MINUTES

POLICY REVIEW PANEL
held on 24 August 2017 at 10am in Civic Room 2, Melton Civic Centre

Present:	Cr Ramsey, Mayor
	Cr Carli
	Cr Hardy
	Cr Majdlik
	Ms C Denyer, Manager Legal & Governance
	Ms T Spiteri, Governance Coordinator
Chairperson:	Cr Ramsey, Mayor

1. **Welcome**

2. **Apologies**

   Nil

3. **Declaration of interests and/or conflict of interests**

   Nil

4. **Confirmation of the previous minutes**

   That the minutes of the Policy Review Panel held on 26 June 2016, adopted by Council at the Ordinary Meeting held 24 July 2017 be accepted.

5. **Business Arising**

   Nil

6. **General Business**

   ### 6.1   Events Policy (new)

   Presenters Heidi Taylor, Senior Events Officer and Dan Hogan, Manager Engagement & Advocacy

   The new Events Policy outlines Council's approach to supporting internal and externally managed events and replaces two previous policies which were no longer relevant. The Policy is supported by an Event Management Guide and Internally Managed and Externally Managed Event Procedures.

   A single Events Policy ensures that best practice event management principles are consistently implemented in all aspects of planning, engagement and communication, accessibility, safety, environmental sustainability and impact, and community health for all internal and external events. It also considers compliance related matters such as event, food and building permits approvals, traffic management and other safety matters.

   The Policy and relevant documents will be made available on Council's intranet and on Council's website once endorsed by Council.

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Recommendation 1

Crs Carli/Majdlik

That Council adopts the *Events Policy* as attached to these minutes.

6.2   Early Years Partnership Committee – Terms of Reference (revised)

Presenter – Brendan Ball, Manager Families and Children.

The Early Years Partnership Committee Terms of Reference have been revised and updated to reflect current programs, changes to terminology and member categories. Reference to the Best Start policy and guidelines has also been included as required by the Department of Education and Training.

The revised Terms of Reference have been adopted by the Committee and associate members and is now presented to Council for endorsement.

Recommendation 2

Crs Majdlik/Carli

That Council adopts the *Early Years Partnership Committee – Terms of Reference* as attached to these minutes.

6.3   Community Learning Board – Terms of Reference (revised)

Presenter – Sally Edwards, Lifelong Learning Officer

As a result of a workshop with members, the Community Learning Board (CLB) Terms of Reference have been revised to better reflect the operational requirements of the Board and expectations of CLB members.

Amendments to the Terms of Reference were made to the following areas:

- Role, purpose, vision and mission
- Size and composition of the Board
- Structure and status, including working groups
- Alignment with Council priorities.

Cr Ramsey, a member of the CLB explained to the Policy Review Panel the history of the Board including the composition of its membership.

The Panel requested the addition of a Disability Sector Representative to the Membership categories.

Recommendation 3

Crs Hardy/Majdlik

That Council adopts the *Community Learning Board – Terms of Reference* as attached to these minutes.

6.4   Public Internet Policy (revised)

Presenter – Bruce Marshall, Coordinator Economic Development & Tourism

The Public Internet Policy has been amended to reflect changes in both the way that the public consumes the internet, as well as changes in how Council delivers public internet access.

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The policy will enable non library members access to wifi. Users connecting to a Council provided public wifi will be able to so by logging in as a guest and by consenting to terms and conditions, at which point the devices IP address will be recorded in the system log.

The Policy will enable users flexibility in accessing public wifi outside of Council facilities and in public spaces such as the soon to be commissioned Melton Town Centre.

Recommendation 4

Crs Majdlik/Hardy

That Council adopts the *Policy Internet Policy* as attached to these minutes.

6.5   Governance Charter (revised)

Presenter – Christine Denyer, Manager Legal & Governance

The Governance Charter, adopted by Council on 6 February 2017, has been revised in light of the new Council and Wellbeing Plan 2017-2021 and the 2017/2018 Council Budget.

Revisions have been made to include Councils new Vision, five strategic themes, annual budget and organisational EFT data.

The revised Charter, will replace the existing Charter on Council's intranet and on Council's website once endorsed by Council.

Recommendation 5

Crs Majdlik/Carli

That Council adopts the *Governance Charter* as attached to these minutes.

7.   Next Meeting

19 October 2017, 12.00pm - 2.00pm, Civic Room 2, Melton Civic Centre.

8.   Close of Business

The meeting closed at 11.29am.

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	Events Policy
Version No.	V1.0, 29 June 2017
Endorsement	Executive, 29 June 2017 Policy Review Panel, 24 August 2017
Authorisation	Council, [insert date]
Review date	1 July 2020
Responsible officer	Manager Engagement and Advocacy
Policy owner	Senior Events Officer

1.   Purpose

To provide a framework for Council to advise and support events managed and delivered internally and by external parties, including community groups, commercial entities and individuals. This policy aims to provide clarity; outlining roles and responsibilities to support event organisers in the delivery of events that are compliant with Council's requirements.

2.   Scope

The policy applies to all Council and Community run events conducted on land owned/managed by Melton City Council.

Council will become involved in third party events and functions which are held on private land, if there is an impact to permit obligations (ie. fireworks, temporary structures or other legislative requirements).

This policy is supported by the Internal and External Managed Event Procedures and the Event Management Guide.

3.   Definitions

Word/Term	Definition
Event	An organised one-off or infrequent occurrence to be held within the City of Melton on public land (outdoors) or public buildings (indoors), where people assemble at a given time and location for the purpose of entertainment, recreation, community, ceremonial or promotional purposes, either for free or for the payment of a fee and include but not limited to: • Concerts and shows or other gatherings showcasing performing arts • Fundraising events • Military Commemoration • One off sporting events • Film screenings • Festivals and fairs • Exhibitions • Civic, civil and religious ceremonies

Word/Term	Definition
	• Historical or significant commemorative celebrations • Corporate activations or promotions • Publicised social gatherings with or without infrastructure For the purpose of this Policy, an event is any planned public or social occasion that takes place wholly or partly on public land (including roads, footpaths, parks, Council venues, community facilities and sports grounds).
Equipment Loan	Event equipment currently listed in the Event department's inventory list – whereby made available to internal or external parties for the purpose of their event. All event equipment loaned out is required to be returned within 24 hours of the event.
Event Approval Application	The application for all events run externally, by third party event organisers. Successful completion of the application is required for the proposed event to be granted an Event Permit.
Event Request Form	The application for all events run internally by Council officers
External Event	An event planned by any agency (i.e. community groups, commercial entities or individuals) other than Melton City Council
Council Partnered Event	An event that is planned and managed jointly by Council and a third party; and/or has received financial support (either through existing budget, funding or sponsorship) by Melton City Council.
Community Event	An event managed and delivered by a community group business or individual. This type of event may have the purpose of education, fundraising, tourism or similar with the primary aim to provide economic or social benefits to the local community.
Commercial Event	An event managed and delivered by a private entity that aims to generate a financial profit for the event organiser.
Private event	An event that is either ticketed, or targeted to a selected audience or is attended by invitation only.
Private Party	An informal gathering of personal acquaintances for informal occasions such as birthdays, anniversaries etc.
Program	A recurrent activity that is operationally focused and delivered in an ongoing manner to a defined audience
Project	A short term enterprise that is delivered over a defined period of time for a specific audience,
Public event	Any event that is open to the general public with no entry fee.
Launch/Official Opening	The opening/commencement of a new building, service or program.
Event permit	An official document providing authorisation/approval to hold an event including but not limited to: • Planning permit / place of public entertainment (POPE) • Permit or temporary food premises permit

4.   Policy

4.1   Role of Events

Melton City Council recognises the important role events play in the development of vibrant sustainable communities.

Evidence shows that events can generate significant social, cultural and economic benefits to the community. Well managed local events offer a range of benefits including:

- Improve social cohesion, community spirit and pride.
- Build community involvement, interest and participation
- Increased health and well being
- Providing advocacy and education opportunities in an informal setting
- Support local economic development
- Contributing to a positive image of the municipality
- Foster and strengthen civic pride and encouraging community connections.
- Encourage and support a diverse community by promoting access and inclusion for all.

Therefore, Council invests in their own events and encourages third parties to do same, ensuring that community events are safe, inclusive and cause no harm to the municipalities assets (both natural and built) at all times.

4.2   The Role of Council

Via Council's event unit and other internal departments, Council performs a range of functions and services related to event management;

4.2.1 Support

General – provide advice and information to organisers of Melton City Council events at the planning stage to assist with delivering best practice planning and management.

Promotion – promote Council and community events through various mediums.

4.2.2 Delivery

Approval and Compliance

Co-ordination and facilitation of event approval process to ensure legislative compliance.

Event Management

Council will conceive, fund, plan and deliver a variety of events within the Melton municipality including reoccurring and one-off events.

Grants and Event Equipment Loans

Promote and encourage community event organisers to apply for appropriate event related Grants and Sponsorship opportunities. Council will provide event specific equipment loans to Council and Community Event organisers who meet the eligibility criteria. Provision of equipment is subject to availability.

Sponsorship

Attraction of financial and in-kind sponsorship as appropriate for sponsorship of significant events/activities that benefit the broader community.

4.3   Event Management Principles

Council will maintain excellent standards of planning and delivery by best practice event management via the following principles.

4.3.1   Planning

- Establish clear objectives for the event, outline who the event is for, detail how the event will be implemented and how the event will be evaluated.
- Take account of the municipality's calendar of events when deciding when and where to hold the event.
- Identify any planning restrictions that apply to using the event venue, such as those articulated on Council website.
- Develop (where appropriate) a sustainability plan for the event that identifies how the event will continue in the future, and identify ways to improve the financial viability of the event.

4.3.2   Engagement and Communication

- Engage with Council early when planning the event so as to identify issues and opportunities.
- Identify (during early planning) who the event could affect in the community and engage with them to minimise disruption, particularly around traffic, parking and noise.
- Keep neighbourhoods who will be affected by the event informed of the overall event programme in their area (and consider the overall impact of holding multiple events in the same location).
- Communicate and market the events calendar through effective communication channels to reach mainstream and minority sectors of the population.

4.3.3   Accessibility

- Consider how all people (of differing abilities, disabilities, ages, ethnicities or religions) may access the event.
- Consider different ways of communicating with the community about the event, such as using plain language or pictures for those who cannot read etc.
- Identify how people with disabilities or limited mobility will travel to the event and provide adequate accessibility parking or drop-off for them.
- Consider how to make it easier for people with a disability to move around the event (if it is large).
- Consider the cost of the event, relative to what the target market for the event can afford to pay.

4.3.4   Safety

- Ensure the event complies with relevant health and safety legislation by planning and putting in place appropriate health and safety measures and risk management measures.
- Plan for the safety of people attending the event, including people travelling to and from the venue, and their security at the event.
- Provide for the responsible use of alcohol to minimise alcohol-related harm during and after the event.

4.3.5 Environmental sustainability and impact

- Plan how to manage waste from the event, including using waste minimisation and zero waste practices (such as using renewable and recyclable products where possible).

- Identify how to best minimise the effects of noise from the event on those living near the event.

- Minimise the impact the event has on ecologically sensitive environments, flora and fauna

4.3.6 Community Health

- Provide healthy eating options (where food is available at the event) in line with Council's Healthy Food and Drink Policy.

