



The following policies have recently been adopted by Council and are published here for information and transparency purposes. They will be incorporated into the Shire of Gnowangerup Policy Manual as part of the next consolidated update, together with other policies currently under review. Until the updated Policy Manual is issued, these documents should be read as adopted policies of the Shire.

# POLICY MANUAL UPDATE NOTICE

13 OCTOBER 2026

---

## CUSTOMER SERVICE POLICY

---

### Objective

To provide guidance to staff and customers in relation to the standards of service and the process for making compliments, enquiries and requests, and complaints in relation to the Shire's services.

#### 1.0 Purpose

To facilitate consistent standards of service delivery across the Shire and to provide a mechanism whereby compliments and complaints may be received and processed.

#### 2.0 Scope

This policy covers all services provided by the Shire to all of its customers.

#### 3.0 Policy Statement

The Shire will at all times endeavour to demonstrate leadership in the provision of facilities, infrastructure and services. The Shire's Customer Service Policy was developed in accordance with the requirements of the Local Government Act 1995 and outlines our commitment to customers in accordance with our mission statement and provides a formalised process for making complaints. It outlines customers' rights, the standards customers can expect when dealing with the Shire and what a customer can do if dissatisfied with the Shire's decisions or actions.

#### 4.0 Our Commitment to Customer Service

The Shire is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful officers that meet our customers' expectations.

The Shire places great emphasis on the efficient handling of complaints. Our aim at all times is to provide a quality service. The Shire may not be able to provide complete satisfaction but will at all times strive for the best possible solution.

#### 5.0 Who are our Customers?

A customer is any person or organisation having dealings with or using the services of the Shire.

## COMPLIANCE REQUIREMENTS

|             |  |
|-------------|--|
| Legislation |  |
|-------------|--|

## DOCUMENT CONTROL

### STRATEGY AND GOVERNANCE

|                          |                                                                                                            |
|--------------------------|------------------------------------------------------------------------------------------------------------|
| Category                 | Strategy and Governance                                                                                    |
| Policy Number            | 2.8                                                                                                        |
| Responsible Officer      | Chief Executive Officer                                                                                    |
| Initial Council Adoption | 16 December 2015                                                                                           |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>31 August 2026                    |
| Next Review Due          | 31 August 2031<br>This policy will be reviewed every five years or more often where circumstances require. |

---

## CARAVAN PARK LONG-TERM ACCOMMODATION AND PET GUIDELINES POLICY

---

### Objective

- To define long-term stay parameters for visitors of the Caravan Park.
- To establish guidelines for persons staying with pets in the Caravan Park

The Gnowangerup Caravan Park is owned and operated by the Shire of Gnowangerup.

### Gnowangerup Caravan Park Availability

The caravan park, camping sites and self-contained chalets are available for travelling visitors and short stay workers.

The caravan park consists of powered sites, unpowered sites and two chalets.

The powered, unpowered sites and chalets are not available for permanent accommodation.

### Long Term Stay

Long term stays of more than 14 days in any 28-day period, is not permitted in the 2-bedroom chalets unless approved in writing by the CEO.

Long term stays of more than 30 days in any 60-day period, is not permitted in the powered & non-powered camp sites unless approved in writing by the CEO.

### Discounts & Special Deals

The Shire will not provide discounts for workers, contractors or tourists unless approved in writing by the CEO in accordance with their delegated authority.

### Pet Guidelines

Under no circumstances are dogs or cats permitted in the self-contained chalets.

Dogs and cats are permitted at the powered and un-powered sites if kept inside a caravan/tent or on a lead at all times. If a pet kept at the caravan park becomes problematic through excessive noise, lack of hygiene or misbehaviour, the owners and pet/s may be asked to leave by the Shire Contract Ranger.

Under no circumstances are pets to be left unattended outside or inside caravans or tents at any time.

### Relevant Documents

- Gnowangerup Fees & Charges

## COMPLIANCE REQUIREMENTS

|             |                                                                                              |
|-------------|----------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Caravan Parks and Camping Grounds Act 1995</li> </ul> |
|-------------|----------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### Strategy and Governance

|                          |                                                                                                              |
|--------------------------|--------------------------------------------------------------------------------------------------------------|
| Category                 | Strategy and Governance                                                                                      |
| Policy Number            | 5.6                                                                                                          |
| Responsible Officer      | Community and Economic Development Manager                                                                   |
| Initial Council Adoption | 29 May 2024                                                                                                  |
| Review Dates             | 30 September 2026                                                                                            |
| Next Review Due          | 30 September 2027<br>This policy will be reviewed every 12 months or more often where circumstances require. |

---

## SELF-SUPPORTING LOANS TO COMMUNITY ORGANISATIONS POLICY

---

### Objective

To assist clubs and community organisations in improving community-based facilities through self-supporting loan facilities.

### 1.0 Eligible Organisations

Loans will only be considered for applicants that are incorporated bodies occupying land either owned by, or vested in the care, control and management of, a community organisation or the local government.

### 2.0 Application requirements

**2.1** Organisations making application for a self-supporting loan are to provide:

- (a) Three years audited financial statements;
- (b) A business plan for the proposed term of the loan that clearly demonstrates the ability to repay the loan being requested;
- (c) A copy of the organisation's constitution;
- (d) Minutes outlining the resolution/agreement to borrow the funds required for the improvement project;
- (e) Any other information that the Council considers relevant to evaluate the application.

### 3.0 Loan Funding Details

- 3.1** Loan funds will only be provided for capital works on the subject land when ownership of all infrastructure ultimately vests in the community or the Shire (notwithstanding established leasehold arrangements).
- 3.2** The maximum loan amount that will be considered is 50% of the proposed project cost.
- 3.3** Loans will be provided at the applicable WA State Treasury interest rates when the loan is drawn down and will be fixed for the term of the loan.
- 3.4** The term of the loan is not to exceed 10 years.
- 3.5** Loan repayments will be six monthly unless Council agrees to an alternate arrangement.
- 3.6** The applicant will be responsible for meeting any government guarantee fee that may be imposed, which will be payable six monthly at rates that may vary during the term of the loan.

