to an appropriate charity.

### 4.10 Breaches of Policy

All Council officials are obliged to comply with this policy and sanctions may be applied if the policy is breached.

Any person may report an alleged breach of this policy by an official of the Council to the General Manager or Mayor as appropriate who shall investigate any report received and take such action as is considered necessary.

If this policy has been breached, such action may include counselling, censure motions, disciplinary action (including termination of employment), the laying of charges and the taking of civil action.

### 4.11 Review process and endorsement

This policy, including the amounts and frequencies specified, may be varied by resolution of the Council. When varied, the amounts and frequencies that apply to the policy must be updated and included in section 4.12.

The policy should be reviewed as required, but at least every three years.

### 4.12 Detail of amounts and frequencies specified in the policy

For the purpose of this policy the current nominal value limit is (\$150.00).

Council officials who receive more than (three) nominal gifts of a token nature from the same person or organisation, in a six-month period must disclose that fact in the gifts and benefits register.

### 5. Legislation and Associated Council Policies

The following act, code and policy are relevant to the operation of this Policy

- Local Government Act 1993
- Councils Code of Conduct
- Councils Fraud Control Policy

### 6. Responsibility

Responsibility for the operation of this policy rests with the General Manager

Cr Mackenzie moved and Cr Richardson seconded "that Council confirm the continuation of Policy No. 84 Gifts and Benefits as follows:

# **POLICY MANUAL**

Policy Number: 84 Gifts and Benefits

**Purpose:** To establish quidelines, procedures and

responsibilities regarding appropriate action that must be followed when dealing with offers of gifts

and benefits.

**Department:** Governance

**Author:** Martin Gill, General Manager

**Council Meeting Date:** 14 November 2017

Minute Number: 245/2017

Next Review Date: November 2021

#### **POLICY**

### 1. **Definitions**

**Council officials** – Mayor, Councillors, Council staff (including staff engaged through an employment agency), Council Committee members, volunteers and contractors.

- **Gift** is usually a tangible item provided at no charge. Gifts may include, but are not limited to items such as cash, property (real or otherwise), goods and services made available at heavily discounted prices, alcohol, products, invitations to social functions and tickets to sporting, theatrical or music events.
- **Cumulative gift** a series of gifts of nominal value from the same person or organisation over a specified period which may have an aggregate value that is significant.
- **Gift of influence** a gift that is intended to generally ingratiate the giver with the recipient for favourable treatment in the future.
- **Gift of gratitude** a gift offered to an individual or department in appreciation of performing specific tasks or for exemplary performance of duties. Gifts to staff who speak at official functions may be considered an example of gifts of gratitude.
- **Benefit** a non-tangible item which is believed to be of value to the receiver (i.e. preferential treatment such as queue jumping, access to confidential information and hospitality).
- **Hospitality** the provision of accommodation, meals, refreshments or some other forms of entertainment.
- **Bribe** a gift or benefit given specifically for the purpose of winning favours or to influence the decision or behaviour of a Council official to benefit someone or something.
- **Cash** money or vouchers which are readily convertible.

**Nominal Value** – is the monetary limit of the value of gifts or benefits that may be accepted (i.e. total value of gift or benefit received.) A gift or benefit is of nominal value when it has no significant or lasting value.

**Significant value** – a gift or benefit that has a value above the nominal value limit.

**Token** – often mass produced (i.e. pens, calendars, ties or items with a company logo on them), offered in business situations to individuals. Usually have a value under the nominal value limit.

**Non token** – items that are of a more individual nature, with a value above the nominal value limit. Items may include, free or discounted travel; use of holiday homes; corporate hospitality at major sporting events free training excursions; tickets to major events and access to confidential information.

**Conflict of interest** – any situation in which an individual or corporation (either private or government) is in a position to exploit a professional or official capacity in some way for their personal or corporate benefit.

**Public perception** – the perception of a fair-minded person in possession of the facts.

**Gifts and Benefits Declaration Form** – a form to be completed (attachment 1), when an individual receives a gift or benefit of a non-token nature above the nominal limit or receives a series of token gifts or benefits in a specified time that may have significant aggregate value (Cumulative Gift).

**Gifts and Benefits Register** – a register maintained by Council of all declared gifts and benefits

### 2. Objective

The objective of this policy is to:

- Outline the obligations and responsibilities of Council's officials when dealing with offers of gifts or benefits and to;
- Assist Council officials make appropriate judgements in relation to gifts and benefits and therefore avoid being placed in a situation where they may become vulnerable to undue influence or threaten community confidence in the fairness, impartiality and integrity of the Council.

### 3. Scope

This policy applies to:

- All Council officials.
- All gifts and benefits offered to or received by all Council officials in their role as officers of the Council.

### 4. Policy

### 4.1 Application

In a private context gifts and benefits are usually unsolicited and meant to convey a feeling on behalf of the giver such as gratitude. There is ordinarily no expectation of repayment. Gifts given in a private context are not the focus of this policy.

Gifts and benefits may also be offered to individuals in the course of business relationships. Such gifts and benefits are often given for commercial purposes and serve to create a feeling of obligation in the receiver. Gifts and benefits given in the course of business relationships is the focus of this policy.