- Promote and support sun-smart measures (if the event is held outside).

5.   Limitations and Restrictions and Cancellations

5.1 Melton City Council takes social responsibility seriously. Events which feature tobacco, gaming or alcohol will be considered for Council support in line with relevant Council bylaws and policies. Exercising sole discretion, Council may choose not to provide material support to events which are deemed to compromise Council or community standards in which no further correspondence will be entered. For the purpose of this section, social responsibility extends to, but is not limited to, racism, sexism or other discriminatory practice, animal welfare or environmental hazards.

5.2 Council may cancel or direct the modification of events at any stage in its development including, but not limited to:

- Extreme weather

- Identified high risks

- Site safety or conditions

In these instances, Council will endeavour to work with the event organisers to arrange a suitable and compliant contingency option.

6.   Responsibility/Accountability

6.1   Senior Events Officer

The Senior Events Officer is the policy owner and is responsible for updating and amending this policy and related policy procedures.

6.2   Event Organisers

All event organisers are responsible for ensuring they notify Council and relevant departments of their intention to host an event.

6.3   All Officers that advise and have a regulatory/compliance role in the delivery of events within the City of Melton.

6.3.1 *Events Team (Engagement and Advocacy)*

- Able to provide specialist advice in event development (concept stage), event planning, advice on event delivery and evaluation options

- Responsible for maintaining Council's event calendar.

- Responsible for issuing Event Permits and approving all Council and Community run events

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6.3.2 Communications Team (Engagement and Advocacy)

- Responsible for ensuring the correct use of Council logos for any Council supported events
- Responsible for developing the Mayor's speech for any formalities at which he/she is to speak.

6.3.3 Design & Traffic (Engineering Services)

- Responsible for approving Traffic Management Plans for events in the municipality. They will advise on requirements and permissions for road closures **and considerations for event parking.**

6.3.4 Building Services (Compliance)

- Able to assess if a proposed event site is suitable for an event (based on anticipated crowd, traffic, safety and other measures)> Responsible for issuing Places of Public Entertainment (POPE) permits for Temporary Structure permits. A minimum of eight weeks is required for the assessment and approval of these permits. Permit fees apply.

6.3.5 Environmental Health (Compliance)

- Responsible for issuing temporary food premises permits. Application forms for permits must be received at least one month prior to the event. Permit fees apply. Environmental Health can advise if caterers are registered under the Food Act and carry out random inspections of events to ensure compliance with Food Safe Practices.

6.3.6 Local Laws (Compliance)

- Responsible for ensuring compliance with Local Laws in conduct and activates in Council buildings, on reserves and roads.

6.3.7 Planning Enforcement (Compliance)

- Responsible for determining and enforcing the location of road side event signage.

6.3.8 Statutory Planning (Planning)

- Responsible for issuing town planning permits for commercial and ongoing (annual) events. Event organisers must consider that the permit may take up to one year to be approved if any objections are received (objections must go through VCAT hearing). Permit fees apply.

6.3.9 Recreation (Recreation and Youth)

- Responsible for taking bookings and advising which recreation reserves and sporting facilities may be used as event sites.

6.3.10 Venues (Community Planning)

Responsible for taking bookings for Council venues available for private functions. Community or commercial use.

7.   References and links to legislation and other documents

Name	Location
Event Management Guide	Policy Intranet
Internally Managed Events Procedure	Policy Intranet
Externally Managed Events Procedure	Policy Intranet
Alcohol Risk Management Policy	Policy Intranet
Reconciliation Policy	Policy Intranet
Council and Wellbeing Plan 2017-2021	Policy Intranet
Melton City Council General Local Law (2015)	www.melton.vic.gov.au
Building Act 1993	www.legislation.vic.gov.au
APRA License Information	www.apra.com.au
Liquor Licensing	www.vcglr.vic.gov.au
Raffles (Gambling Licence or Permit)	www.vcglr.vic.gov.au

Terms of Reference

Name:	Early Years Partnership Committee Agreement
Approved by:	Melton City Council [insert date]
Last reviewed:	June 2017

1. Purpose

The Early Years Partnership Committee is responsible to provide advice to Council about presented strategic directions, policy and plans in relation to the support, learning, development, health and wellbeing of children aged 0-12 years in the City of Melton.

This Early Years Partnership Committee agreement establishes the Terms of Reference, composition and operating arrangements for the City of Melton Early Years Partnership Committee, including incorporation of the Best Start policy and guidelines as determined by the State Government Department of Education and Training.

2. Responsibility

The Early Years Partnership Committee is committed to working collaboratively to provide the best opportunity for children to reach their full potential in all aspects of their learning, development, health and wellbeing.

The Early Years Partnership Committee will do this by:

- providing strategic guidance, leadership and expert advice on current and emerging Early Years issues to be incorporated into plans, strategies and policies,

- providing leadership and advice in the development and evaluation of strategic plans relating to the early years. assisting in the development, implementation, monitoring and annual review of the Best Start logic model,

- providing expert advice on early years issues and potential solutions, including monitoring Government policy directions,

- championing the importance of the early years broadly,

- monitoring and reviewing outcomes, long term opportunities for partnerships, networking and information sharing,

- raising matters for Melton City Council to consider in its advocacy role to ensure the capacity of the local service system meets the needs of families within the municipality.

3. Funding

The Department of Education and Training (DET) has committed to recurrent funding of $100,000 per annum with a CPI increase for the purpose of the Best Start program in the City of Melton which includes the facilitation of the Early Years Partnership Committee.

4. Facilitating Partner / Fund Holder

The Facilitating Partner and funds holder for the Early Years Partnership Committee is:

Name: Melton City Council

Contact: Manager, Families and Children Services.

Email: csu@melton.vic.gov.au

Phone: 9747 7200

The role of the Facilitating Partner and funds holder includes employment and day to day management of the Coordinator, Early Years Partnerships and responsibility for reports and funding management/acquittal to the Department of Education and Training and Melton City Council.

5.   Facilitator

The facilitation of the Early Years Partnership Committee is undertaken by the Coordinator, Early Years Partnerships. This role takes overall responsibility for the administration of the Partnership and associated sub groups, including the organisation and facilitation of the meetings, supporting organisations to actively contribute to the Partnership, Early Years Planning and Best Start logic model.

6.   Signatories to the Partnership Agreement

The Early Years Partnership Committee comprises representation from sectors including Local Government, State Government, Primary School education, disability, early education and care health, family support, Indigenous, CALD, children and the community.

The Early Years Partnership Committee is represented by agencies/organisations committed to the learning, development, health and wellbeing of children aged 0-12 years. These agencies/organisations operate within the City of Melton and service families in the municipality. Community members who reside, work or spend a significant amount of time in the City of Melton are welcome as partners on the Early Years Partnership Committee.

The signatories to this Agreement (the Partners) are a senior officer from Melton City Council, senior members of agencies/networks or parties with an interest/expertise in the early years in the City of Melton. The signatories will make up the Early Years Partnership Committee. The Early Years Partnership Committee is a non-incorporated body and there is no membership joining fees associated with participation.

The Partners commit to a collaborative working relationship within the spirit and intent of this Agreement. Membership categories on the Early Years Partnership Committee will be reviewed annually to ensure that it continues to reflect local commitment and strategic directions.

7.   Composition

7.1   Membership

The membership categories on the Early Years Partnership Committee are:

- Two Councillors.
- One representative from Local Government.
- Three representatives from the community.
- Two representatives from the Government Primary Education sector.
- One representative from the Catholic Primary Education sector.
- One representative from the Independent Primary Education sector.
- Three representatives from Early Education and Care.

- One representative from the early intervention/disability sector.
- Two representatives from the health sector.
- One representative from family support services.
- One representative from drug & alcohol support services.
- One representative from the CALD sector.
- One representative from the Indigenous sector.
- One representative from Libraries.
- Observer only - The Department of Education and Training
- Observer only – The Department of Health and Human Services.

7.2 Associates/Interested Parties

Associates/interested parties are encouraged to be involved in the Early Years Partnership Committee to provide expertise and support on specific topics. This level of membership receives minutes only and does not have decision making rights, but are encouraged to provide feedback and input into matters of interest. Associate Partners may be self-nominating.

Where a sector is not represented, all efforts will be made to represent that perspective.

7.3 Ex-Officio Appointments

- Manager, Families and Early Years, Melton City Council
- Coordinator, Early Years Partnerships, Melton City Council

7.4 Office Bearers

There are 2 office bearer positions:

- Chairperson
- Deputy Chairperson

7.5 Chair

- The Chair will be appointed from the membership of the Partnership.
- The Chairperson is responsible for the proper conduct of all meetings of the Early Years Partnership Committee and will officially represent the Early Years Partnership Committee. All media communications will be through the Manager Families and Children Services, Melton City Council.
- The tenure of the Chairperson will be one year.

7.6 The Executive

An Executive will be formed comprising:

- Chairperson
- Manager Families and Children Services, Melton City Council in the role of Deputy Chairperson, (Fund Holder and Facilitating Partner)
- One other member representative.

The purpose of the Executive is to provide a mechanism for planning and monitoring the strategic direction of the Partnership, attending to urgent decision making outside the timetable of regular scheduled Early Years Partnership Committee meetings and provide support to the facilitator as required.

7.7 Terms and Method of Nomination

- Nominations for applicant's appointment as Early Years Partnership Committee representative members shall be called by public expression of interest in local media, on Council's website and by formal notification to relevant local groups and agencies.
- Current committee members will be eligible and invited to reapply.

7.8 Selection Process

Appointments will be made by the Executive who will determine the most appropriate representative from the nominations received.

7.9 Tenure

The tenure of the Early Years Partnership Committee membership positions will be for one, two or three years, according to the schedule of membership categories at Appendix 1.

8. Operating Procedures

8.1. Quorum

- A minimum of 5 members will form a quorum for each meeting.
- If a quorum is not present the chair may decide to discuss such matters of business as deemed appropriate with recommendations being made to the next properly constituted meeting of the Early Years Partnership Committee for ratification.
- When motions are not passed or if there is insufficient time to consider at an Early Years Partnership Committee meeting, the Chairperson will determine if the decision is deferred to the next meeting or whether an email vote will be carried out.
- An email vote will be passed if 50% + 1 of the Early Years Partnership Committee members are in agreement. An email vote will be flagged as high priority with a '5 day turn around response required' noted in the subject line. No response after 5 business days will be assumed as a 'yes'. The outcome will be emailed to Early Years Partnership Committee members.

8.2. Meetings

- There will be six meetings per year, with additional sub-group meetings as agreed by members.
- Meetings will be held within the Melton Local Government area. This arrangement will be scheduled on an annual basis.

8.3. Expectations and Requirements of Members

- It is expected that partners or their proxies will attend all bimonthly meetings and actively participate in relevant activities and projects.
- The representatives of participating organisations will have delegated authority to make decisions on their organisation's behalf. Similarly, proxies must be empowered to make decisions on their organisation's behalf.
- All partners are equal with regard to decision making.
- Should a partner, or proxy, fail to attend 50% of meetings in a 12 month period, a meeting will be called with the Chairperson and Early Years Partnerships Coordinator to review membership of that partner.

- A member can withdraw from the Early Years Partnership Committee prior to the tenure of their term and notification is requested in writing.
- Members are required to declare any interest, pecuniary interest or conflict of interest.