## 4.0 Evaluation Process

**4.1** Council will evaluate an application for a self-supporting loan on the following basis:

- (a) Demonstrated ability of the organisation to repay the loan;
- (b) Stability, sound management, membership base, community accessibility and longevity of applicant organisation;
- (c) Funds being used for capital improvements;
- (d) If considered appropriate security over the organisation's assets; and
- (e) That the purpose of the loan aligns with objectives of the Council's Community Plan.

## 5.0 Approval Conditions

**5.1** All applications approved shall be subject to the following conditions:

- (a) The Organisation will be required to enter into a Deed of Agreement to meet annual repayments associated with the Self Supporting Loan;
- (b) The Organisation to pay all costs associated with the preparation of the documents concerning the raising of the loan, including the Deed of Agreement outlined in 5.1(a);
- (c) The Organisation to insure and keep insured the premises, where the premises are used as security for the loan; and
- (d) Any proposal by the Council to borrow and provide a self-supporting loan to a community organisation that has not been included in the Council's annual budget must be advertised for a one-month period, in accordance with Section 6.20(2) of the *Local Government Act 1995*.

## 6.0 Other Requirements

**6.1** Loan funds will only be released after proof of committed expenditure is submitted to the CEO.

**6.2** The Council will seek any remedy available to it under law in terms of the recovery of delinquent loan repayments.

## COMPLIANCE REQUIREMENTS

|                       |                                                                                           |
|-----------------------|-------------------------------------------------------------------------------------------|
| Legislation/Documents | <ul style="list-style-type: none"> <li>Local Government Act 1995 section 6.20.</li> </ul> |
|-----------------------|-------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### FINANCE

|                          |                                                                                                           |
|--------------------------|-----------------------------------------------------------------------------------------------------------|
| Category                 | Finance                                                                                                   |
| Policy Number            | 4.7                                                                                                       |
| Responsible Officer      | Senior Finance Officer                                                                                    |
| Initial Council Adoption | 28 October 2015                                                                                           |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>31 August 2026                   |
| Next Review Due          | 31 August 2028<br>This policy will be reviewed every two years or more often where circumstances require. |



- 2026 -

**SHIRE OF GNOWANGERUP**

and

**{INSERT CLUB NAME}**

and

**{Insert Guarantors Names and Addresses}**

## **SELF SUPPORTING LOAN AGREEMENT AND GUARANTEE**

## Contents

|            |                                                    |
|------------|----------------------------------------------------|
| <u>1.0</u> | <u>REPAYMENT OF PRINCIPAL &amp; INTEREST</u> ..... |
| <u>2.0</u> | <u>DEFAULT</u> .....                               |
| <u>3.0</u> | <u>GUARANTEE</u> .....                             |
| <u>4.0</u> | <u>JOINT AND SEVERAL LIABILITY</u> .....           |
| <u>5.0</u> | <u>COSTS</u> .....                                 |

---

## SELF SUPPORTING LOAN AGREEMENT AND GUARANTEE

DEED dated

BETWEEN **SHIRE OF GNOWANGERUP** of 28 Yougenup Road,  
Gnowangerup, Western Australia ('the Shire')

AND **{Insert Club's name and address}**

AND

**{Insert Guarantors names and addresses}**

('the Guarantors')

### RECITALS

- A. By a lease dated \_\_\_\_\_ ('the Lease') the Shire leased to the {Club name}, Reserves {Reserve #s} situated at Lots {Lot #s and address} ('the Land') for the term, and on the terms and conditions set out in the Lease.
- B. The {Club name} occupies the land in Reserve {Reserve #s} in accordance with the purpose set out in the Lease.
- C. On the \_\_\_\_\_ the Shire raised loan number {Insert #} in the amount of \${Amount} ('the Loan') for the purpose of assisting the Club with (description of the project).
- D. The Shire has paid to the Club, at the request of the Guarantors, the amount raised by the loan and the Club has agreed to repay to the Shire all instalments of principal and interest payable by the Shire with respect to the loan upon the terms and conditions contained in this Deed.

## OPERATIVE PART

### 1.0 REPAYMENT OF PRINCIPAL & INTEREST

1.1 The Club HEREBY COVENANTS AND AGREES with the Shire as follows:

(a) to pay to the Shire all instalments of principal and interest payable by the Shire with respect to the loan during the \_\_\_\_\_ year term of the loan;

(b) without limiting the generality of paragraph (a) of this clause 1.1, to pay to the Shire the instalments of principal and interest specified in the Schedule on the date set out in the Schedule, as to which time shall be of the essence;

(c) if the amount payable by the Shire with respect to the loan is at any time increased or decreased by reason of any change of the rate of interest payable with respect thereto to pay such increased or decreased amounts as and when they become due by the Shire; and

(d) if any amount payable by the Club under this Deed is not paid to the Shire by the date upon which this amount falls due under the terms of this Deed then the Club shall pay to the Shire interest on that amount calculated from and including the actual date of payment at the rate of interest charged at the due date by the Shire's bankers for overdraft accommodation equal to the amount outstanding.

### 2.0 DEFAULT

The Shire and the Club MUTUALLY COVENANT AND AGREE as follows:

#### 2.1 Immediate Payment

If the Club fails to perform or observe any of the obligations imposed on it by this Deed the Shire may at its option by written notice to the Club determine this Deed and all instalments of principal and interest specified in the Schedule and any payments to be made pursuant to clause 1.1(d) of this Deed shall become immediately due and payable by the Club.

## 2.2 Determination of Lease

For the purpose of Clause 5 of the Lease, reference to a default made by the Club in the performance of the covenants or conditions contained in the Lease shall be taken to include any failure by the Club to perform or observe any of the obligations imposed on it by this Deed and the Shire and the Club agree that the Lease is varied accordingly.

## 2.3 Simultaneous Determination

If the Lease determines or is terminated for any reason whatsoever this Deed shall determine simultaneously and all instalments of principal and interest specified in the Schedule and any payments to be made pursuant to clause 1.1(d) of this Deed shall become immediately due and payable by the Club.