The policy is to be applied in conjunction with provisions in the Councils Codes of Conduct, Council's Fraud Control Policy and other relevant Council policies and procedures.

### 4.2 General

Council officials at all times and in all circumstances must be seen to be fair, impartial and unbiased.

Council officials should actively discourage offers of gifts and benefits and must not solicit gifts or benefits.

Council officials must not take advantage of their official position to secure an unreasonable personal profit or advantage.

People doing business with the Council should be encouraged to understand that they do not need to give gifts or benefits to Council officials to get high quality service.

From time to time Council officials may be offered gifts or benefits. In some limited circumstances for instance, cultural protocols, gifts may be accepted. Token gifts of nominal value may generally be received. Non-token gifts of significant value should not generally be accepted.

Council officials should at all times be aware of the wider situation in which an offer of a gift or benefit is being made. For example, Council officials should consider whether the donor is in or may be seeking to enter into a business relationship with Council or may be applying to Council in relation to the exercise of Councils functions.

Council officials must avoid situations that suggest that a person or body, through the provision of gifts or benefits is attempting to secure favourable treatment from Council. When deciding whether to accept or decline a gift or benefit, consideration should be given to both the value of the gift or benefit and also the intent of the gift or benefit being offered.

### 4.3 Acceptable gifts and benefits

Gifts or benefits of a token nature at or below nominal value may generally be accepted by Council officials without disclosing details to a supervisor, General Manager or Mayor and

without recording the details of the gift or benefit on the Gifts and Benefits Declaration Form or Register (attachment 1 and 2).

That said, Council officials who receive more than the specified number of token gifts of a nominal value from the same person or organisation, in a specified period must disclose that fact in the gifts and benefits register.

If a Council official has any doubt if a gift or benefit is token or of nominal value they should discuss it with a supervisor General Manager or Mayor.

### 4.3.1 Token gifts and benefits

Gifts or benefits of a token nature do not create the appearance of a conflict of interest and include:

- Items with a company logo on them, ties, scarves, coasters, diaries, chocolates, flowers
- Books given to individuals at functions, public occasions or in recognition of exceptional work done
- Gifts of single bottles of reasonably priced alcohol given to individuals at functions, public occasions or in recognition of exceptional work done
- Free or subsidised meals of a modest nature and/or beverages provided infrequently (and or reciprocally) that have been arranged for or in connection with the discussion of official business
- Free meals of a modest nature and or beverages provided to Council officials who formally represent Council at work related events such as training, education sessions and workshops
- Invitations to approved social functions organised by groups such as Council Committees and community organisations

### 4.3.2 Nominal Value

For the purposes of this policy the current nominal value limit is identified in section 4.12.

### 4.4 Non acceptable gifts and benefits

Accepting gifts of money is prohibited.

Council officials should generally not accept gifts or benefits that appear to be non-token in nature or more than of a nominal value.

If a gift or benefit of a non-token nature or above nominal value is offered and cannot reasonably be refused (as this action may cause cultural offence or embarrassment), the offer and receipt of the gift or benefit must be declared via completion of a Gifts and Benefits Declaration Form (at attachment 1) and the details must be recorded on the Council Gift Register

If a Council official refuses a gift or benefit because they believe that the gift was a deliberate attempt to receive "special treatment', then such instances are to be reported to a supervisor, the General Manager or Mayor.

### 4.4.1 Non token gifts and benefits

Gifts or benefits of a non-token nature include:

- Free or discounted travel
- Use of holiday homes
- Tickets to major sporting events
- Corporate hospitality at a corporate facility or sporting venue
- Free training excursions
- Access to confidential information
- Discounted products for personal use
- Goods and services provided via a determination in a Will

At times a gift of a non-token nature may be given from one authority to another. Such gifts are often provided to a host authority. These gifts may be given as an expression of gratitude without obligation on the receiver to respond. The gratitude usually extends to the work of several people in the authority and therefore the gift is considered to be for the authority, not a particular individual.

### 4.4.2 Significant value

For the purpose of this policy a gift or benefit with significant value has a value above the specified nominal value limit.

### 4.5 Actual or perceived effect of the gift or benefit

Accepting gifts where a reasonable person could consider that there may be influence applied as a result of accepting the gift or benefit is prohibited. (gift of influence).

Where it is suspected that a gift or benefit has been offered for the purpose of influencing the behaviour of someone acting in their official capacity, the gift or benefit must be declined and the matter should be reported immediately to the relevant supervisor, General Manager or Mayor.

### 4.6 Bribes

Council officials must not offer or seek a bribe. A person offered a bribe should refuse it and report the incident as soon as possible to their supervisor, General Manager or the Mayor (in the case of Councillors). Council will take steps to report the matter to Police immediately.

Receiving a bribe is an offence under both the common law and Tasmanian Legislation.

### 4.7 Family members

Council officials must take all reasonable steps to ensure that immediate family members do not receive gifts or benefits of a non-token nature or gifts or benefits above the nominal value. Immediate family members include parents, spouses, children and siblings.