8.4. Decision Making

The Early Years Partnership Committee will operate on a consensus basis. Where there are issues to be resolved, the Early Years Partnership Committee may elect to defer a decision until further information is provided to assist members to reach a consensus. Where issues remain unresolved and a solution cannot be reached, and the matter is viewed as significant to the successful operation of the Committee, the chair can appoint an independent mediator to assist to resolve the issue to assist the parties/group to reach consensus.

8.5. Dispute Resolution

In the event of a grievance or dispute between members of the Early Years Partnership Committee, any members may approach the Chairperson to discuss the matter. The Chairperson will evaluate the dispute and explore options for resolution.

The person making the complaint will be informed of their right to lodge a formal complaint if not satisfied with the outcome of the informal process.

All formal complaints are to be communicated in writing to the Chairperson of the Early Years Partnership Committee within 14 business days. If required, Council's Complaints Management Policy may be utilised to assist with achieving a resolution. Every effort will be made to resolve disputes amicably and in a timely manner.

9.   Governing Principles

9.1. Equity

All partners will be given equal opportunity to participate in the development of strategies for projects.

9.2. Honest and Open Communication

All partners will be able to raise any issues and problems and have them dealt with in an honest and open manner.

9.3. Empathy, Respect and Mutual Support

It is understood that the needs and expectations of each partner are unique with respect to their roles and responsibilities.

9.4. Confidentiality

The partners will respect the confidentiality needs of others and behave with goodwill and respect towards others.

10.   Media

All media communication relating to the Early Years Partnership Committee requires approval through the Manager, Families and Early Years, Melton City Council, in consultation with the Melton City Council Engagement and Advocacy team.

11.   Evaluation and Review

The Early Years Partnership Committee agreement will be reviewed by the executive annually. Endorsement of the final terms of reference will be provided by Council.

Appendix 1

Representative member	Year 1	Year 2	Year 3
Councillors	X		
Local Government	X	X	
Community	X	X	X
Community	X	X	X
Community	X	X	
Catholic education	X	X	
Independent education	X	X	X
Government Primary Education	X	X	X
Government Primary Education	X	X	
Early Education and Care	X	X	X
Early Education and Care	X	X	
Early Education and Care	X	X	
Early Intervention/ disability	X	X	
Health	X	X	X
Health	X	X	
Family Support	X	X	X
Drug and Alcohol	X	X	
Indigenous	X	X	X
C.A.L.D sector	X	X	
Libraries	X	X	X

- Two Councillors, Melton City Council (1 year appointed by Council)
- One representative from Local Government (2 years)
- Three representatives from the community (1 x 2 years and 2 x 3 years)
- Two representatives from the Government Primary Education sector (1 x 2 years and 1 x 3 years)
- One representative from the Catholic Primary Education sector (2 years)
- One representative from the Independent Primary Education sector (3 years)
- Three representatives from Early Education and Care (2 x 2 years and 1 x 3 years)
- One representative from the early intervention/disability sector (2 years)
- Two representatives from the health sector (1 x 2 years and 1 x 3 years)
- One representative from family support services (1 x 3 years)
- One representative from drug & alcohol support services (1 x 2 years)
- One representative from the C.A.L.D sector (1 x 2 years)
- One representative from the Indigenous sector (1 x 3 years)
- One representative from Libraries (1 x 3 years)
- Observer only - the Department of Education and Training
- Observer only – the Department of Health and Human Services

Terms of Reference

Name:	City of Melton Community Learning Board
Approved by:	Council [insert date]
Last reviewed:	July 2017
Next review:	November 2018

1.   Intent

The intent of this document is to set out the terms of reference, composition, responsibilities and operating arrangements of the Melton City Council's Community Learning Board (the Board).

2.   Purpose

The purpose of the Board is to bring key people and organisations together to facilitate the implementation of the Community Learning Plan (CLP) for the City of Melton.

The CLP is designed to support, promote and incubate initiatives that develop our community at the individual level; supporting personal development and the gaining of skills and qualifications, and at the community level; for improved social resilience and economic outcomes.

3.   Definitions

Word/Term	Definition
Ex Officio	Ex officio members have a position on the Board by virtue of their role within Council. As an advisory committee to Council there must be at least one Councillor represented and Council officer leaders holding positions that can make resourcing decisions and provide strategic input into Learning Plan delivery. The number of Council ex officio positions on the Board must be less than the number of ordinary members

4.   Mission

The agreed mission of the Community Learning Board for 2015 to 2018 is:

A Learning City generating lifelong learning opportunities to grow our community's social, cultural, economic, environmental and personal well being

5.   Responsibility

The Community Learning Board has been established as an advisory committee of Council (see Definitions). The Board consults with the community and provides advice and recommendations to Council on matters relating to lifelong learning and its social and economic benefits.

5.1   The Board has the responsibility to:

5.1.1   Promote Melton as a Learning City and as a member of UNESCO Global Network of Learning Cities (GNLC)

5.1.2   Prepare and evaluate a four year Community Learning Plan (CLP) that aligns with the City's Council & Wellbeing Plan

5.1.3   Facilitate the implementation of the CLP by supporting the annual action plan

5.1.4   Be proactive in stimulating, activating and supporting initiatives, events and projects that facilitate lifelong learning, improve employability of individuals and increase the social resilience of residents

5.1.5   Collect, collate and share information about lifelong learning opportunities available across the municipality.

5.1.6   Promote learning activities, events and projects that enhance community engagement and increase participation.

5.1.7   Sponsor the development of Community Learning Centres to support the foundation for a learning community identity characterised by social inclusion, active citizenship and personal development.

5.1.8   Broker strategic relationships and activities with organisations across sectors to implement the Community Learning Plan and other agreed upon goals.

5.1.9   Partner and collaborate with organisations to initiate, incubate and deliver activities and initiatives that serve the community and invest in lifelong learning

5.1.10 Establish and maintain links with lifelong learning networks locally, regionally, nationally and internationally for the purposes of research, economic development and knowledge exchange to enable continuous improvement and best practice

5.1.11 Identify issues and challenges in lifelong learning in the community and advocate for effective resolutions

5.1.12 Provide bi monthly reports and an annual report to Council.

6.   Outcomes

The Board is committed to fostering a community culture that encourages the continuity of learning at all age levels and supports the provision of high quality learning opportunities for all residents of the municipality.

The Board recognises lifelong learning as a key mechanism through which personal, social, cultural, economic and environmental growth occurs.

The strategic outcome of the Board is to build a best practice learning community that features comprehensive engagement, innovation, effectiveness, inclusion and skilled partnerships.

6.1   The Board upholds its responsibilities and implements the CLP to achieve the following outcomes:

6.1.1   A strong, resilient and socially cohesive community with empowered individuals

6.1.2   Provision of a learner-centred programme of relevant, accessible, equitable and inclusive lifelong learning initiatives, events and activities that is responsive to local needs

6.1.3   A vibrant community culture that embraces learning for professional and personal growth across all stages of life

6.1.4   A resourceful and skilled workforce; ready for today and prepared for tomorrow

6.1.5   Community learning centres (active learning spaces and environments for formal and non-formal learning and education) exist across the municipality

and play a key role in expanding access to lifelong and lifewide learning for people of all ages from diverse cultural, economic, social and ethnic backgrounds

6.1.6   Engaged and active citizens able to focus locally and think globally

7.   Composition

It is vital to get the right mix of members for the board to function effectively, benefit from the collective expertise and wisdom and achieve the intended outcomes. Though the Board needs a sufficient range of knowledge and experience to accomplish its mission, it is also recognised that attempting to cover all capability needs with board members leads to an unworkably large board. The Board will keep membership to a practical number and create additional groups for specialist areas of advice and working groups to manage projects.

7.1   Membership

Board membership categories represent a broad cross section of organisations, public and private that have a stake in learning across the life cycle. The membership categories generally reflect those necessary to cultivate Melton as a Learning City and guide and assist in the implementation of the Community Learning Plan at a strategic level. Members will therefore be leaders and decision makers in the organisations that they represent.

The key goal in selecting members is to build a mix of individuals that can work as a well-rounded team. A formal and transparent procedure for the selection, appointment and re-appointment of members to the board helps promote community understanding and confidence in that process. To enable continuity of knowledge, experience and ownership of the learning plan, the Board members will be engaged on a two-year term and rotated in alternating selection processes.

7.1.1   Expressions of interest are sought for Board membership on a rotating basis at the two year mark and at the end of each Community Learning Plan period.

7.1.2   Membership positions will be identified by a category and a member number and each position will be allocated a renewal time.

7.1.3   Applicants may nominate in one or more membership category as part of their application.

7.1.4   Applications for membership will be received from interested or invited parties and a competency-based selection process will be followed as outlined in the Selection Process document.

7.1.5   The selection process will enable the best possible board composition based on the available applicants' competency, capability and capacity to contribute to the work of the Board and achieve its goals, rather than a focus on meeting specific membership category numbers.

7.1.6   On completion of the selection process, successful applicants will be submitted to Council to be endorsed as new members of the Board.

7.1.7   Members are appointed to the Board for the period of the current Community Learning Plan.

7.1.8   Members of the Board are eligible to re-nominate for membership at the end of their tenure.

7.1.9   To ensure operational effectiveness the Board will maintain an elected membership between 10 and 15 as determined by the identified needs of the Board and the received applications.

7.1.10 If required, the Board may invite Guests to serve for a limited non-voting tenure on the Board.

7.2 Membership Categories

Category of Appointment	Status
Councillor, City of Melton	Chair
Chief Executive Officer, COM	Ex Officio
Manager Libraries, COM	Ex Officio
Manager Community Planning, COM	Ex Officio
Lifelong Learning Officer (CLB Executive Officer), COM	Non-voting
Business and Industry	Member
Higher Education	Member
Adult Learning or Training	Member
Neighbourhood Houses Network	Member
Learning and Employment Networks	Member
Government School Representatives: Primary or Secondary	Member
Independent School Representatives: Primary or Secondary	Member
Early Childhood Sector	Member
Youth Sector	Member
Community Sector	Member
Community Representative	Member
Disability Sector Representative	Member

7.3 Expectations of Members

7.3.1 Leadership in the development of Melton as a global learning city.

7.3.2 Provide advice to the Board, comment and make recommendations on the activities of the Board to Council.

7.3.3 Play a leadership role in facilitating the delivery of the City's Community Learning Plan.

7.3.4 Understand, stimulate and participate in discussions on the range and complexity of learning issues across the municipality.

7.3.5 Encourage and support lifelong learning activities across the municipality.

7.3.6 Expertly present the views of the organisation and sector represented.

7.3.7 Be able to influence the organisation and/or sector represented to commit resources and personnel as appropriate.

7.3.8 Willingness to partner in projects and actively participate in and contribute to Learning Plan strategies, initiatives, events, projects and working group activities.

7.3.9 Preparedness to represent, report and promote the activities of the Board to appropriate sections of the community and networks.

7.3.10 Attend all of the scheduled meetings of the board or appoint a proxy to attend in their place.

7.3.11 Be committed to the mission of the Board and demonstrate this by taking ownership of the current Learning Plan, reading communications and being prepared for and participate in meetings

7.4   Casual Vacancies

Casual vacancies are those that come about by a member leaving the Board during their tenure. The Board fills casual vacancies by invitation or advertising in the following ways:

6.4.1   A person from the same organisation occupying a similar position.

6.4.2   A person representing the same category of membership.

7.5   Guests

The Board reserves the right to invite guests to participate on the Board or as part of specialist groups or working groups as required. Guests do not have the privileges of members appointed to the Board.