## 3.0 GUARANTEE

3.1 In consideration of the Shire, at the request of the Guarantors, paying the amount raised by the loan to the Club, the Guarantors HEREBY AGREE WITH AND GUARANTEE to the Shire the due and prompt performance of the covenants and conditions contained in this Deed on the part of the Club to be observed and performed upon and subject to the following conditions:

(a) If the Club shall make default in any payment of the instalments or other sums of money to be made under the loan for the space of two weeks the Guarantors will upon the written request of the Shire pay to the Shire the amount which shall be so in arrears or unpaid.

(b) If the Club shall make default in the performance or observance of any of the obligations of the Club under this Deed the Guarantors will pay to the Shire all losses, damages, expenses and costs which the Shire shall be entitled to recover from the Club from the Guarantors by reason of such default.

(c) This Guarantee shall be a continuing Guarantee and shall not be considered as wholly or partially discharged by the payment at any time or from time to time hereafter of any of the instalments or other sums of money due and payable by the Club to the Shire under this Deed or by any settlement or account or by any other matter or things whatsoever.

(d) This Guarantee shall continue for the duration of this Deed and for any extension or renewal of the term of the loan and shall extend to the acts and defaults of the Club during such duration, extension or renewal.

(e) This Guarantee shall be a principal obligation and shall not be treated as ancillary to or collateral with any other obligation

howsoever created or arising to the intent that this Guarantee shall be enforceable unless the same shall have been satisfied according to the terms of this Guarantee notwithstanding that any other obligation whatever arising between the Shire and the Club shall be in whole or in part unenforceable whether by reason of any statute (including any statute of limitation) or for any other reason whatsoever.

(f) Until the Shire shall have received in full all sums of money due from the Club under this Deed or a further Deed the Guarantors shall be bound by this Guarantee and in the event of the Club becoming bankrupt or entering into any scheme or arrangement in favour of creditors or being a company or a Club entering into liquidation either voluntarily or involuntarily the Guarantors shall not be entitled to prove or claim against the official receiver or liquidator in competition with the Shire so as to diminish any dividend or payment which the Shire may receive but may prove or claim for and on behalf of the Shire if so authorised by the Shire and by such any proof or claim by or on behalf of the Shire shall not prejudice or affect the right of the Shire to recover from the Guarantors any payment of the instalments or other sums of money to be made by the Club to the Shire under this Deed.

(g) This Guarantee is to continue binding upon the Guarantors notwithstanding:

(i) the death, bankruptcy or insolvency or liquidation (as the case may be) of the Club or the Guarantors or any one or more of them;

(ii) any change or alteration in the constitution of the Shire or the Club; or

(iii) the happening of any matter or thing which under the law relating to sureties would but for this provision have the effect of releasing the Guarantors from the Guarantee or discharging the Guarantee.

(h) The liability of the Guarantors shall not be affected by any collateral rights or obligations which may exist between the Guarantor or any two or more of them and the Club and the same shall not be affected by any variation or avoidance of any such collateral rights or obligations.

(i) The Shire may at any time from time to time without the consent of the Guarantors and without discharging, releasing, impairing or otherwise affecting the liability of the Guarantors under this Guarantee grant to the Club or to any person who may be jointly indebted with the Club to the Shire at any time any forbearance, release, concession, indulgence, time or other consideration and may compound with or release the Club and also any such other person or may assent to any

assignment to trustees for the benefit of creditors or any scheme or deed of arrangement and whether with or without sequestration of the estate or (in the case of a corporation) to the winding up of the Club or of any such person or to the appointing of a receiver of official manager for them or any one of them and may release or discharge or otherwise deal with any property whether real or personal comprised in any security which may or might be held by the Shire without discharging or affecting the liability of the Guarantors under this Guarantee.

## 4.0 JOINT AND SEVERAL LIABILITY

The obligations on the part of the Guarantors contained in clause 3.1 of this Deed bind the Guarantors jointly and severally and the Shire may at any time and from time to time proceed against any or all Guarantors in respect of the Guarantor's obligations as the Shire may choose in its absolute discretion. The Shire is not obliged to make any claim against all of the Guarantors.

## 5.0 COSTS

5.1 The Club HEREBY AGREES to pay the Shire on demand the costs of and incidental to the negotiations and instructions for and the preparation, execution and stamping of this Deed and all copies of this Deed including stamp duty.

EXECUTED as a Deed      \_\_\_\_/\_\_\_\_/\_\_\_\_

THE COMMON SEAL of **SHIRE OF** )  
**GNOWANGERUP** was here unto affixed in the )  
presence of:

\_\_\_\_\_  
{Name}  
Shire President

\_\_\_\_\_  
{Name}  
Chief Executive Officer

THE COMMON SEAL of **{Club name}**       )  
was here unto                                       )  
affixed by order of the Committee        )  
in the presence of:

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary

SIGNED by **{Guarantor name}**                                       )  
in the presence of:                                                        )

Witness:

Address:

Occupation:

SIGNED by **{Guarantor name}**                                       )  
in the presence of:                                                        )

Witness:

Address:

Occupation:

---

## RATES CONCESSIONS – NEW BUSINESSES POLICY

---

### Objective

To encourage new start-up businesses to the District and to provide a form of financial assistance during the early stages of their operations.

### 1.0 Preamble

The Shire of Gnowangerup recognises the importance of attracting and retaining new businesses to the District ensuring the sustainability of its communities. Council wishes to formalise this recognition by way of introducing a New Business Rates Concession Policy.

### 2.0 Policy Statement

The New Business Rates Concession will:

- Be applied to the first year of Council rates after the business is established;
- Require a written request from the Business proprietor to the Shire prior to the rates becoming due and payable;
- Be equivalent to 100% of the property rates component of the annual Council rates i.e. it is not applicable to the Emergency Services Levy, any Specified Area Rates, Rubbish Collection and Recycling charges, etc.; and
- Be capped to an amount of \$2,000 per application.

### 3.0 Eligibility Criteria

The New Business Rates Concession is able to be applied:

- Where a business is a new type of business but not where a new owner has taken over an existing business of the same type;
- Only if the relevant rates have not already been paid;
- Only once during the life of each business; and
- In situations where the assessment relates to a property that is the subject of a lease, only if the lease contains a clause making the tenant responsible for the payment of Council rates.