### 4.8 Records – Gifts and Benefits Registers

Council officials, who receive more than the specified number of token gifts or benefits near the nominal value limit from the same person or organisation, (cumulative gift) must disclose that fact on the Gifts and Benefits Declaration Form and Register (attachment 1 and 2). The specified number is included in section 4.12.

If an official of the Council receives a non-token gift or benefit in circumstances where it cannot reasonably be refused or returned, the receipt of the gift or benefit should be disclosed and the details recorded on a Gifts and Benefits Declaration Form (at attachment 1) and in the Gifts and Benefits Register (at attachment 2).

The Register will be available for public inspection.

The content of the Registers will be monitored by the General Manager on a regular basis.

### 4.9 Disposal of gifts

A supervisor, General Manager or Mayor will determine whether a gift or benefit of a non-token nature should be disposed.

There are options for the disposal of gifts that have been accepted because they could not reasonably be refused, but should not be retained by an individual. Examples of such circumstances where gifts or benefits may be received include:

- Gifts accepted for protocol or other reasons, where returning it would be inappropriate
- Anonymous gifts (received through the mail or left without a return address)
- A gift received in a public forum where attempts to refuse or return it would cause significant embarrassment or cultural offence.
- A gift or benefit of significant value provided to a Council official through a Will, where the relationship between the giver and recipient was essentially a council related business relationship.

Options for disposal include:

- Surrendering the gift to Council for retention
- Distributing the gift or benefit amongst a selection of Council's officials where a reasonable person would agree that the allocation was appropriate, (public perception).
- Donating the gift to an appropriate charity.

### 4.10 Breaches of Policy

All Council officials are obliged to comply with this policy and sanctions may be applied if the policy is breached.

Any person may report an alleged breach of this policy by an official of the Council to the General Manager or Mayor as appropriate who shall investigate any report received and take such action as is considered necessary.

If this policy has been breached, such action may include counselling, censure motions, disciplinary action (including termination of employment), the laying of charges and the taking of civil action.

### 4.11 Review process and endorsement

This policy, including the amounts and frequencies specified, may be varied by resolution of the Council. When varied, the amounts and frequencies that apply to the policy must be updated and included in section 4.12.

### 4.12 Detail of amounts and frequencies specified in the policy

For the purpose of this policy the current nominal value limit is (\$150.00).

Council officials who receive more than (three) nominal gifts of a token nature from the same person or organisation, in a six-month period must disclose that fact in the gifts and benefits register.

### 5. Legislation and Associated Council Policies

The following act, code and policy are relevant to the operation of this Policy

- Local Government Act 1993
- Councils Code of Conduct
- Councils Fraud Control Policy

### 6. Responsibility

Responsibility for the operation of this policy rests with the General Manager

An amendment to the motion was put by Councillor Synfield and seconded by Councillor White to remove the wording from 4.2 "As first principle Council Officials are discouraged from accepting gifts and benefits."

The amendment to the motion was put and was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the amendment.

The motion was declared <u>CARRIED</u> with Councillors Connor, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting FOR the motion and Councillor Kelly voting AGAINST the motion.

# 246/2017 POLICY REVIEW NO. 83 - FRAUD CONTROL POLICY & FRAUD CONTROL PLAN

### 1) Introduction

The purpose of this report is for Council to review Policy No 83 – Fraud Control and the Fraud Control Plan

### 2) Recommendation

It is recommended that Council confirm the continuation of Policy No. 83 Fraud Control and the Fraud Control Plan as attached:

# **POLICY MANUAL**

Policy Number: 83 Fraud Control

Purpose: To establish guidelines, procedures and

responsibilities regarding appropriate actions that must be followed to prevent, deter and detect

incidents of fraud and corruption.

Department: Governance & Community Services

**Author:** Greg Preece Martin Gill, General Manager

Council Meeting Date: 12 August 2014 November 2017

**Minute Number:** 

Next Review Date: November 2021

### **POLICY**

#### 1. Definitions

Fraud: Inducing a course of action by deceit or other dishonest conduct,

involving acts or omissions or the making of false statements, orally or in writing, with the object of obtaining money or other benefits from, or

evading a liability to, the Council.

Corruption: Dishonest action in which a person acts contrary to the interests of

Council and abuses their position of trust in order to achieve some personal benefit for themselves, or provide an advantage/disadvantage

for another person or entity.

Whistle-blower: A person who has or professes to have knowledge of fraudulent or corrupt conduct and who chooses to report it to the appropriate authority.

#### 2. Objective

#### The objective of this policy is to:

- Promote a sound ethical culture within Council
- Ensure that Councillors and staff are aware of the responsibilities in relation to ethical conduct
- Protect Council's funds and other public assets and reputation
- Ensure senior management's commitment to identifying risk exposures to fraud
- Ensure a sound ethical culture of the Council and that Councillors and staff are aware of the responsibilities in relation to ethical conduct

#### 3. Scope

This Policy applies to:

- All Councillors, Committee members, employees, contractors and consultants of Meander Valley Council as they are responsible for the identification and management of all risks associated with the performance of Council functions and the delivery of Council services;
- Situations where fraudulent or suspicious behaviour is suspected and/or has been identified.