7.6   Chair and Deputy Chair

The Chairperson will be the appointed Melton City Councillor. The Chairperson and Deputy Chairperson are the Community Learning Board Office Bearers nominated and elected at the first properly constituted meeting of the new Board and then annually at the first properly constituted meeting of the Board each year thereafter for the tenure of that Board.

7.6.1   Election Process

7.6.1.1 Appointment of the Chair

i.   The appointed Melton City Councillor will be selected as the Chairperson.

ii.   Appointment of the Councillor to the City of Melton Community Learning Board shall be conducted annually at the Statutory Meeting of Council, or as required if a vacancy occurs.

7.6.1.2 Election of the Deputy Chairperson

i.   The Chairperson or previous Deputy Chairperson, or, in their absence, the Board Executive Officer, will declare the Deputy Chairperson Office Bearer position vacant and then vacate 'the Chair'.

ii.   The Executive Officer to the Board will conduct the election process and shall call for nominations for Deputy Chairperson position.

iii. The outgoing Deputy Chair is eligible for renomination.

iv.   Members nominated for the position of Deputy Chairperson must be nominated by a Board member with another Board member seconding each nomination.

v.   Should the number of nominations for a specific position exceed the number of vacancies a secret ballot shall be conducted. The nominee with more than 50% of the votes cast shall be declared.

vi.   In the case of a secret ballot Board members will nominate a scrutineer to act with the Board's Executive Officer.

vii. All members of the Board are eligible to vote.

7.6.2   Chair and Deputy Chair Duties

The duties of Chairperson and in their absence, the Deputy Chairperson are to lead the business of the Community Learning Board including the following:

7.6.2.1   Chair Community Learning Board meetings

7.6.2.2   Lead the Community Learning Board meetings so that they function effectively, including facilitating discussion, removing obstacles, brokering comprises, defusing confrontations and enabling decision making.

7.6.2.3   Ensure that the Community Learning Plan and its Annual Action Plans are being implemented and reported on.

7.6.2.4   Ensure operating procedures are followed.

7.6.2.5   Oversee and review agendas, minutes and papers with the Board's Executive Officer.

7.6.2.6   Where a vote is taken at a Board meeting, and the vote is tied, the Chairperson has the casting vote.

7.6.2.7   On the occasion where both the Chairperson and Deputy Chairperson are absent from a properly constituted meeting members at the meeting shall nominate and elect a Chairperson for that meeting.

7.6.2.8   Confine discussion within the scope of the agenda and timelines.

8.   Operating Procedures

8.1   Quorum

8.1.1   The quorum for any ordinary meeting of the Board shall be not less than 50% of the current members with a greater number of ordinary members than ex officio members.

8.1.2   No item of business may be conducted at a meeting of the Board unless a quorum of members is present.

8.1.3   If, within half an hour of the scheduled commencement time of the meeting, a quorum is not present the Chairperson may:

  i.   Dissolve the meeting deferring all business to the next scheduled Board meeting.

  ii. Stand the meeting adjourned to a date and time to be determined prior to the next scheduled meeting of the Board.

  iii. Discuss matters of business before the Board as deemed appropriate with recommendations being made to the next properly constituted meeting of the Board for ratification

8.2   Meetings

8.2.1   **Meeting Schedule**. The Community Learning Board will meet every two months with working parties and specialist groups meeting in the intervening month. A yearly meeting schedule of Board and other group meetings will be presented for the Board's endorsement each year.

8.2.2   **Agenda.** The agenda together with reports and documents that relate to the Board will be forwarded to members at least a week prior to meetings.

8.2.3   **Minutes.** Minutes will be kept of each meeting of the Board. The minutes of a meeting shall be submitted to Council for endorsement and Board members for ratification at the next subsequent meeting of the Board.

8.2.4   **Decision Making.** Generally decisions will be arrived at by consensus. Where a vote is taken there will be a mover and a seconder and to be carried the proposal must have greater than 50% support.

8.2.5   **Proxy.** Board members may delegate a proxy in their stead. If appointing a proxy to attend, the member must notify the CLB Executive Officer at least 24 hours prior to the meeting. The proxy must be a person form the same organisation as the member and someone that the member is confident to give voting rights to. It is the Board member's responsibility to ensure the proxy is adequately informed and provided with any relevant material in preparation for the meeting.

8.2.6   **Attendance.** Board members absent from two consecutive meetings without explanation to the Board and/or the organisation they represent will be contacted seeking an explanation. In the absence of a reasonable explanation the member concerned shall be retired from the Board and a casual vacancy declared.

8.2.7   **Conflict of Interest.** A declaration of conflict of interest is a permanent Board agenda item. Where a member declares a conflict of interest they must withdraw from discussion and voting.

8.2.8   **Group Reports.** All established groups of the Board will submit a written report to the Executive Officer at least 10 business days prior to the Board meeting for distribution to members.

8.2.9   **Communication, reports and readings.** Members will ensure that they have read the material relevant to the Board meeting that has been distributed with the Agenda in preparation of the meeting.

8.3   Working Groups

The Board establishes working groups as required to ensure the Board itself remains focused on its responsibilities and functions effectively as a strategic advisory entity. These groups can either be ad-hoc and established for a specific short-term project or more permanent groups that deal with ongoing initiatives and issues.

The role of these groups is to manage specific projects, initiatives and events on behalf of the Board in their nominated focus areas. The groups will comprise a collection of individuals, with the relevant expertise and experience that are brought together to achieve the stated objectives.

The lifespan of a working group can last anywhere between a few months and several years as needs dictate. The Board will review such groups annually to determine if the assigned tasks have been accomplished and if so disband the working group or modify it as needed to achieve the identified new goals.

Working groups need clear goals, objectives, and terms of reference in order to function efficiently, and the Board will ensure that these are developed for each established working group. Board members are able to nominate to chair a working group of interest and this will be voted on by the Board.

8.4   Specialist Group

In some instances, a collection of subject-matter experts working together to provide expert and specialist advice to the Board may be established. These groups are

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usually domain-specific and focus on discussion or activity around a specific subject area.

If specifically created by the Board to meet an identified gap then the groups will have a charter that specifically sets their scope of work, roles and responsibilities. The charter should clearly identify and state the dividing line between the role and responsibilities of the group and those of the Board.

In best practice, these specialist groups are designed to relieve the Board of certain tasks and are developed to capitalise upon specialist skills of relevant professionals willing to contribute their time and expertise to the community. Establishing a new group may not be necessary, if a suitable group already exists. The Board may be able to tap into this group for the insight and specialist advice needed.

8.5 Board Induction

It is good governance for the Board to have an induction process in place for newly appointed members. Our induction process will include a Board Induction Pack that will provide the new member with information about the City of Melton, the Board, its operations, governance systems and all other details necessary to enable the member to perform their role. It is the responsibility of the Executive Officer to manage and oversee the induction process for a new member with the assistance of a nominated existing member to act as a Mentor.

8.6 Reports

8.6.1 The Community Learning Board provides an Annual Report to Council in February of each year. During the final year of the Community Learning Plan the Annual Report is the Evaluation Report containing recommendations for a new Community Learning Plan.

8.6.2 Bi monthly reports are provided to Council with Board minutes attached for endorsement.

8.7 Evaluation and Review

8.7.1 Mixed method evaluation, including participative action research, is ongoing and will provide evidence for recommendations for future Plans.

8.7.2 A Learning Plan Evaluation Report with recommendations is presented to Council for endorsement in the year prior to the commencement of a new Community Learning Plan.

8.7.3 The Community Learning Board will evaluate its performance each year as measured by meeting attendance, engagement in, and contributions of members to Learning Plan strategies, events, projects and working party activities.

8.7.4 A collective impact assessment across the Learning Board partnerships and networks will be measured at the end of each Learning Plan period and be included in the Learning Plan Evaluation report to be presented to Council.

8.7.5 The Terms of Reference of the Community Learning Board will be reviewed every four years to align with any new Community Learning Plan.

8.8 Amendments to These Terms of Reference

Council may amend these Terms of Reference at any time after giving fourteen days notice thereof to the Board and/or on the recommendation of the Board.

9.   **Related Material**

Name	Location
Melton a Learning City: Community Learning Plan 2015-2018	Policy Intranet and Council website
Melton City Council: Council and Wellbeing Plan 2017-2021	Council Website

	Public Internet Policy	
Version No.	V2.0, July 2017	
Endorsement	Policy Review Panel [insert date]	
Authorisation	Council [insert date]	
Review date	21 October 2018	
Responsible officer	Manager Engagement and Advocacy	
Policy owner	Manager Engagement and Advocacy	

1.   Purpose

To provide appropriately managed internet access to our community, responding to issues and risks arising from the provision thereof.

2.   Scope

This policy applies to all users of the public access internet services as well as the Council staff who provide the management, administration and support for these services.

3.   Definitions

Term	Definition and Description
Adult	A person who is 18 years of age or older.
ALIA	Australian Library and Information Association.
	The national professional organisation for the Australian library and information services sector. One of their objects is to promote the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy.
Child	A person 12 years of age or under, or otherwise as determined by individual Council service providers.
Council	Melton City Council.
Identification Method	Method to identify and validate a unique user who wishes to use computer and internet services. (For example use of membership card or temporary access).
IP Address	Internet Protocol Address: This is a number assigned to a device and is required for a device to connect with the internet.
Member	A person who joins council facilities as a user.
Offensive Material	Any content that could be reasonably considered unacceptable for public consumption, as determined by a Council officer.
	This may include but is not limited to:
	• Pornography or implied sexual activity, child abuse material, depictions of bestiality, material containing excessive violence or sexual violence, drug use.

Term	Definition and Description
	• Material that advocates the doing of a terrorist act or detailed instruction in crime. • Material that has a strong impact on or may upset someone in terms of their ethnicity, sexual orientation, religion, culture, age and physical appearance. • Material that causes or promotes any form of harassment. • Material that uses frequent or very strong coarse language.
PLVN	Public Libraries Victoria Network.
Responsible adult	A parent, guardian, carer, teacher or any adult with responsibility for a child, youth or the wellbeing of another adult.
Site	A location at which Council provides services to the community.
Spam	Unsolicited e-mails sent indiscriminately to multiple individuals or mailing lists.
Splash Page	Browser page that appears on a device when it attempts to connect to a Wireless Access Point.
Temporary User	A user who requires a one-time or temporary access to Council facilities.
WAP	Wireless Access Point.
Wifi	Is the technology most commonly used for Wireless Network Area Networking that connects devices with the internet.
Youth	A person aged 13 to 17 year of age, or otherwise as determined by individual Council service providers.

4.   Policy Statement

Council provides public access to computers and Internet services in several of its facilities and sites, including libraries, youth services and community services, with the objective of providing free access to a range of knowledge, information, recreation, ideas and lifelong learning opportunities to build social connections and self-development.

Council provides public access to unrestricted information via the World Wide Web. Although this medium can deliver an overwhelming amount of valuable information from reliable and authoritative sources, some information is unregulated, incorrect, misleading and may be offensive. The Internet is also not a secure communication medium and users may be victim to third parties accessing their personal information or on-line transactions.