#### 3.1 Examples of Eligible Applications

- An auto electrician purchases a property in the district and opens a business. There is no existing auto electrician in the district;
- An auto electrician purchases a property in the district and opens a business. There is no existing auto electrician in the district, although there has been in the past; and

- An auto electrician leases a property in the district and opens a business. The lease makes the auto electrician responsible for the payment of the Council rates on the leased property. There is no existing auto electrician in the district and there may or may not have been in the past.

### 3.2 Examples of Ineligible Applications

- An auto electrician purchases a property in the district and opens a business. There is an existing auto electrician in the district;
- An auto electrician leases a property in the district and opens a business. There is no clause in the lease making the auto electrician responsible for the payment of the Council rates on the leased property; and
- An auto electrician leases a property in the district and opens a business. The lease makes the auto electrician responsible for the payment of the Council rates on the leased property. There is an existing auto electrician in the district.

#### COMPLIANCE REQUIREMENTS

|             |                                                                                                                                                            |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>• Local Government Act 1995</li> <li>• Part 6 Financial Management: Division 6 Rates and Service Charges</li> </ul> |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### DOCUMENT CONTROL

#### FINANCE

|                          |                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------|
| Category                 | Finance                                                                                               |
| Policy Number            | 4.10                                                                                                  |
| Responsible Officer      | Senior Finance Officer                                                                                |
| Initial Council Adoption | 28 August 2018                                                                                        |
| Last Review Date         | 31 August 2023 (approved by Council 27 September 2023)<br>30 September 2026                           |
| Next Review Due          | 30 September 2027<br>This policy will be reviewed annually or more often where circumstances require. |

---

## STRATEGIC RATING AND REVENUE POLICY

---

### Objective

To outline the Shire of Gnowangerup Council's principles and methodology when exercising the Council's discretionary powers to determine the level of revenue and structure of rates and other charges levied under the *Local Government Act 1995*. The policy aims to give ratepayers a better understanding of the local government's financial management and assurance of the planning for rates and charges over future years.

### 1.0 Background

The Shire provides a number of services to the community within the district. To be able to provide these services the Shire must collect revenue to cover the cost of these services both in the short and long term. The level of services provided is guided by the Shire's community based strategic plans as well as regulatory requirements.

This Policy has been developed within the context of the Shire of Gnowangerup Strategic Plans. In setting rates and other charges, the Council considers the long term vision for the Shire, strategic plans and the likely impacts on the community.

Shire revenue may be adversely affected by changes to funding from other levels of government. Some grants are tied to the delivery of council services, whilst many are tied directly to the delivery of new community assets, such as roads. It is important for Council to be clear about what grants it intends to apply for, and the obligations that grants create in the delivery of services or infrastructure.

### 1.1 Revenue Sources

Section 6.15 of the *Local Government Act 1995* provides for local government to receive revenue from the following sources:

- rates; or
- service charges; or
- fees and charges; or
- borrowings; or
- investments; or
- any other source,  
authorised by or under *this Act* or another written law; or from:
- dealings in property; or
- grants or gifts.

## 2.0 Definitions

**Fees and Charges** is an amount imposed under Section 6.16 of the *Local Government Act 1995* for any goods or service the local government provides or proposes to provide, other than a service for which a service charge is imposed.

**Gross Rental Value** is one basis of rate and is defined in the *Valuation of Land Act 1978*.

**Land** means lands, tenements and hereditaments, and any improvements to land, and includes any interest in land.

**Merged Improvements** means any works in the nature of draining, filling, excavation, grading or levelling of the land, retaining walls or other structures or works for that purpose, the removal of rocks, stone or soil, and the clearing of timber, scrub or other vegetation.

**Service Charges** are amounts imposed under Section 6.38 of the *Local Government Act 1995* to meet the cost to the local government in the provision of a prescribed work, service or facility in relation to the land.

**Unimproved Value** is one basis of rate and is defined in the *Valuation of Land Act 1978*.

**Vacant Land** means land on which there are no improvements other than merged improvements.

## 3.0 Rating and Revenue Policy Statement

The Council believes the rating policy must be underpinned by sound principles, which are well understood, communicated to ratepayers and compliant with current legislation and departmental guidelines.

Council wishes to adopt a balanced budget each year with the amount raised from rates being equal to the budgeted deficiency. Council determines its budgeted deficiency arising from meeting its short and long term financial, strategic, operational and statutory responsibilities for the coming financial year. Rates are to be raised to meet the forecast budgeted deficiency.

The Council aspires to balance service levels in accordance with the needs and expectations of its community and sets rating levels to adequately resource its roles and responsibilities and achieve its strategic objectives. When forming its annual budget, the Council gives primary regard to its strategic plans.

Where the community desire greater levels of service rate increases higher than forecast inflation will be required over the long term to sustain long term asset services and avoid future sudden rate increases.

As far as possible the budget deficiency should be estimated for at least four years to enable rates increases required to meet the budget deficiency to be predictable and consistent. This will avoid the need to excessively increase rates in future years to cover unavoidable costs, particularly costs associated with provision of asset related services to the community.

The Council will consider the rating principles when developing, maintaining and applying its rating and revenue strategy each year:

The rating principles outlined in the explanatory notes are to apply to all rateable land within the Shire of Gnowangerup.

### 3.1 Service Charges

Currently regulation 54 of the *Local Government (Financial Management) Regulations 1996* allows for service charges to be raised for the following:

- property surveillance and security;
- television and radio rebroadcasting;
- underground electricity;
- water.

Where any of these services are provided to ratepayers the Shire will seek to recover costs in full by raising service charges on ratepayers directly benefiting from these services.

### 3.2 Specified Area Rates

Section 6.37 of the *Local Government Act 1995* may impose a specified area rate on rateable land within a portion of its district for the purpose of meeting the cost of the provision by it of a specific work, service or facility if the local government considers that the ratepayers or residents within that area —

- have benefited or will benefit from; or
- have access to or will have access to; or
- have contributed or will contribute to the need for, that work, service or facility.

The Shire may consider raising specified area rates where the work, service or facility is considered to primarily benefit the ratepayer on whom the specified area rate is raised and of little to no benefit to the broader community.