#### 4. Policy

Council will not tolerate fraud or corruption amongst its Councillors, employees or contractors and is committed to:

- Ensuring internal controls are developed to deter, detect and prevent fraud;
- Providing a sound ethical environment in which fraud is difficult and honest behaviour is encouraged;
- Complying with legislation and relevant policies, procedures and controls;
- Proactively managing any allegation or incidences of fraud in accordance with approved procedure including reporting of allegations to law enforcement agencies;
- Providing sufficient resources to facilitate the implementation of this policy within Council;
- Protecting disclosures, including anonymous reporting, in accordance with the Public Interest Disclosure Act 2002, the Fraud Control Plan and the procedures contained within it;
- Protecting whistleblowers in accordance with section 19 of the Fraud Control Plan:

 Ensuring awareness of the Fraud Control Policy and associated procedures through the provision of appropriate training and awareness raising strategies to employees.

#### 5. Legislation and Associated Council Policies

Local Government Act 1993

Criminal Code Act 1924

**Integrity Commission Act 2009** 

Police Offences Act 1935

Privacy Act 1988 (Commonwealth)

Public Interest Disclosures Act 2002

Right to Information Act 2009

Meander Valley Council Code of Conduct

Meander Valley Council Code of Tendering & Contract

Meander Valley Council Fraud Control Plan

#### 6. Responsibility

Responsibility for the operation of this Policy rests with the General Manager.

#### **DECISION:**

Cr Synfield moved and Cr Kelly seconded "that Council confirm the continuation of Policy No. 83 Fraud Control as follows and the Fraud Control Plan as attached:

#### POLICY MANUAL

Policy Number: 83 Fraud & Corruption Control

Purpose: To establish guidelines, procedures and

responsibilities regarding appropriate actions that must be followed to prevent, deter and detect

incidents of fraud and corruption.

**Department:** Governance

**Author:** Martin Gill, General Manager

**Council Meeting Date:** 14 November 2017

**Minute Number:** 246/2017

Next Review Date: November 2021

#### POLICY

#### 1. Definitions

Fraud: Inducing a course of action by deceit or other dishonest conduct,

involving acts or omissions or the making of false statements, orally or in writing, with the object of obtaining money or other benefits from, or

evading a liability to, the Council.

Corruption: Dishonest action in which a person acts contrary to the interests of

Council and abuses their position of trust in order to achieve some personal benefit for themselves, or provide an advantage/disadvantage

for another person or entity.

Whistle-blower: A person who has or professes to have knowledge of fraudulent or

corrupt conduct and who chooses to report it to the appropriate

authority.

#### 2. Objective

• Promote a sound ethical culture within Council

- Ensure that Councillors and staff are aware of the responsibilities in relation to ethical conduct
- Protect Council's funds and other public assets and reputation
- Ensure senior management's commitment to identifying risk exposures to fraud

#### 3. Scope

This Policy applies to:

- All Councillors, Committee members, employees, contractors and consultants of Meander Valley Council as they are responsible for the identification and management of all risks associated with the performance of Council functions and the delivery of Council services;
- Situations where fraudulent or suspicious behaviour is suspected and/or has been identified.

#### 4. Policy

- Ensure internal controls are developed to deter, detect and prevent fraud or corruption;
- Provide a sound ethical environment in which fraud or corruption is difficult and honest behaviour is encouraged;
- Comply with legislation and relevant policies, procedures and controls;

- Proactively manage any allegation or incidences of fraud or corruption in accordance with approved procedure including reporting of allegations to law enforcement agencies;
- Provide sufficient resources to facilitate the implementation of this policy within Council;
- Protect disclosures, including anonymous reporting, in accordance with the Public Interest Disclosure Act 2002, the Fraud Control Plan and the procedures contained within it:
- Protect whistleblowers in accordance with section 19 of the Fraud Control Plan;
- Ensure awareness of the Fraud & Corruption Control Policy and associated procedures through the provision of appropriate training and awareness raising strategies to employees.

#### 5. Legislation and Associated Council Policies

Local Government Act 1993
Criminal Code Act 1924
Integrity Commission Act 2009
Police Offences Act 1935
Privacy Act 1988 (Commonwealth)
Public Interest Disclosures Act 2002
Right to Information Act 2009
Meander Valley Council Code of Conduct
Meander Valley Council Code of Tendering & Contract
Meander Valley Council Fraud Control Plan

#### 6. Responsibility

Responsibility for the operation of this Policy rests with the General Manager.

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

The Council meeting adjourned for afternoon tea at 3:18pm.

The Council meeting recommenced at 3:35pm

### 247/2017 NEW COUNCIL POLICY – CAMPING IN COUNCIL RESERVES

#### 1) Introduction

The purpose of this report is for Council to adopt a new policy – Camping in Council Reserves.

#### 2) Recommendation

It is recommended that Council adopt a new Policy Number 89 – Camping in Council Reserves as follows:.

#### **POLICY MANUAL**

Policy Number: 89 Camping on Council Reserves

**Purpose:** To provide guidance about the use of Council

reserves for camping.