This policy aims to provide Council staff and users of these services with a clear understanding of their responsibilities as well as the terms and conditions of use.

4.1   Responsibility and Risks

Council accepts no responsibility for the nature of the content or the accuracy of information or links presented on third party web sites.

Council also accepts no responsible for any direct or indirect damage caused by the use the facilities provided, the internet or the unavailability or failure of any equipment or service, including but not limited to the loss of data, financial loss, the loss of profit and breaches of privacy.

Users should be aware of the risks associated with internet use and make their own judgement on the accuracy and relevance of the information provided in websites.

4.2   Filtering

Council's position, consistent with ALIA's Online Content Regulation approach, is to provide unrestricted access to internet, promoting the principle: 'Freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas'.

Council does not, therefore, filter internet content.

4.3   Identification Methods

Use of public access computers and internet through council facilities and/or provided via discrete Council services are available for users with valid identification. Identification, access details and session times will be recorded by Council.

Facilities or discrete services may have different requirements to identify users or members including the issuance and use of a membership access card. Such cards will always remain the property of Council and are not transferrable.

Users visiting council facilities once-off may be issued with a temporary access card.

Users connecting to a Council provided public WAP with their own device may do so as a guest without providing identification, but must consent to the 'terms of use' presented on the splash page. The device's IP address will automatically be recorded in the system log.

4.4   Bookings

Bookings may be required in order to use computers at some sites.

4.5   Use of Council Public Computers

Users are not permitted to modify computer settings or to install additional software unless prior approval is obtained from site staff. In this case, users are responsible for the software installation with the appropriate software licensing permissions.

Users must be aware that any modifications carried out, including software installation, configuration or documents saved on the computer will be deleted once they finish their computer sessions.

4.6   Wireless Provision

- Council may provide wireless networks (wifi) in some of its facilities, access to which may extend beyond the borders of the facilities to the immediate external surrounds.

- Council may provide WAPs in select public realm precincts.

- Access to wireless services must be in accordance with this policy and any related site specific process or procedure.

- Use of the public wireless network outside of Council facilities in public space such as footpaths and parks, while unsupervised by Council staff, must adhere to Australian Laws and standards of public decency.

- Internet access through a wireless network is available to anyone who agrees to and adheres to the terms of use.

- Council reserves the right to impose limits on access times, to impose data caps and to restrict transfer speeds at any site and at any time.

- Any specific restrictions or terms of use that may exist for a particular WAP will be accessible on the Splash Page for that WAP.

- Users are responsible to configure their devices in order to work with Council's Public Access wireless network.
- Users are not permitted to install any device that provides wireless connectivity on facilities (for example: routers or Access Points).

4.7 Technical Support and Maintenance

- Council provides technical support for all Council owned IT assets, including public access computers and printers. However, no guarantees can be provided on the time taken to resolve issues.
- Remote access support may also be provided to users on council computers, subject to the user's approval.
- Council is not responsible for and does not provide any technical support to user's devices, including support in setting up personal devices for connecting to the Council's Public Internet network.
- Provisioning and maintenance of internet computers must to be conducted according to the 'Public Access Internet Computer Standardisation' policy.

4.8 Children and Youth Users

- Council seeks to protect and support the interests of children and youth users. Site and service specific systems and procedures will vary according to the service, purpose and audience accessing the internet.
- Children must be accompanied by or under the supervision of a responsible adult. The responsible adult takes responsibilities for activities of the children in their care including ensuring appropriate internet use and compliance with this policy.
- A child or a youth user may require a valid identification or council membership card to access this service. The child's or youth's parent or guardian may also be required to sign a consent form.
- Parents and guardians are responsible to ensure that the site procedures in dealing with children and youth are acceptable before signing the consent form.
- Council recognises that WAPs will be accessed by children and youth users, and relies upon parental and/or guardian intervention (supervisory, behavioural, software or hardware restrictions etc.) to limit underage access to offensive material. Council takes no responsibility for any such access by minors.

4.9 Confidentiality & Privacy

- Council respects user privacy and confidentiality as per the Council's Privacy Policy and in accordance with legal requirements.
- Council collects personal information for the purpose of registering and administrating user memberships.
- Council may record user access and session times.
- Council will not remotely access user sessions for any reason without the prior permission of the user.
- Council may collect aggregated, non-personal data relating to usage patterns of public wireless networks.
- Council, observing all applicable legislation, will share user data with other levels of government and law enforcement agencies upon reasonable request where necessary.

4.10 User acceptance and responsibilities

Use of Internet at Melton Council facilities implies acceptance of the terms and conditions described in this policy, in the conditions of entry of each facility, standards expected by services, and as detailed within the terms and conditions accessible on the splash page provided by WAPs.

Council considers the actions described below (but not limited to) as inappropriate use of computing/internet or unacceptable behaviour:

- Illegal activities including piracy, breach of copyright and licence conditions.
- Assuming another person's identity or using another person's membership card.
- Attempting to breach or compromise systems or network security on any device and on any network site.
- Accessing, displaying or transmitting pornography or other offensive material.
- Other activities which may infringe the amenity of the facility or site for other users or occupants, such as excessive volume level of material being accessed or communication with fellow users or others.

Council staff may monitor users of public access computers to ensure compliance with this policy. (This specifically excludes any form of on-line monitoring.)

Council reserves the right to access the session history of a user if there is an indication of breach of this policy.

4.11 Breaching the Policy

Breaches of this policy may result in loss of access to computing and internet services and users being asked to leave the premises.

Serious breaches may lead to further action including referral to the police.

5. Responsibility

5.1	Policy Owner
	The Policy owner is responsible for the maintenance, currency and promotion of this policy, ensuring organisational compliance.
5.2	Business Unit Manager and Coordinators
	Business Unit Managers are responsible for ensuring staff comply with and implement this policy within their business unit.
5.3	Council Staff
	Council staff assisting in the provision of internet services are responsible for managing, monitoring and controlling internet use to ensure users are complying with this policy.
5.4	Hirer of facilities
	Companies or individuals that hire computer facilities are responsible for managing, monitoring and controlling internet use to ensure users are complying with this policy.

6.   References and links to legislation and other documents

Name	Location
ALIA online content regulation policy	http://www.alia.org.au/about-alia/policies-standards-and-guidelines/alia-online-content-regulation
PLVN policies and statements	http://www.plvn.net.au/node/19
Privacy Policy	Policy Intranet \\mel-fps\public\Policies and Procedures Intranet\Intranet Pages\Policies and Procedures.Policies_files\Privacy Policy.pdf
Public Access Internet Computer Standardisation policy	Policy Intranet \\mel-fps\public\Policies and Procedures Intranet\Intranet Pages\Policies and Procedures.Policies_files\Public Access Internet Computer Standardisation Policy.pdf

	Governance Charter	
Version No.	V2.0 9 August 2017	
Endorsement	Executive 17 August 2017	
Authorisation	Policy Review Panel 24 August 2017	
	Council [insert date]	
Review date	By 30 June 2018	
Responsible Officer	Governance Coordinator	
Policy owner	Manager Legal and Governance	

1.   Purpose

This Governance Charter sets out Council's approach to governance.

It is an overarching framework that articulates the various roles, responsibilities and authorities of the Council and the administration in developing the vision for the future of our community and the management of Council operations and performance.

2.   Scope

This Policy applies across all of Council and includes Councillors.

3.   Definitions

Word/Term	Definition
Executive	means the Chief Executive Officer and the General Managers from each directorate acting as a group (including where a person is Acting as the Chief Executive Officer or Acting as any one or more of the General Managers)
Act	means the *Local Government Act* 1989

Charter Context

'Governance' in this context refers to the *process* for making and implementing decisions.

Good governance is integral to the operations and performance of every organisation.

Good governance allows for and promotes transparency and accountability at all levels.

Good governance aims to ensure that an organisation can deliver in both compliance and performance.

Good governance follows the rule of law.

Good governance is everyone's responsibility.

This Charter is a demonstration of Council's commitment to good governance. Specifically, the Charter is aimed at:

- assisting Councillors in partnership with the Chief Executive Officer, Executive and Managers in delivering good governance on behalf of the community;

- providing clear guidelines for Councillors, Executive and Managers in relation to their roles and responsibilities, and what is expected of them in relation to performance;

- providing clear advice on the authorising environment of Council;

- providing clear information on the decision making process of Council and the administration;

- acting as a point of reference for disputes;

- acting as an induction tool for new Councillors and staff; and

- providing clarification around the relationship between the law and any internal rules/policies/documents.
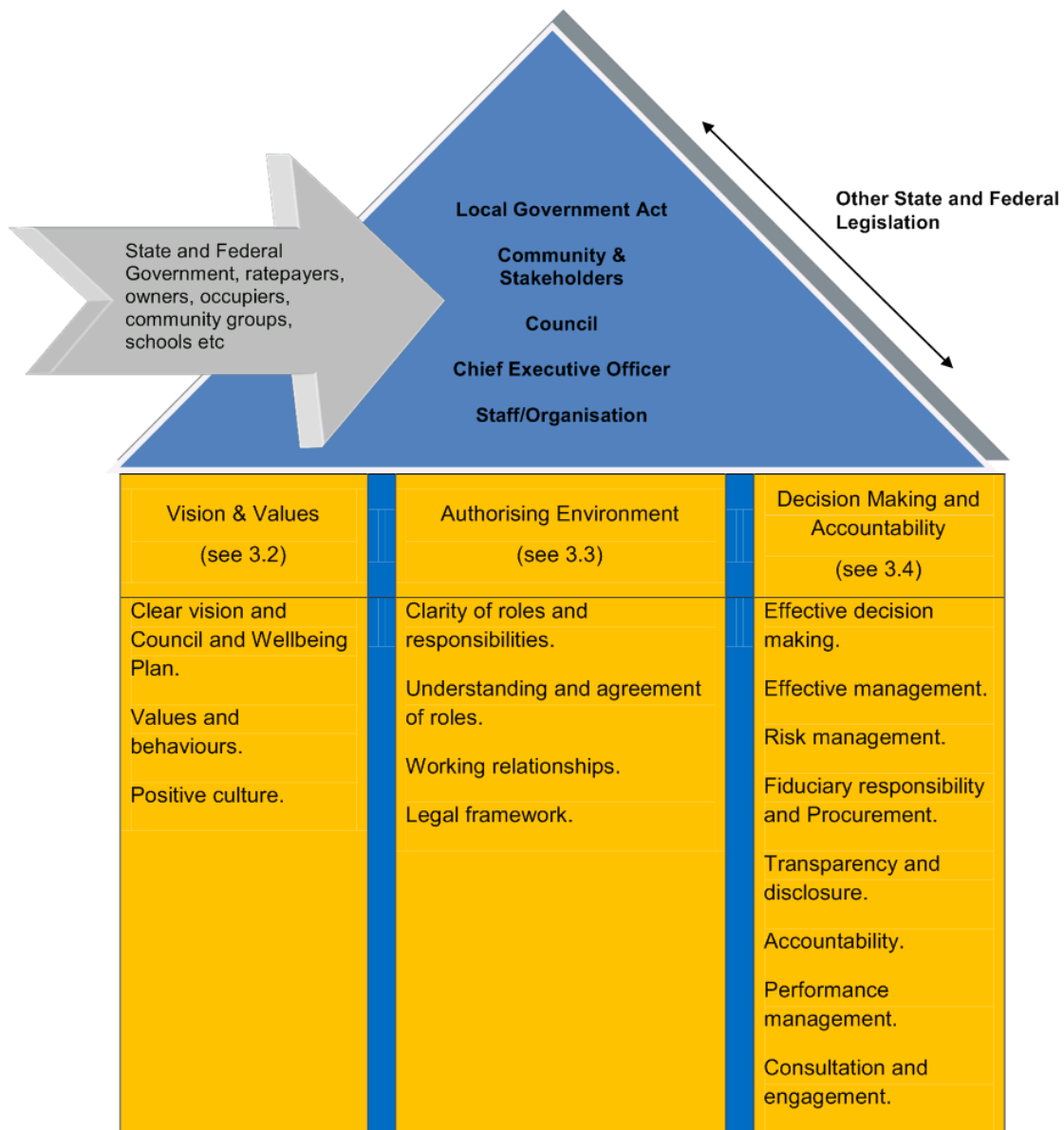
The Governance Charter is divided into three key pillars:

Pillar 1   Vision and Values (see 3.2),

Pillar 2   Authorising Environment (see 3.3), and

Pillar 3   Decision Making and Accountability (see 3.4).