### 3.3 Fees and Charges

Fees and charges are amounts charged by the Shire in accordance with Section 6.16 of the *Local Government Act 1995* for any of the following:

- providing the use of, or allowing admission to, any property or facility wholly or partly owned, controlled, managed or maintained by the local government;
- supplying a service or carrying out work at the request of a person;
- subject to section 5.94, providing information from local government records;
- receiving an application for approval, granting an approval, making an inspection and issuing a licence, permit, authorisation or certificate;
- supplying goods;
- such other service as may be prescribed.

The provision of infrastructure and other services is central to the Shire's role in supporting the local community. In providing services and assets for community use, council must consider a range of 'Best Value' principles including service cost and quality standards, value-for-money, and community expectations and values. Council must balance the affordability and accessibility of infrastructure and services with its financial capacity and desire to provide services and assets over the long term.

Where higher or lower than overall budget parameter changes are proposed, benchmarking of other local government or competitor fees for the same service may be undertaken for consideration by council members as part of the annual budget process.

Sound financial management of community service delivery requires fees and charges to reflect the cost of providing a service of a particular quality, moderated by considerations of affordability, accessibility and equity, as well as community expectations and values.

### 3.4 Concessions and Waivers

Circumstances may arise where Council resolves by absolute majority to grant a waiver or concession in relation to rates. Waivers or concessions have the effect of altering the rating principles and safeguards under *the Act*. They should not be used to avoid the regulatory requirements. Where a waiver or concession is granted in any year a review of the rating structure shall be undertaken during the year to avoid the need to continue to grant a concession in subsequent years.

Concessions and waivers of fees and charges should only be provided to community organisations, or where considered appropriate under any Shire financial hardship policy.

## EXPLANATORY NOTES:

### Rates

Rates are based on property values and are a form of property tax. Under the *Valuation of Land Act 1978*, the Valuer-General must maintain valuation rolls of rateable and taxable land throughout Western Australia. These rolls are periodically provided to the Shire for rating purposes. On behalf of the Valuer-General, Property and Valuations Services, Landgate (the Western Australian Land Information Authority), conducts general valuations (revaluations) and makes interim valuations as required.

Valuations are not the sole factor in determining the rates income of the Shire, and as a result, valuation increases or decreases do not necessarily cause a rate rise or reduction. Council has large discretionary powers when determining the level of rates to be imposed each year.

All land within the Shire is rateable except for land specifically exempt under s6.26 of the *Local Government Act 1995*.

## Rating Legislation

The legislative framework set out in Division 6 of the *Local Government Act 1995* defines the powers and responsibilities Council has when setting rates. Part 5 of the *Local Government (Financial Management) Regulations 1996* provides regulatory restrictions in relation to rates and service charges.

## Rating Principles

The following fundamental principles are to be considered when the Shire is making any rating related decisions.

| Principle                 | Explanation                                                                                                                                                                                                                                                                                                                       |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Objectivity               | As far as possible, the predominant use of land should be reviewed and determined based on an objective assessment of relevant criteria. External parties should be able to understand how and why a determination was made.                                                                                                      |
| Fairness and Equity       | Rating principles should be applied fairly and equitably. Each property should make a fair contribution to rates based on a method of valuation appropriately reflecting predominant use.                                                                                                                                         |
| Consistency               | Rating principles should be applied, and determinations should be made, in a consistent manner. Like properties should be treated in a like manner.                                                                                                                                                                               |
| Transparency              | Systems and procedures for determining the method of valuation of land should be clearly documented and available for the public to inspect. This is fundamental to the “good government” principle upon which the Local Government Act 1995 is based. The right to govern accompanies the obligation to do so openly and fairly. |
| Administrative Efficiency | Rating principles and procedures should be applied and implemented in an efficient and cost-effective manner.                                                                                                                                                                                                                     |

## Basis of Rate

The Minister is required to determine the method of valuation of land to be used by the Shire as the basis for a rate. The following methods of valuation are able to be used:

- Unimproved Value (UV), or
- Gross Rental Value (GRV).

The unimproved value and gross rental value are defined within the *Valuation of Land Act 1978* and have been outlined in the definitions section of this Policy.

In order for the Minister to ensure the rating principles under the *Local Government Act 1995* (the Act) are applied to any separately identifiable rateable portion of land within the district, the Shire is to maintain systems and procedures to:

- identify and record any changes in land use;
- review the predominant use of land affected by significant land use changes;
- consult with affected parties;
- obtain Council approval to apply to the Minister for a change in method of valuation; and

- ensure timely application to the Minister.

When determining land use for the purpose of determining the basis of rate the purpose for which the land is zoned shall form the initial guide to the predominant use of any land within the district.

An initial guide to the predominant use of land within the district based on the zoning under the Shire of Gnowangerup Local Planning Scheme is detailed in these explanatory notes. Where the current predominant use of the land is different to the initial guide the basis for this determination should be clearly documented.

## Initial guide to predominant use of land

| Method of Valuation                           | Zones                      |
|-----------------------------------------------|----------------------------|
| Gross Rental Value (GRV) (Non-Rural Land Use) | Residential                |
|                                               | Industry                   |
|                                               | Light and Service Industry |
|                                               | Rural Residential          |
| Unimproved value (UV) (Rural Land Use)        | General Agriculture        |
|                                               | Mining                     |
|                                               | Exploration                |
| Assessed based on land use                    | Special Use Zone           |

## Determining the predominant land use

Zones listed as assessed based on land use are to be the subject of detailed examination and consideration as they may require either method of valuation, dependent on the actual land use.

Where the predominant current land use as defined under Shire of Gnowangerup Local Planning Scheme does not align to the zoning land use indicated by the initial guide above, a determination of whether a different basis of rate is more appropriate is required.

Determination of the appropriate basis of rate requires examination of the extent to which the separately identifiable portion of land is being used for an alternative land use. This should be documented and considered using the principles detailed in this policy before commencing the process to make application to the Minister for a change in method of valuation.

## Uniform / Differential Rating

A uniform general rate in the dollar may be applied for all GRV and UV valued properties within the district. Council may deem a differential general rate to best meet the five rating principles. Imposition of differential general rate represents a conscious decision by Council to redistribute the rate burden in the district by imposing a higher contribution on some ratepayers and a lower contribution on others to best meet the rating principles.