**Department:** Community & Development Services

**Author:** Lynette While, Director

**Council Meeting Date:** 14 November 2017

Minute Number: xx/2017

Next Review Date: November 2021

#### **POLICY**

#### 1. Definitions

Council Reserves Includes parklands, sports fields, reserves, council land

provided or managed by Council for the purpose of

recreation.

Management Committee Special Committee of Council or community group approved

by Council.

#### 2. Objective

To ensure that camping on Council reserves is managed in accordance with principles of competition.

#### 3. Scope

This policy applies to land owned or managed by Council on behalf of the Crown.

#### 4. Policy

- Free camping is not permitted on Council reserves and recreation grounds.
- During Agfest, the Tasmanian Craft fair or other significant events Council may determine to establish temporary camping areas on Council reserves or recreation grounds to manage overflow demand from local commercial operators. A nominal fee may be charged to cover the costs of administration and maintenance.
- Camping on Council reserves will be considered in the following circumstances:
  - o A management committee will manage camping activity
  - o The management committee has the appropriate public liability insurance
  - o A planning permit has been issued for the use
  - The reserve has the appropriate facilities to cater for campers, recreational vehicles or caravans.
  - No longer than three consecutive nights camping is permitted

#### 5. Legislation

- Land Use Planning and Approvals Act 1993
- Local Government Act 1993

#### 6. Responsibility

Responsibility for the operation of this policy rests with the Director of Community and Development Services.

#### **DECISION**

Cr Synfield moved and Cr Richardson seconded "that Council adopt a new Policy Number 89 – Camping in Council Reserves as follows:

#### POLICY MANUAL

Policy Number: 89 Camping on Council Reserves

Purpose: To provide guidance about the use of Council

reserves for camping.

**Department:** Community & Development Services

**Author:** Lynette While, Director

**Council Meeting Date:** 14 November 2017

Minute Number: 247/2017

Next Review Date: November 2021

#### **POLICY**

#### 1. Definitions

Council Reserves Includes parklands, sports fields, reserves, council land

provided or managed by Council for the purpose of

recreation.

Management Committee Special Committee of Council or community group approved

by Council.

**Overflow Events** Agfest, Tasmanian Craft Fair and other significant events

#### 2. Objective

To ensure that camping on Council reserves is managed in accordance with principles of the National Competition Policy.

#### 3. Scope

This policy applies to land owned or managed by Council.

#### 4. Policy

- Free camping is not permitted on Council reserves.
- During other significant events Council may allow temporary camping areas on Council reserves to manage overflow demand from local commercial operators. A fee may be charged to cover the costs of administration and maintenance.
- Camping on particular Council reserves will be considered in the following circumstances:
  - o A management committee will manage the site
  - o An appropriate level and type of public liability insurance is in place
  - o A planning permit has been issued for the use
  - The reserve has the appropriate facilities to cater for campers, recreational vehicles or caravans.
  - o No longer than four consecutive nights camping is permitted

#### 5. Legislation

Land Use Planning and Approvals Act 1993

Local Government Act 1993

#### 6. Responsibility

Responsibility for the operation of this policy rests with the Director of Community and Development Services.

The motion was declared <u>CARRIED</u> with Councillors Synfield, Richardson, White, Mackenzie and Perkins voting FOR the motion and Councillors Connor, Kelly, King, and Temple voting AGAINST the motion.

#### Comment by Cr Bob Richardson

I believe that I have no option but to support this motion. To vote against the motion effectively votes against the law.

"Camping" incidentally is under this motion, not banned: free camping is not allowed. Camping with an appropriate fee (or fees) is allowed, but must conform with Competition Policy.

#### **248/2017 CUSTOMER SERVICE CHARTER**

#### 1) Introduction

The purpose of this report is for Council to review Council's Customer Service Charter.

#### 2) Recommendation

It is recommended that Council adopt the revised Customer Service Charter as follows:



#### **CUSTOMER SERVICE CHARTER**

(S.339F Local Government Act 1993)

#### **CUSTOMER SERVICE CHARTER**

Meander Valley Council is committed to providing quality services to its community. We are continually striving to improve our services through employee training, new technology and consultation.

This *Customer Service Charter* is in compliance with the requirements of Section 339F of the *Local Government Act 1993* and outlines our commitment to customers in accordance with our Community Strategic Plan and provides a formal process for making complaints. It outlines customers' rights, the standards customers can expect when dealing with Council and what a customer can do if dissatisfied with Council decisions or actions.

#### **OUR COMMITMENT TO CUSTOMER SERVICE**

Meander Valley Council is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful Officers that meet our customers' expectations.

We place great emphasis on the efficient handling of complaints and we will always strive for the best possible solution.

#### As part of our commitment to you, we will:

- respect, listen and care for you and your concerns
- identify ourselves in all communication with you
- respect your privacy and confidentiality
- aim to communicate clearly and in plain language
- be positive and receptive to new ideas
- take a fair, balanced and long-term approach with our decisions
- provide relevant and up-to-date information relating to our services via our website and publications

#### WHO IS A CUSTOMER

A customer is any person or organisation having dealings with the Council.