Each pillar has a number of contributing elements. Over the following pages each element is explained, including how they are put into practice at the City of Melton.

3.2 Pillar 1: Vision and Values

3.2.1   Clear Vision and Council and Wellbeing Plan

In order to excel you need to have a clear vision of what you want to achieve and a plan which helps you to achieve the vision.

At the beginning of each term of office the Councillors develop a vision for the municipality. With nine Councillors representing three wards, the development of a clear vision for the organisation helps to create a shared sense of purpose. The vision articulates what Council wants the City of Melton to become in the future. It is a high level, aspirational goal that shapes everything Council does over the next four years.

The vision for the City of Melton is:

'A Thriving Community Where Everyone Belongs'.

The vision is supported by the development of a four year Council and Wellbeing Plan. The Council and Wellbeing Plan 2017-2021 was developed by the Councillors with support and advice from the Executive.

The Council and Wellbeing Plan identifies five strategic themes and within these themes, are strategic outcomes: These are as follows:

1. *A proud, inclusive and safe community* – A City of people leading happy and healthy lives.

2. *A thriving and resilient natural environment* – A City that preserves and enhances its natural environment for future generations.

3. *A well planned and built City* – A City with a clear vision to manage growth in a sustainable and accessible way.

4. *A strong local economy and a lifelong learning City* – A City rich in local employment and education opportunities.

5. *A high performing organisation demonstrating leadership and advocacy* – An organisation operating with innovation, transparency, accountability and sustainability.

A number of strategies are then developed to support the Key Directions. Each service, policy and activity developed or delivered by the organisation aligns with one of the Council and Wellbeing Plan key directions and helps Council to achieve the goals set out in the Council and Wellbeing Plan.

Section 125(1) of the *Local Government Act* 1989 ('the Act') requires Council to develop and approve a Council Plan within six months of taking office, or by 30 June the following year, whichever is later.

Municipal Public Health and Wellbeing Plans (MPHWPs) are prepared in accordance with the *Public Health and Wellbeing Act* including having regard to the Victorian Public Health and Wellbeing Plan. The Public Health and Wellbeing Act require

Councils to prepare an MPHWP every four years aligning with the timing of new Council Plans.

In accordance with section 27 of the *Public Health and Wellbeing Act* 2008, Council has now incorporated the Municipal Health and Wellbeing Plan into the Council Plan, creating the Council and Wellbeing Plan 2017-2021.

The Act also requires Council to review the Council and Wellbeing Plan at least annually. The annual review is an opportune time for Councillors to ensure that the Council and Wellbeing Plan still enables them to meet the changing needs of the community and that it continues to support the achievement of their vision for the future.

3.2.2   Values and Behaviours

The City of Melton Vision identifies Council's vision for the future of the municipality and the Council and Wellbeing Plan provides the key directions and the strategies to achieve the Vision.

The City of Melton values and behaviours reflect the leadership priorities that contribute to a well-functioning and community driven organisation. They shape the culture of the organisation and represent how Council will act in seeking to fulfil its vision for the future.

The City of Melton has identified the following five fundamental values, known as the 'CRAFT values':

1.   **C**ontinuous Improvement
   - We encourage and support innovation and creativity.
   - We commit to driving continuous improvement.
   - We constantly review what we do.
   - We embrace and respond to change as it occurs.
   - We strive to deliver the best possible outcomes.

2.   **R**ecognition
   - We recognise and encourage the contributions of others.
   - We actively support and promote our colleagues.
   - We acknowledge and reward employees exceeding performance expectations.
   - We give credit where credit is due.
   - We celebrate success.

3.   **A**ccountability
   - We work in an open and transparent manner and follow through on commitments.
   - We take responsibility for our personal decisions and actions.
   - We adhere to policies and procedures
   - We make the best use of our time and resources.

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- We all take responsibility for the way we treat each other.

4.   **F**airness
- We show respect when speaking to and about others.
- We build trusting and productive relationships.
- We deal with others fairly and consistently.
- We actively listen and respond appropriately.
- We respect all people and celebrate our diversity.

5.   **T**eamwork
- We help each other to achieve organisational goals.
- We involve team members in solving problems and decision making.
- We encourage everyone's contribution to the team.
- We communicate clearly, openly and respectfully.
- We provide positive, constructive and timely feedback.

These values and behaviours drive our operations, performance, and conduct and the way we work as an organisation. They are also the way we want our community to perceive us professionally operating as an organisation.

3.2.3   Positive Culture

The City of Melton strives to cultivate a positive culture with an open and collaborative environment.

This includes:

Good communication – an open environment where people are encouraged to ask questions and seek information.

Assuming a positive intention – encouraging goodwill between individuals with a shared understanding that each person is trying to act in the best interests of the organisation and the community.

Support and training – a thorough induction process, opportunities for formal education and investment in skills and professional development through attendance at workshops and conferences.

A positive culture promotes honesty and encourages debate on important issues which can help the organisation to achieve better outcomes for the community.

Organisations with a positive culture are also more likely to retain high quality employees who can help drive the activities to assist Council in achieving its vision and the pursuit of excellence in governance.

3.3   Pillar 2: Authorising Environment

3.3.1   Clarity of roles and responsibilities

Clearly articulating the division of responsibilities between the Councillors and management helps manage expectations and avoid misunderstandings about the respective roles and accountabilities.

The key roles at the City of Melton are outlined below.

Role of Council

The Council of the City of Melton comprises nine Councillors who are democratically elected by the community in accordance with the Act.

The primary role of the Council is to provide leadership for the good governance of the City of Melton (s3D(1)).

This includes:

- acting as a representative government by taking into account the diverse needs of the local community in decision-making;

- providing leadership by establishing strategic objectives and monitoring their achievement;

- maintaining the viability of the council by ensuring that resources are managed in a responsible and accountable manner;

- advocating the interests of the local community to other communities and governments;

- acting as a responsible partner in government by taking into account the needs of other communities;

- fostering community cohesion and encouraging active participation in civic life; and

- overall, making all decisions impartially and in the best interests of the whole community.

Council has a statutory responsibility to represent all people that live, participate in and invest within the municipality.

The elected Council appoint and review the performance of the Chief Executive Officer of the organisation, determine Council policies and set the strategic direction of the organisation.

Role of a Councillor

A Councillor's role is set out in section 65 of the Act. It is to participate in the decision-making of the Council, represent the local community in that decision-making and

contribute to the strategic direction of the Council through the development and review of key strategic documents of the Council, including the Council and Wellbeing Plan.

In performing the role of a Councillor, a Councillor must—

- consider the diversity of interests and needs of the local community; and

- observe principles of good governance and act with integrity; and

- provide civic leadership in relation to the exercise of the various functions and responsibilities of the Council under this Act and other Acts; and

- participate in the responsible allocation of the resources of Council through the annual budget; and

- facilitate effective communication between the Council and the community.

Role of the Mayor

The Mayor is the elected leader of the Council and is the key formal representative of Council.

The Mayor, or a Councillor acting in the position, takes precedence at all municipal meetings and must take the chair at all meetings of the Council at which he/she is present.

The Mayor, or Councillor acting in the position, has a key role to facilitate good relationships between Councillors, and between Councillors and the Chief Executive Officer and Executive Management Group. In addition to his/her role as a Councillor, the functions of the Mayor are set out in section 73AA of the Act:

- providing guidance to Councillors about what is expected of a Councillor including in relation to the role of a Councillor under section 65 (referred to above), and the observation of the Councillor conduct principles and the Councillor Code of Conduct by Councillors under sections 76B, 76BA and 76C; and

- acting as the principal spokesperson for the Council; and

- supporting good working relations between Councillors; and

- carrying out the civic and ceremonial duties of the office of Mayor.

The Mayor should also:

- establish partnerships and networks and actively promoting Council's interests;

- create and maintain political stability within the Council;

- have a close working relationship with the Chief Executive Officer, thereby creating and ensuring positive relationships with the organisation, leading to good planning, identification and resolution of issues;

- foster positive relationships with various stakeholders, including government agencies and peak bodies;

- promote a positive image of Council and a positive organisational culture.

The Mayor will take a leadership role in consultation, advice and mediation as required in accordance with Council's agreed dispute and conflict resolution process.

Role of the Deputy Mayor/s

The role of the Deputy Mayor/s, which is not a statutory position, is to give effective support to the Mayor in his/her absence by chairing meetings, attending functions and being the Council spokesperson where the Mayor is unavailable.

The Deputy Mayor/s will take a leadership role in consultation, advice and mediation as required in accordance with Council's agreed dispute and conflict resolution process.

Role of the Chief Executive Officer

The Chief Executive Officer (CEO) has a number of statutory responsibilities and is accountable to the elected council for delivering Council's strategies and services. As the head of the organisation, the CEO's role is to provide professional, relevant and timely information and support to the Council.

Section 94A of the Act identifies some of the CEO's responsibilities including:

- establishing and maintaining an appropriate organisational structure;

- ensuring that the decisions of the Council are implemented without undue delay;

- the day-to-day management of the Council's operations in accordance with the Council and Wellbeing Plan;

- developing, adopting and disseminating a code of conduct for Council staff;

- providing timely advice to Council including in relation to its legal obligations under the Act and any other Act;

- supporting the Mayor in the performance of the Mayor's role as Mayor;

- appointing, directing and managing staff.

Role of the Executive

The Executive provides a whole of organisation perspective to ensure strategic alignment between the organisation's operations and the achievement of the Council and Wellbeing Plan.

This includes:

- Contributing to policy development through recommendations to Council

- Operational decision making

- Providing advice/assistance

- Generating discussion

- Encouraging problem solving

- Leading performance management

- Interpreting and understanding the current and future operational and political environment

- Driving organisational leadership/culture

Role of the General Managers

General Managers are responsible for overseeing the efficient operation of the departments within their Directorate to assist the City of Melton in achieving its vision and objectives. They play a key role in supporting the CEO and providing advice and information to the Mayor and Councillors. This includes:

- Providing advice and possible recommendations to Councillors on issues raised by community and stakeholder groups on matters relating to the General Manager's area of management.