In accordance with regulatory restrictions Council may choose to impose differential general rates according to any, or a combination, of the following characteristics:

- the purpose for which the land is zoned, under the Shire of Gnowangerup local planning scheme; or
- a purpose for which the land is held or used as determined by the local government; or
- whether or not the land is vacant land.

When imposing a differential general rate, the characteristics of the land to which the differential rate is to be applied along with the objects and reasons for the differential rate must be clearly defined.

The purpose for which the land is zoned is considered the most appropriate basis for determining the characteristics of the land to which the differential general rate applies and most efficient way of defining differential rating categories. In certain instances, a combination of zoning and land use as defined within the Shire of Gnowangerup Local Planning Scheme may be the best way of achieving the rating principles. Where the rating principles are still considered by Council to not be met using the previous methods, the purpose for which the land is held or used and/or whether the land is vacant land shall be used as the basis for determining the differential general rate category. Where land use defines differential rate characteristics the land uses defined within the local planning scheme shall be applied.

## Fees and charges

When setting fees and charges factors Council may consider include the user's capacity to pay, equity in the subsidisation of services, community service obligations, statutory or service agreement limitations and results of benchmarking of similar services at nearby local governments.

Fees and charges falls within two broad categories:

- Limited by legislation
- At the discretion of Council

Regardless of the category, Council is responsible for setting and imposing fees and charges.

Statutory fees are fees and charges limited by legislation and raised under the direction of legislation or other government directives. Statutory fees are generally set by the relevant state government department responsible for the corresponding services or legislation, and generally the Shire will have limited discretion in applying these fees.

Examples of statutory fees include:

- Planning and subdivision fees
- Building and inspection fees
- Infringements and fines
- Land information certificate fees

When setting fees and charges which are at the discretion of Council, the extent of cost recovery for particular services should be consistent with the level of both individual and collective benefit the services provide and in line with the community's expectations for the level of cost recovery to be met by users.

Fees and charges for discretionary services are set based on one of the following pricing methods:

- Market price
- Full cost recovery price
- Subsidised price

**Market pricing** is where Council sets prices based on the benchmarked competitive prices of alternate suppliers. In general market price represents full cost recovery plus a return on investment in the provision of the goods or services. Where other providers of the goods or services exist within the district (even at a different location) market prices or recommended retail prices will be used.

Where the market price is lower than the full cost price, then the market price would represent the Shire subsidising the goods or service. In these circumstances Council will consider the community benefit and desire for the Shire continuing to provide the goods or services.

**Full cost recovery price** is where Council sets fees and charges aimed at recovering all direct and indirect costs incurred by Council. This pricing is required by legislation in the instances defined in Section 6.17 (3) of the Local Government Act 1995. It should also be used in particular where a service provided by Council benefits individual customers specifically, with little to no benefit to the community as a whole and where the Shire is the sole possible supplier in the district.

In principle, fees and charges should be set at a level to at least recover the full cost of providing the services unless there is an overriding policy or imperative in favour of subsidisation of the goods or service.

**Subsidised pricing** is where Council subsidises a service by setting fees or charges at a level which is lower than the full cost of that service onto the customer. Subsidies may range from full subsidies where the goods or services are provided free of charge (such as provision of road infrastructure services) to partial subsidies, where Council provides the service to the user with a cost lower than the cost of providing the goods or services.

Subsidised pricing may exist where the community benefit does not directly relate to users of the service or even directly to current ratepayers, such as the provision of sports facilities to attract residents to the district. The level of subsidy should be aligned to community demand for the Shire to provide the service at a subsidised fee or charge.

Subsidisation of the goods or services should not occur where there are other current or potential future market participants in the district.

## COMPLIANCE REQUIREMENTS

|                         |                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation / Documents | <ul style="list-style-type: none"> <li>Local Government Act 1995</li> <li>Valuation of Land Act 1978</li> <li>Local Government (Financial Management) Regulations 1996</li> </ul> |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### FINANCE

|                          |                                                                                                                                                                                                                                                                  |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Category                 | Finance                                                                                                                                                                                                                                                          |
| Policy Number            | 4.14                                                                                                                                                                                                                                                             |
| Responsible Officer      | Chief Executive Officer                                                                                                                                                                                                                                          |
| Initial Council Adoption | 23 July 2025                                                                                                                                                                                                                                                     |
| Review Dates             | 30 August 2026                                                                                                                                                                                                                                                   |
| Next Review Due          | 28 February 2027<br><i>Local Government Act 1995, s5.56AA(2)</i><br><i>The rates and revenue policy must be adopted every calendar year before 1 March</i><br>This policy will be reviewed annually as per s5.56AA(2) or more often where circumstances require. |

---

## INTERNAL CONTROL POLICY

---

### Objective

This Policy establishes the Shire's internal control framework to support sound governance, effective risk management and compliance with *Local Government Act 1995* and the requirements of Regulation 17 of the *Local Government (Audit) Regulations 1996* relating to the review of the appropriateness and effectiveness of internal controls.

### 1.0 General

Good internal control is based on culture supported systems, policies and procedures that safeguard assets, ensure accurate and reliable financial reporting, promote compliance with laws and regulations and achieve effective and efficient operations. These systems not only relate to accounting and reporting but also include communication and organisational processes both internally and externally, staff management and error handling.

The objectives of this Policy are to:

- Establish a consistent internal control framework.
- Support compliance with legislative and regulatory obligations.
- Safeguard the Shire's assets and resources from fraud, loss and misuse.
- Provide Council with assurance regarding the effectiveness of internal controls.

### 2.0 Internal Control Framework

#### 2.1 Governance and Accountability

A strong control environment underpins effective internal control. Council, the Chief Executive Officer and Executive Leadership Team are responsible for promoting a culture of integrity, accountability and strong internal controls across the Shire.