#### **OUR SERVICE STANDARDS**

#### At all times we will:

- treat customers courteously and with respect
- deal with customers in a polite, friendly and helpful manner
- listen to customers and take their views into account
- provide customers with necessary and relevant information
- treat customers fairly and take account of the customer's particular needs
- act on our commitments in a timely manner
- value customers privacy by treating all personal information confidentially
- be punctual for meetings and appointments
- provide Council ID if requested
- leave a "visit card" with our name and contact number following a visit to a customer's residence if that customer is absent at the time

#### When a customer visits or telephones the Council

Staff who attend the counter and answer the telephone will courteously deal with an enquiry directly without unnecessary referrals or transfers.

However, if they cannot deal with the enquiry they will provide the customer with the name of the person to whom the request will be referred. In the event that the information is not readily available they will request that person to contact the customer directly.

Telephone calls will be returned at the first opportunity however where information is not readily available verbal enquiries will be answered within 5 (five) working days.

#### When a customer writes or emails

We will respond to all written requests or enquiries within 5 (five) working days of receipt. Our response will be either in full, or as an acknowledgement outlining the name of the person handling the matter. Such acknowledgement may be by telephone or in writing as appropriate. All correspondence will be as prompt as possible, courteous and written in plain English.

#### **Guiding Steps**

When dealing with enquiries from the community we will undertake the following steps to obtain a complete understanding of the request:

- get the whole story
- explain the process and accept responsibility
- see first hand
- be solution focussed but consistent
- assess risk and escalate accordingly
- keep everyone informed
- document everything
- keep data and measure performance
- follow up and provide closure

#### **OUR EXPECTATIONS OF THE CUSTOMER**

#### To make our job easier in providing services we ask customers to:

- treat Council Officers with respect
- respect the privacy, safety and needs of other members of the community
- provide accurate and complete details
- phone to make an appointment for a complex enquiry or a need to see a specific Officer
- phone the Officer nominated on correspondence sent to the customer and quoting the file number on the letter

#### **Abusive Customers**

When interaction with community members involves personal abuse or offensive language, the communication may be terminated immediately by the Officer. If face-to-face, the Officer will walk away. If on a telephone, the Officer will terminate the call. If in electronic communication, the address may be blocked.

If an Officer feels threatened by the language or behaviour of the customer, he/she may notify the Police and as soon as possible notify the General Manager.

There may be occasions when

- the person's issues cannot be dealt with to the customer's satisfaction and it is not possible for Council officers to continue to respond; or
- correspondence contains personal abuse or offensive language.

In these cases, the General Manager may decide to limit or cease responses to the person. A decision of this nature will be communicated in writing to the person.

#### **CUSTOMER SERVICE REQUESTS**

We have a Customer Service Request (CSR) System that records, monitors and reports on requests we receive.

#### What is a request?

A request may be:

- for service, for example garbage and recycling collection
- for information or an explanation of a policy or procedure
- for reporting damaged or faulty infrastructure
- about noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of our service
- for Council to provide new Infrastructure

The request is logged into Council's CSR System, assigned a priority and allocated to an Action Officer. We aim to achieve at least a 95% compliance standard.

#### **COMPLAINTS**

There are formal and informal complaints.

#### What is a formal complaint?

A formal complaint must be in writing. It is an expression of dissatisfaction with a decision (outside a structured process), level or quality of service, or behaviour of an employee or agent, which can be investigated and acted upon.

A structured process is where legislation (Act, Regulation, Rule or By-law) specifically makes provision for an appeal, internal or external review of a decision.

Any Council Officer having difficulty in determining a complaint from a customer service request will seek advice of the Departmental Director or General Manager.

#### What is not a formal complaint?

Many of the issues raised with Council are called "complaints" because the customer is unhappy about the situation. However, they are issues dealt with by Council on a day-to-day basis, are not formal complaints and do not form part of the formal complaints management process.

Examples of matters that are not formal complaints are:

- a request for service (unless there was no response to a first request for a service)
- a request for information or an explanation of a policy or procedure
- disagreement with a Council policy
- a request for review of a decision for which a structured process applies
- an expression concerning the general direction or performance of the Council or Councillors
- reports of damaged or faulty infrastructure
- reports about noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of Council's service

#### **Complaints Management Process**

The Director of each Department of the Council is responsible for handling complaints relevant to that Department. If a complaint is about a Director, or of a very serious nature, it will be referred to the General Manager, or if about the General Manager, the Mayor.

Irrespective of the manner in which the complaint was received, a response to the complaint can be expected within twenty (20) working days. If a Councillor has submitted a complaint on a customer's behalf we will respond to the Councillor within twenty (20) working days.

There are times when it is not possible to meet this deadline, eg. where a complaint is a complex one and Councillors are to be briefed on the outcome of the investigations. In these cases we will keep the customer informed of progress.

#### **Type of Complaint**

A complaint may be lodged verbally (by telephone or at the counter) and may be responded to verbally by phoning or by meeting with the Director, or a Senior Officer, of the relevant Department to discuss the complaint.