- Providing guidance on matters which, for reasons of community interest and benefit, require immediate action and may be advanced under delegated authority of the Chief Executive Officer.

- Providing advice and information on emerging issues and opportunities relating to their Directorate.

- Providing direction and advice on matters before Council through the review and approval of officer reports to Council.

3.3.2   Understanding and agreement of roles

A clear understanding and agreement of roles and responsibilities as outlined above contribute to Councillors and the Executive acting as an effective leadership team. It ensures each individual is aware of the boundaries of their role and of the shared areas.

At the City of Melton the Councillors and the Executive have agreed that this works best when there is mutual trust, discussions rather than assumptions and good communication.

3.3.3   Working relationships

Strong and respectful working relationships are essential for Council to achieve its vision. Effective working relationships promote a positive culture and provide the organisation with the freedom to focus on opportunities and delivering great outcomes,

rather than spending effort overcoming problems associated with negative relationships.

The key working relationships at the City of Melton are between the:

- Mayor and Councillors

- Mayor and CEO

- Mayor and General Managers

- Councillors and CEO

- Councillors and General Managers

- CEO and General Managers

- General Managers and officers

Many Council officers hold positions that require specialised knowledge and skills and are required to provide information, advice and recommendations to the best of their professional ability. Sharing this knowledge with Councillors is a key part of ensuring that Council has the information it needs to make informed decisions.

It is important to note that Councillors cannot direct or improperly influence, or attempt to direct or improperly influence, the functions, duties, actions, recommendations or advice provided by Council officers. Improper direction and improper influence are covered under section 76E of the Act.

To facilitate the efficient functioning of Council, and ensure timely responses, the CEO has put in place a protocol which requires Councillors to direct all their enquiries to the CEO, the appropriate General Manager or Manager or specified support staff. Persistent failure to follow this protocol may be addressed through the Councillor Code of Conduct.

3.3.4   Legal framework

Victoria's 79 Councils operate within a legal framework established by the Victorian Parliament through the Act. This defines the purposes and functions of local government as well as providing the legal framework for establishing and administering Councils.

Possibly the other most significant pieces of legislation affecting local government are the *Planning and Environment Act* 1987, the *Privacy and Data Protection Act* 2014, the *Health Records Act* 2001 and the *Freedom of Information Act* 1982.

The following list identifies just some of the other pieces of legislation that Council acts in accordance with, or enforces, in the delivery of services to the community. Included in many of the Acts below are a variety of Regulations which Council must also act in accordance with.

- *Child Wellbeing and Safety Act* 2005

- *Charter of Human Rights and Responsibilities Act* 2006

- *Crimes Act* 1958

- *Disability Act* 2006

- *Domestic Animals Act* 1994

- *Drugs, Poisons and Controlled Substances Act* 1981

- *Emergency Management Act* 1986

- *Environment Protection Act* 1970

- *Equal Opportunity Act* 2010

- *Fences Act* 1968

- *Fire Services Property Levy Act* 2012

- *Food Act* 1984

- *Graffiti Prevention Act* 2007

- *Health Services Act* 1988

- *Housing Act* 1983

- *Impounding of Livestock Act* 1994

- *Independent Broad-based Anti-corruption Commission Act* 2011

- *Infringements Act* 2006

- *Interpretation of Legislation Act* 1984

- *Public Health and Wellbeing Act* 2008

- *Public Records Act* 1973

- *Residential Tenancies Act* 1997

- *Road Management Act* 2004

- *Road Safety Act* 1986

- *Subdivision Act* 1988

- *Summary Offences Act* 1966

- *Valuation of Land Act* 1960

- *Victorian Civil Administrative Tribunal Act* 1998

Council believes that good governance follows the rule of law. As a minimum Council aims to and will comply with the law including the Act and all relevant laws.

In some instances, Council will aim for and set for itself a higher standard than is required by the Act and/or any relevant law. Where this higher standard is not met it is acknowledged that whilst this might be a breach of Council's internal rules, it is not a breach of the law.

Where the two standards are in conflict or if there is any doubt or dispute in relation to interpretation, Council will revert to and rely on the law (including the Act) over any internal rule/policy or document.

3.3.4.1   Integrity agencies

In Victoria there are a number of integrity agencies that ensure local government is operating in a fair and efficient manner. These include:

The Independent Broad-based Anti-corruption Commission (IBAC) - educates the public sector and community about corruption and how to prevent it, and investigates and exposes serious corruption in the public sector.

The Victorian Ombudsman – investigates administrative actions or the conduct of staff in government departments, statutory authorities and local government.

The Local Government Investigations and Compliance Inspectorate - investigates alleged breaches of the Act by any Victorian local council.

The Victorian Auditor-General's office (VAGO) - examines the management of resources through financial and performance audits within the public sector on behalf of Parliament and Victorians.

3.3.4.2   Delegations

Each day Council is required to make hundreds of decisions. In order to facilitate the smooth and efficient operations of the organisation, and to allow Council to focus on strategic matters and major developments, Section 98 of the Act allows Council to delegate to any staff member any power, duty or function of Council under the Act or any other Act other than—

(a)   this power of delegation; and

(b)   the power to declare a rate or charge; and

(c)   the power to borrow money; and

(d)   the power to approve any expenditure not contained in a budget approved by the Council; and

(e)   any power, duty or function of the Council under section 223; and

(f)   any prescribed power.

In turn the CEO can delegate (by way of a sub-delegation) authority to an appropriately qualified staff member or contractor. However, the Chief Executive Officer must not delegate a power delegated by Council if Council has directed the Chief Executive Officer not to further delegate the power.

All decisions made under delegated authority are binding and represent a 'Council decision'.

The CEO can also delegate some of the responsibilities of his/her office with some exceptions (s98 (2)).

3.3.4.3   Local Laws

Local laws are statutory instruments adopted by the Council to assist in governing the municipality. They enable Council to regulate matters to better serve the local community.

The Act provides Councils with the power to make local laws. Where Council has an obligation under the Act or other Acts of Parliament it can make local laws.

The City of Melton has two Local Laws:

1.   Meeting Procedure Local Law 2013.

      The purpose of this local law is to:

      - regulate proceedings and provide for orderly and fair conduct at all Council Meetings, Special Committee Meetings, Advisory Committee Meetings, and other meetings conducted by or on behalf of Council where Council has resolved that provisions of this Local Law are to apply;

      - maintain open, efficient and effective processes of the government of the Council and assist with keeping the preparation of the agenda consistent from meeting to meeting;

      - regulate proceedings for the election of the Mayor and Chairperson of various committees;

      - regulate the use and prohibit unauthorised use of the common seal.

2.   General Local Law 2015.

      The purpose of this Local Law is to:

      - provide for the peace, order and good government of the Municipal District of Melton City Council in a way that is complementary to Council's Plan; and

      - provide for those matters which require a Local Law under the Act and any other Act; and

      - provide for the administration of Council powers and functions; and

- prohibit, regulate and control activities, events, practices or behaviour in places so that no detriment is caused to the amenity of the neighbourhood, nor nuisance or danger to a Person or their health and safety nor detrimental effect to a Person's Property nor impede free and safe movement by any Person, and in particular a Person with a disability.

3.4   Pillar 3: Decision Making and Accountability

3.4.1   Effective decision making

One of the most important functions undertaken by the Mayor and Councillors is to attend and participate in the decision making process at Council meetings. Councils are empowered by law to make decisions on many matters of importance to their local communities.

Decisions may be made in formally constituted council meetings, or under delegations approved by the Council.

Individually neither the Mayor nor Councillors have the legal authority to act or make decisions on behalf of the Council.

Decisions made at a formal Council Meeting provide the direction and authority for the ongoing operation of the Council. The decisions give direction to the CEO and are implemented by staff.

It is also at Council meetings that the Mayor and Councillors decide the policy direction of the Council and make decisions on other statutory matters.

Council is a corporate body and as such it can only make decisions by resolution, i.e. a motion has to be put to a properly convened meeting and passed by the required majority of members. A Council can only make decisions and pass resolutions about matters falling within its jurisdiction, otherwise it will be deemed to be acting "ultra vires" – acting beyond its powers.

Formal meeting procedures are followed. The Mayor chairs the meeting and has a casting vote if there is an equality of votes.

An Agenda, listing the issues and relevant reports for discussion at the meeting, is made available to the public in advance so that everyone has the opportunity to be aware of matters before Council. Copies are available through Council's website, by visiting the Council Offices or at the Customer Service Centres.

Members of the public are encouraged to attend meetings. Meetings are only closed to the public when topics of a confidential nature are discussed, such as an individual's financial circumstances, a particular staff member, proposed developments or legal matters.

Assembly of Councillors

Councillors often attend briefings or workshops which are considered to be an 'assembly of councillors'. Under the Act, an assembly of councillors is a meeting of an

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advisory committee of the Council, if at least one Councillor is present, or a planned or scheduled meeting of at least half of the Councillors and one member of Council staff which considers matters that are intended or likely to be the subject of a decision of the Council; or an action completed under delegation.

It is important to note that an assembly of councillors does not have any decision making authority.

Access to information

The City of Melton encourages thorough debate and evidence based decision making to deliver great outcomes for the community. The CEO ensures that Councillors are briefed on complex or contentious issues. In order to fulfil their role to the best of their ability Councillors are provided access to a range of information. The provision of information is guided by Council's Privacy Policy.

Councillors must at all times adhere to the provisions of the Act relating to confidentiality and/or inappropriate use of information. Section 77 of the Act makes it unlawful for a Councillor or former Councillor to release information that the person knows, or should reasonably know, is confidential information.

3.4.2   Effective management

Management structure

The CEO is responsible for putting in place a management structure that meets the goals and needs of Council with a focus on the efficient and effective use of human resources.

The City of Melton has 3 directorates, 17 business units and approximately 496 EFT employees.

Council's management structure is available on the City of Melton website.

Service delivery

From footpaths and local laws to kindergarten and events, the City of Melton provides a variety of services to residents every day.

Council will develop a comprehensive suite of Customer Service Commitments for its major services. The service commitments inform the community of what they can expect when dealing with Council.

The full suite of Customer Service Commitments is available on Council's website or by calling into one of Council's Civic Centres.

In addition to the Customer Service Commitments, set out on Council's website is a Customer Service Charter.

The Charter provides for a commitment from Council staff and asks for a commitment from customers.

Our Commitment to you

All Council staff understand that helping our community means helping individuals. In every personal contact, we will strive to be courteous, fair and helpful.

Attitude
We will be positive and friendly when engaging with community members.
We will be empathetic, seeking to understand the issue at hand.
We will be solutions focussed, seeking positive outcomes at all times.

Ability
We will exercise initiative and innovation solving customer issues.
We will communicate clearly and honestly.
We will be flexible in meeting individual customer requirements.
We will actively develop our skills and knowledge to better assist community members.

Process
We will be fair in decision making, consistent with applicable legislation and Council policy.
We will make information and policies readily available and easily understood.
We will establish reasonable timeframes according to individual circumstances.
We will enact a fair complaint resolution process.
We will seek and act upon customer feedback to improve.

Your commitment to us

To work with us in an honest, cooperative and courteous manner, to ensure we can fulfil our charter.