Council has overall responsibility for governance and the oversight of the Shire's internal control framework. Council delegates responsibility for the day-to-day management and financial administration of the Shire to the Chief Executive Officer in accordance with sections 5.42 and 5.45 of the Act. The Chief Executive Officer is responsible for ensuring that appropriate internal controls are established and maintained and that their effectiveness is regularly reviewed and reported to Audit, Risk and Improvement Committee (ARIC) and Council. ARIC provides independent oversight of the Shire's internal control environment, including reviewing the outcomes of internal audits and assurance activities.

## 2.2 Control Environment

All Council Members, Committee Members and Employees are responsible for complying with this Policy and any associated procedures. The control environment is supported through:

- Codes of Conduct.
- Organisational values.
- Training and development.
- Appropriate use of information systems and technology.

The Internal Control Policy aims to minimise internal risks as outlined in the Shire's Risk Management Policy and identified in the risk register. The CEO has delegated responsibility for operational and financial management, ensuring the establishment and maintenance of effective internal controls.

## 2.3 Internal controls

The CEO must ensure appropriate and efficient internal controls are in place covering:

- Staffing and segregation of duties.
- Information Technology.
- Documented procedures and processes.
- Monitoring performance.
- Legislative activities.

Effective Internal Control involves:

- Establishing an appropriate control environment
- Emphasise compliance with policies, codes of conduct, directives, procedures and values, supported by adequate training and the use of technology.
- Assessment of risks
- Adopt a proactive risk management approach, regularly reviewing and identifying risks in accordance with the Shire's Risk Management Policy.

## 2.4 Implementation of Control activities

Implement preventative, detective and directive control measures:

- Training programs.
- The ongoing review of contract terms and conditions.
- Regular review of policies and procedures.
- Audits, review and reconciliation processes.
- Business Continuity Plans, Disaster Recovery Plans, insurance, education and procedures to encourage continuity and mitigation of risk.

## 2.5 Information and Communication

Ensuring clear communication about internal controls which include documenting procedures, staff training and information updates.

## 2.6 Monitoring and Review Activities

Monitoring the risk register and undertaking risk reviews in accordance with the Shire's Risk Management Policy. Management systems and internal activities will include:

- Annual risk management reviews.
- Maintaining the internal Compliance Calendar.
- Completion of the annual Compliance Audit Return.

## 3.0 Risk Assessment

The Shire adopts a proactive approach to risk management. Risks arising from the Shire's activities are identified, assessed and reviewed in accordance with the Shire's Risk Management Policy. Identified risks and associated control measures are documented within the Shire's risk register and are monitored and reviewed annually.

## 4.0 Responsibilities

Audit, Risk and Improvement Committee

- Review the effectiveness of the Shire's internal control framework.
- Review the outcomes of the internal control review and internal audit reports.
- Provide advice to Council on improvements to governance, risk management and internal controls.

Chief Executive Officer

- Establish and maintain effective internal controls.
- Ensure annual review of internal control effectiveness is undertaken.
- Report on outcomes to ARIC and Council.

Employees

- Comply with this Policy and associated procedures.
- Perform duties in a manner that supports effective internal control.
- Report instances where internal controls are ineffective or not being complied with.

## COMPLIANCE REQUIREMENTS

|             |                                                                                                                                                                                                                                                                                                                                       |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>• Local Government Act 1995 - Section 6.5</li> <li>• Local Government Act 1995 Section 7.13</li> <li>• Local Government (Financial Management) Regulations 1996, Regulation 5</li> <li>• Local Government (Audit) Regulations 1996, Regulation 17</li> <li>• State Records Act 2000</li> </ul> |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### STRATEGY AND GOVERNANCE

|                          |                                                                                                             |
|--------------------------|-------------------------------------------------------------------------------------------------------------|
| Category                 | Strategy and Governance                                                                                     |
| Policy Number            | 2.13                                                                                                        |
| Responsible Officer      | Deputy Chief Executive Officer                                                                              |
| Initial Council Adoption | 28 August 2019                                                                                              |
| Review Dates             | 31 August 2023 (approved by Council 27 September 2023)<br>31 August 2026                                    |
| Next Review Due          | 31 August 2029<br>This policy will be reviewed every three years or more often where circumstances require. |

---

## INVESTMENT POLICY

---

### Objective

To provide a policy framework for the investment of the Shire of Gnowangerup's surplus funds with consideration of risk, return and liquidity requirements.

### 1.0 Investment Aims

- 1.1** Whilst exercising the power to invest consideration is to be given to the preservation of capital, liquidity and the return on investment.
- 1.2** Preservation of capital is the principal objective of the investment portfolio. Investments are to be managed in a manner that ensures security and safeguarding the investment portfolio. This includes management of credit and interest rate risk.
- 1.3** Investment maturity profile is to ensure there is sufficient liquidity to meet all reasonably anticipated cash-flow requirements as and when they fall due.
- 1.4** The investment portfolio is expected to achieve a market average rate of return that takes into account the Shire's risk tolerance.

### 2.0 Prudent Person Standard

Investments are to be managed with the care, diligence and skill that a prudent person would exercise.

### 3.0 Ethics and Conflicts of Interest

Officers shall refrain from personal activities that would conflict with the proper execution and management of Shire's investment portfolio. This policy requires Officers to disclose any conflict of interest to the CEO.

### 4.0 Approved Investments

Without approval from Council, investments are limited to:

- (a)** fixed term deposits with an authorised deposit-taking institution as defined in the Banking Act 1959 (Commonwealth) section 5, for a term not exceeding 12 months; or
- (b)** fixed term deposits with the Western Australian Treasury Corporation established by the Western Australian Treasury Corporation Act 1986 for a term not exceeding 12 months; or
- (c)** State/Commonwealth Government Bonds with a term of maturity not exceeding three years.

## 5.0 Prohibited Investments

**5.1** This Investment Policy prohibits any investment carried out for speculative purposes including:

- (a) Derivative-based instruments;
- (b) Principal-only investments or securities that provide potentially nil or negative cash flow; and
- (c) Stand-alone securities issued that have underlying futures, options, forwards contracts and swaps of any kind.