If the complaint relates to a complex matter or there is no resolution from discussing the matter with the relevant Director or Senior Officer, a statement should be made in writing by the customer setting out the complaint as simply as possible.

To assist Council in dealing with a complaint, a customer should include the following if relevant:

- a) date, times and location of events
- b) what happened
- c) to whom the customer has spoken (names, position in the Council and dates)
- d) copies or references to letter or documents relevant to the complaint
- e) state what the customer hopes to achieve as an outcome to the complaint

#### **Internal Review**

Experience has shown that the majority of complaints are satisfactorily resolved by the relevant Director. However, a person who is not satisfied with the outcome may request a review of the complaint by the General Manager. A request for a review of the complaint to the General Manager is to be in writing.

The General Manager will inform the customer of the findings on completion of an investigation.

#### **Consideration of a Complaint**

In considering a complaint the relevant Director or the General Manager will:

- examine and analyse the information already available and follow up points requiring clarification
- look at the Council Policies which might have a bearing on the complaint
- meet with the relevant officer to discuss the matters in the complaint
- consider whether or not the Council is at fault
- consider any necessary action to be taken to correct any faults identified
- consider a review of the Council's procedures to avoid recurrence of any similar complaint in the future if necessary

The relevant Director or the General Manager may enter into informal discussions or mediation on a complaint with a view to resolution.

#### **Vexatious Complaints**

All complaints received by Council will be treated with the utmost seriousness, however, if a complaint is found to be malicious, frivolous or vexatious, as determined by the General Manager, then no further action will be taken on the complaint. The customer will be informed of this decision in writing by the General Manager.

#### **Anonymous Complaints**

While we will receive anonymous complaints, we will generally only act on them where the matter is considered to be serious and there is sufficient information in the complaint to enable an investigation to be undertaken.

#### **Protection of Customer**

We will take all care to ensure that the reporting of complaints will not result in a customer experiencing any form of victimisation or retribution as a result of the complaint.

#### What if a customer is not satisfied with the resolution of the complaint?

Sometimes Council has to make difficult and complex decisions involving many people and individual customers do not get the outcome they would prefer.

If a complaint remains unresolved or a customer is dissatisfied with our process in dealing with a complaint, other avenues remain for the customer to explore.

#### These include:

- available Administrative Appeals Process;
- the Judicial Review Act 2000;
- contacting external agencies which can review actions and decisions taken by the Council-

#### These agencies include:

- The Ombudsman who is an officer responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government Departments, most Statutory Authorities and Local Government. The Ombudsman is located at NAB House, Level 6, 86 Collins Street Hobart. (GPO Box 960 HOBART, 7001) Ph: 1800 001 170
- Local Government Division, Department of Premier and Cabinet, Level 5, 15 Murray Street, Hobart, 7000. (GPO Box 123 HOBART, 7001) Ph. (03) 6232 7022

While a customer is entitled to refer a complaint directly to these Bodies at any time, customers are encouraged to allow Council the opportunity to resolve the complaint in the first instance.

#### Complaints against non-compliance or offence

- (1) A person may make a complaint to the Director of Local Government
  - (a) that a Council, Councillor or General Manager has failed to comply with requirements under this of any other Act; or
  - (b) that a councillor, the general manager or employee of a council may have committed an offence under this Act.
- (2) A complaint must:
  - (a) be in writing; and
  - (b) identify the complainant and the person against whom the complaint is made; and
  - (c) give particulars of the grounds of the complaint; and
  - (d) be verified by statutory declaration; and
  - (e) be lodged with the Director, Local Government Division, Department of Premier and Cabinet, Level 5, 15 Murray Street, Hobart (GPO Box 123 HOBART, 7001).

- (3) The Director may require a complainant to give further particulars of the complaint supported by a Statutory Declaration.
- (4) The Director may carry out an investigation without receiving a complaint specified in subsection (1).
- (5) The Director may determine the procedure for handling complaints or investigating matters.

For further information please refer to: www.dpac.tas.gov.au/divisions/local\_government/making\_a\_complaint

#### **HOW YOU CAN CONTACT US**

You can contact us to make an enquiry, lodge a customer service request or a complaint:

- In person by visiting Council's Offices at 26 Lyall Street, Westbury during the hours of 8:30am to 5:00pm Monday to Friday
- By phoning 6393 5300 or faxing 6393 1474 during the hours of 8:30am to 5:00pm Monday to Friday. Council provides an after-hours Emergency Service on the same number
- By post to Meander Valley Council, PO Box 102, WESTBURY 7303
- By email to mail@mvc.tas.gov.au
- Via the Internet by visiting the Council website at www.meander.tas.gov.au.
- Via Social Media: Facebook www.facebook.com/MeanderValleyCouncil
   Twitter @mvcouncil

#### PERSONAL INFORMATION PROTECTION

Council has a commitment to protection of Personal Information provided by a customer to Council in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.

Council's *Personal Information Protection Policy* is available for inspection at Council's Offices and on Council's website.

#### **REPORTING**

The General Manager is to provide Council with a report at least once a year of the number and nature of complaints received in accordance with section 339F(5) of the *Local Government Act* 1993.