Complaints

The City of Melton is committed to properly dealing with all complaints and has a Complaints Management Policy linked to its website. This Policy provides a framework to ensure concerns and complaints are addressed promptly and fairly with outcomes which will assist Council to improve its services for the future.

For some issues, complaints and appeals are governed by other processes outside the jurisdiction of Council and/or are not appropriate to be dealt with by Council. Where this is the case, complainants will be referred to the appropriate process or authority. This includes where the matter:

- is considered frivolous, vexatious or not made in good faith;

- involves a matter where an adequate remedy or right of appeal already exists, whether or not the complainant uses that remedy or right of appeal;

- the complainant seeks to revisit the same issue after an initial investigation when no new evidence or material is provided;

- relates to a decision of Council;

- relates to conduct before a court, coroner or tribunal;

- relates to a matter under investigation by the Minister for Local Government or any other government department including the Victorian Police Service;

- relates to the appointment or dismissal of any employee or an industrial or disciplinary issue;

- relates to a matter awaiting determination by the Council;

- relates to the actions or conduct of private individuals;

- has insufficient information available;

- the complainant declines or refuses to provide further information;

- where threats are made against Council or council staff.

Where the relevant authorised officer determines that a complaint will not be investigated, the complainant will be so advised. Should it be requested, the advice will be provided in writing.

3.4.3   Risk Management

Council is responsible for providing a wide and diverse range of services to its community. All of these activities involve some form of risk, which must be managed to ensure that aims and objectives are achieved, services are delivered and that opportunities to deliver better and more cost effective services are realised. If Council is not aware of, or has not adequately assessed or managed some risks, it could result in financial loss, threats to public or employee safety or lead to substantial adverse publicity.

The City of Melton has a comprehensive risk management program embedded within all service and functional areas of Council.

Risk management is not a stand-alone function that is separate from the main activities and processes of the organisation. It is an integral part of all organisational processes, including strategic planning, project and change management processes.

Council regularly reviews and considers both its operational and strategic risks to ensure that these are being appropriately managed, mitigated or accepted.

3.4.4   Fiduciary responsibility and Procurement

The City of Melton is responsible for the sound financial management of public money and takes this responsibility very seriously.

The organisation is committed to the principles of sound financial management set out in section 136 of the Act which states that Council must:

- manage financial risks faced by the Council prudently, having regard to economic circumstances;

- pursue spending and rating policies that are consistent with a reasonable degree of stability in the level of the rates burden;

- ensure that decisions are made and actions are taken having regard to their financial effects on future generations; and

- ensure full, accurate and timely disclosure of financial information relating to the Council.

The risks referred to above include risks relating to—

- the level of Council debt;

- the commercial or entrepreneurial activities of the Council;

- the management and maintenance of assets;

- the management of current and future liabilities;

- changes in the structure of the rates and charges base.

 In 2017/18 the City of Melton has a total annual budget of $200 million, including a $147.9 million operating expenditure budget to ensure Council continues to provide services to 138,967 residents and a $52.1 million capital works budget for investment in community infrastructure.

Council conducts community consultation prior to the adoption of the annual budget to ensure that the community has the opportunity to provide input and shape the way that their rates work for them.

Council's financial documents are publicly available on Council's website and include the:

- 2017/2018 Annual Budget

- 2017/2018 to 2020/2021 Strategic Resource Plan - a high-level planning and general direction document which covers the financial and non-financial resources required by Council to achieve its strategic objectives.

Council has a procurement policy which ensures that goods and services above $150,000 and capital works above $200,000 are awarded only after a public tender process. Procurement below these levels must also comply with various internal procedures which are aimed at ensuring that where possible at least two quotations are obtained for every purchase and that the all purchases are appropriately approved.

3.4.5   Transparency and disclosure

It's important that the community has confidence in Council's decision making and ability to plan for the future. One way that the local government sector helps to encourage confidence is by making information available for public inspection.

Under Regulation 12 of the Local Government (General) Regulations 2015, Council is required to make a comprehensive amount of information available for public inspection including:

- a document containing details of overseas or interstate travel (other than interstate travel by land for less than 3 days) undertaken in an official capacity by any Councillor or member of Council staff in the previous 12 months, including -

    - the name of the Councillor or member of Council staff; and

    - the dates on which the travel began and ended; and

    - the destination of the travel; and

    - the purpose of the travel; and

    - the total cost to the Council of the travel, including accommodation costs;

- the agendas for, and minutes of, ordinary and special meetings held in the previous 12 months which are kept under section 93 of the Act, other than those agendas and minutes relating to a part of a meeting which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act;

- the minutes of meetings of special committees established under section 86 of the Act and held in the previous 12 months, other than those minutes relating to a part of a meeting which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act;

- a register of delegations kept under sections 87(1) and 98(4) of the Act, including the date on which the last review took place under sections 86(6) and 98(6), respectively, of the Act;

- a document containing details of all leases involving land which were entered into by the Council as lessor, including the lessee and the terms and the value of the lease;

- a register maintained under section 224(1A) of the Act of authorised officers appointed under that section;

- a list of donations and grants made by the Council in the previous 12 months, including the names of persons who, or bodies which, have received a donation or grant and the amount of each donation or grant.

Officers prepare reports to assist Councillors in making decisions on behalf of the community. As much as possible Council makes these reports available to the

community so that they can see the evidence base which Councillors are using to make decisions. Members of the public are also encouraged to attend Council meetings to listen to the debate, and the responses to any questions asked by Councillors, which often provide further information.

Council is not able to make all reports available to the public. Some reports are confidential and dealt with in closed Council. This information can only be released to the public by resolution of Council. Closed Council reports cover matters such as:

- personnel matters;

- the personal hardship of any resident or ratepayer;

- industrial matters;

- contractual matters;

- proposed developments;

- legal advice;

- matters affecting the security of Council property;

- any other matter which the Council or special committee considers would prejudice the Council or any person.

3.4.6   Accountability

An important aspect of good governance is accountability. Council holds itself accountable to the community through regular reporting, community consultation and open and transparent decision making processes. For further information on Council's performance reporting and commitment to transparency please see Transparency and Disclosure (3.4.5) and Performance Management (3.4.7).

Councillors and Council officers are also held accountable for their actions through their respective codes of Conduct. The Councillor Code of Conduct and the Employee Code of Conduct are available on Council's website for information purposes. These are internal documents.

3.4.7   Performance Management

Just as it's important for Council to have a vision for the future and a plan on how we'll get there, it's also important for Council to report to the community on progress against the Council Annual Action Plan (CAAP).

Each year, Council produces an Annual Action Plan identifying the activities and initiatives that Council will work towards in achieving the objectives and strategic outcomes identified in the Council and Wellbeing Plan.

Each quarter Council provides the community with an update on its performance against each the key activities and initiatives identified in the Annual Action Plan, including major achievements. A quarterly financial report on the standard financial

statements is also prepared and reported to the community to provide an update on Council's financial performance. These reports are included in the Council agenda and can also be accessed on Council's website.

In addition to the Quarterly Reports to the Community, Council prepares a comprehensive annual report. The Annual Report also includes the performance statement which Council is required under section 132 of the Act to prepare. The Performance Statement includes key strategic activities, performance measures and targets included in the Budget, results, and an explanation where there has been a substantial failure to achieve the target.

Council is also required to participate in the Local Government Performance Reporting Framework (LGPRF). The LGPRF ensures that all councils are measuring and reporting on their performance in a consistent way.

The framework is made up of 66 measures and a governance and management checklist of 24 items which together build a comprehensive picture of council performance. The LGPRF enables the community, councils and the Government to benchmark and compare similar councils.

3.4.8   Audit Program and the Audit Committee

The Audit Committee is charged with monitoring, reviewing and advising the Council on the standard of its financial control, risk management and corporate governance. The Audit Committee membership comprises five people appointed by Council. Two members are Councillors and the remaining three committee members are independent members, one of whom is appointed as the chairperson.

Council engages an independent internal auditor to conduct internal audits on specific focus areas within the organisation. The audits identify areas of improvement to assist Council to improve performance and manage risk. The results of the audits are reported to, and monitored by, Council's Audit Committee.

Council also participates in a range of external audits run by the Victorian Auditor General's Office (VAGO). These fall into two categories – financial audits and performance audits. The Act requires Council to prepare a financial report and submit it to the Auditor-General for audit each financial year. Council also participates in a range of performance audits as required.

When Council participates in an external audit, the Audit Committee play a key role in understanding the major focus areas of the audit, monitoring matters arising from the audit and monitoring the implementation of the external auditor's recommendations which are adopted by the Council.

Council's participation in audit programs demonstrates its commitment to accountability and provides the community with confidence that the organisation is using resources in an efficient and effective manner.

3.4.9   Consultation and engagement

The City of Melton is committed to community consultation as a way of ensuring Council provides services and programs in line with the needs and preferences of the community. Council's community consultation program allows people to become involved in Council's decision-making processes so they can help shape decisions that affect them and their community.

Community consultation is any process that the City of Melton undertakes to involve the public in decision-making by communicating with them by email, post, social media, phone or in person to find out their views about a particular issue, service or Council matter prior to making decisions. Council's *Community Engagement Policy* and *Community Engagement Guidelines* can be found on its website.

Examples of community consultation include asking the community for feedback on Council policies, service delivery performance or involving the community in the progress or review of specific projects or developments. A full list of current community consultation opportunities is available on Council's website at '*Join the Conversation*'.

One of the most fundamental roles of all councils is to advocate for and on behalf of their communities for the improvements, services and funds they need, where these are the responsibility of the state and federal governments or other third parties.

The City of Melton has affirmed its commitment to advocating on behalf of its residents to ensure the development of critical infrastructure requirements to adequately support the growing Melton community and plan for future growth areas. Council's *Advocacy Policy* and *Advocacy Framework* can be found on the website.

4.   Administrative Updates

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively. Examples include a change to the name of a Council department, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be by resolution of Council.

4.1   Review

This Charter will be reviewed annually in line with the review of the Council and Wellbeing Plan and the Councillor Code of Conduct. The next review will be completed by 30 June 2018.

5.   Responsibility /Accountability

5.1	The roles of
	• Council
	• Councillor
	• Mayor
	• Deputy Mayor
	• Chief Executive Officer (CEO)
	• Executive
	• General Manager (GM)
	are as set out within the body of this Charter
5.2	The role of
	• All other staff and including the above roles.
	Is to give full effect to this Charter including its spirit and intention.
	Good Governance is everyone's responsibility.

6.   References and links to legislation and other documents

Name	Location
All state Acts and Regulations including the *Local Government Act* 1989	www.legislation.vic.gov.au
Council Documents, Reports and Strategies including on Council's website:	http://www.melton.vic.gov.au/Council/Publications/Documents-Reports-Strategies
Advocacy Framework	
Advocacy Policy	
Annual Report	
Community Engagement Guides	
Community Engagement Policy	
Customer Service Charter	
Melton City Council budget 2017/2018	
Melton City Council Strategic Resource Plan 2017/2018 to 2020/2021	
Council and Wellbeing Plan 2017/2021	
Councillor Code of Conduct on Council's website:	http://www.melton.vic.gov.au/Council/About-Council/Councillors
Employee Code of Conduct on Council's website:	http://www.melton.vic.gov.au/Council/Publications/Documents-Reports-Strategies