#### **AVAILABILITY**

This Customer Service Charter is available

- For public inspection at the Council Office during normal office hours
- · On the Council's website free of charge

#### **REVIEW**

This *Customer Service Charter* is to be reviewed at least once every two years in accordance with section 339F (4) of the *Local Government Act 1993*.

#### **DECISION:**

Cr Mackenzie moved and Cr White seconded "that it is recommended that Council adopt in principle the revised Customer Service Charter as above."

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

## 249/2017 REVIEW OF BUDGETS FOR THE 2017-2018 CAPITAL WORKS PROGRAM

#### 1) Introduction

The purpose of this report is to provide information to Council on capital works projects budget variations and to seek Council approval for the reallocation of funding within the Capital Works Program.

#### 2) Recommendation

It is recommended that Council approve the following changes to the 2017-2018 Capital Works Program.

Project Name	Original Variation		New Budget
Dunorlan Road - Rehabilitation (230m)	\$55,000	-\$55,000	\$ <b>0</b>
Dairy Plains Road - Rehabilitation (1200m)	\$325,000	\$55,000	\$380,000
Rosevale Road bridge reconstruction on un-named creek	\$190,000	-\$180,000	\$10,000
Western Creek Road bridge reconstruction on Cubits Creek	\$80,000	-\$75,000	\$5,000
Union Bridge Road bridge reconstruction on Mersey River	\$2,234,800	\$255,000	\$2,489,800
Westbury Open Drainage Program - Drainage improvements	\$110,000	-\$70,000	\$40,000
Dexter Street Stormwater - William to Adelaide	\$ <b>0</b>	\$70,000	\$70,000
Bankton Road bridge reconstruction on Allsops Creek	\$180,000	-\$100,000	\$80,000
Gulf Road, Liffey - Road embankment reconstruction	\$600,000	\$400,000	\$1,000,000
Westbury Footpaths Program	\$165,668	-\$50,000	\$115,668
Adelaide Street, Westbury - new footpath from King to Adelaide St	\$0	\$50,000	\$50,000

#### **DECISION:**

Cr White moved and Cr Mackenzie seconded "that Council approve the following changes to the 2017-2018 Capital Works Program.

Project Name	Original Budget	Variation	
Dunorlan Road - Rehabilitation (230m)	\$55,000	-\$55,000	<b>\$0</b>
Dairy Plains Road - Rehabilitation (1200m)	\$325,000	\$55,000	\$380,000
Rosevale Road bridge reconstruction on un-named creek	\$190,000	-\$180,000	\$10,000
Western Creek Road bridge reconstruction on Cubits Creek	\$80,000	-\$75,000	\$5,000
Union Bridge Road bridge reconstruction on Mersey River	\$2,234,800	\$255,000	\$2,489,800
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Gulf Road, Liffey - Road embankment reconstruction	\$600,000	\$400,000	\$1,000,000
Westbury Footpaths Program	\$165,668	-\$50,000	\$115,668
Adelaide Street, Westbury - new footpath from King to Adelaide St	\$ <b>o</b>	\$50,000	\$50,000

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Temple and White voting for the motion and Cr Synfield voting against the motion.

#### Comment by Cr R Synfield

I was unable to support this agenda item that included a \$400,000 blowout in costs associated with restoration works on Gulf Road, following the June 2016 major flood event.

The project cost has escalated by 2/3rd's (taxpayers/ ratepayers money) when an alternate solution was available that I believe would likely have had a cost many hundreds of thousands of dollars less. In my opinion, and even more importantly

that of an expert in the relevant field, the alternate solutenduring and a more robust solution.	tion being both a more

#### ITEMS FOR CLOSED SECTION OF THE MEETING:

Councillor Mackenzie moved and Councillor Connor seconded "that pursuant to Regulation 15(2)(g) of the Local Government (Meeting Procedures) Regulations 2015, Council close the meeting to the public to discuss the following items."

The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

#### 250/2017 CONFIRMATION OF MINUTES

Confirmation of Minutes of the Closed Session of the Ordinary Council Meeting held on 10 October, 2017.

#### **251/2017 LEAVE OF ABSENCE**

(Reference Part 2 Regulation 15(2)(h) Local Government (Meeting Procedures) Regulations 2015)

# 252/2017 CONTRACT NO. 185 - 2017-18 RAILTON ROAD AND DUNORLAN ROAD INTERSECTION IMPROVEMENTS

(Reference Part 2 Regulation 15(2)(d) Local Government (Meeting Procedures) Regulations 2015)

The meeting moved into Closed Session at 4.42pm

The meeting re-opened to the public at 4.56pm

Cr Mackenzie moved and Cr White seconded "that the following decision taken by Council in Closed Session is to be released for the public's information -

a) Awards Contract No. 185 – 2017-18 – 2017-18 Railton Road and Dunorlan Road Intersection improvements to Treloar Transport Pty Ltd

## The motion was declared <u>CARRIED</u> with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, Temple and White voting for the motion.

The meeting closed at 4.57pm		
CRAIG PERKINS (MAYOR)		