**5.2** Leveraging (borrowing to invest) of an investment.

**5.3** In accordance with the Local Government (Financial Management) Regulations 1996 Regulation 19C, this policy also prohibits the following:

- (a) Deposits with any institution other than an authorised institution;
- (b) Investment in bonds that are not guaranteed by the Commonwealth Government, or a State or Territory government; and
- (c) Investment in a foreign currency.
- (d) Share portfolios

## 6.0 Ethical Investments

**6.1** Preference is to be given to financial institutions that have no current record of funding fossil fuels and do not invest in or finance the fossil fuel industry, subject to all such investments meeting the risk ratings, favourable returns and diversification limits set out in this Policy. The Shire will use resources such as Market Forces in determining fossil-free investments <https://www.marketforces.org.au/info/compare-bank-table>

## 7.0 Risk Management Guidelines

**7.1** Investments obtained are to comply with three key criteria relating to:

- (a) Portfolio Credit Framework Limits: limit overall credit exposure of the portfolio;

To control the credit quality on the entire portfolio, the following credit framework limits the percentage of the portfolio exposed to any particular credit rating category.

| S&P Long Term Rating | S&P Short Term Rating | Direct Investment Maximum % |
|----------------------|-----------------------|-----------------------------|
| AAA                  | A-1+                  | 100%                        |
| AA                   | A-1                   | 100%                        |
| A                    | A-2                   | 100%                        |

- (b) Counterparty Credit Framework: limit exposure to individual counterparties/institutions;

The Shire will invest funds with authorised financial institutions that provide a service to the local community by establishing branches or agencies in the Shire of Gnowangerup. Such institutions must maintain a minimum Standard and Poor's rating of A-2 for short term investments.

- (c) Term to maturity Framework: limits based upon maturity of securities

The investment portfolio is to be invested within the following maturity constraints:

| Overall Portfolio Term to Maturity Limits |              |
|-------------------------------------------|--------------|
| Portfolio% < 1 year                       | 100% Maximum |
| Portfolio% 1-3 years                      | 60% Maximum  |

## 8.0 Performance

The Investment Performance is to be reported to the Audit Risk and Improvement Committee at each of their meetings

Performance benchmarks will be as follows:

| Investment          | Performance Benchmark |
|---------------------|-----------------------|
| Cash                | Cash Rate             |
| Fixed term deposits | UBSWA Bank Bill       |

## COMPLIANCE REQUIREMENTS

|             |                                                                                           |
|-------------|-------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Local Government Act 1995 Section 6.14.</li> </ul> |
|-------------|-------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### FINANCE

|                          |                                                                                                           |
|--------------------------|-----------------------------------------------------------------------------------------------------------|
| Category                 | Finance                                                                                                   |
| Policy Number            | 4.3                                                                                                       |
| Responsible Officer      | Deputy Chief Executive Officer                                                                            |
| Initial Council Adoption | 25 August 2008                                                                                            |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>31 August 2026                   |
| Next Review Due          | 31 August 2028<br>This policy will be reviewed every two years or more often where circumstances require. |

---

## PERSONAL MOBILE DEVICE POLICY

---

### Objective

To provide direction on the deployment, use and maintenance of mobile devices within the Shire of Gnowangerup so that councillors and staff are aware of their individual responsibilities in relation to the use and security of mobile devices for the transmission and storage of information, and access to the Shire of Gnowangerup's systems and infrastructure.

### 1.0 Introduction

The Shire of Gnowangerup recognises the need to embrace new and emerging technologies to improve the way business is conducted and contribute to improving the way the Shire meets its business objectives.

Mobile devices are a common and cost-effective tool for information management and communication.

### 2.0 Scope

This policy applies to all Councillors and staff.

Mobile devices covered by this policy are approved non-Shire owned devices of the following types:

- Laptop computer equipment;
- Smartphones used for data storage, calendars, contacts and task lists;
- Mobile phones where mobile internet technology is used for email correspondence;
- Smartphone devices capable of running third-party or downloadable applications (e.g., iPhone, iPad, Android, and;
- All removable media including USB devices or any other type of removable media.

### 3.0 Policy Statement

Council members and staff may be permitted to connect non-Shire owned mobile devices to the Shire of Gnowangerup's infrastructure for the express purpose of receiving email, contact and calendar updates.

Permission to connect non-Shire owned mobile devices to the Shire of Gnowangerup's systems and infrastructure for the express purpose of receiving email, contact and calendar updates, can only be completed with express authorisation in writing by the CEO.

In addition to adherence to all other terms of this Policy, the use of non-Shire owned mobile devices connected to the Shire of Gnowangerup's network, requires the user's signed written acceptance and implementation of the following conditions:

- No Shire data other than mail, contacts and calendar items may be stored in the non-Shire owned devices unless authorised in writing by the CEO;
- Non-Shire owned devices will not be supported by the Shire of Gnowangerup with the exception of connectivity to the Shire of Gnowangerup's services;
- The Shire of Gnowangerup will accept no liability for functionality, serviceability or performance associated with the device and any responsibility with regard to warranty will reside solely between the owner/user of the device and the supplier/manufacture; and
- The Shire of Gnowangerup reserves the right to terminate the programs at any time and for any reason.
- All non-Shire devices need to be validated by our managed service provider and connection protocols installed.

#### 4.0 Indemnity

The Shire bears no responsibility for any legal action threatened or commenced due to conduct and activities of Councillors and staff in accessing or using these resources or facilities. All Councillors and staff indemnify the Shire against any and all damages, costs and expenses suffered by the Shire arising out of any unlawful or improper conduct and activity.

Legal prosecution following a breach of these conditions may result independently from any action by the Shire.

## COMPLIANCE REQUIREMENTS

|             |                                                         |
|-------------|---------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>• Nil</li> </ul> |
|-------------|---------------------------------------------------------|

## DOCUMENT CONTROL

### STRATEGY & GOVERNANCE

|                          |                                                                                                             |
|--------------------------|-------------------------------------------------------------------------------------------------------------|
| Category                 | Strategy & Governance                                                                                       |
| Policy Number            | 2.9                                                                                                         |
| Responsible Officer      | Deputy Chief Executive Officer                                                                              |
| Initial Council Adoption | 21 December 2016                                                                                            |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>31 August 2026                     |
| Next Review Due          | 31 August 2028<br>This policy will be reviewed every three years or more often where circumstances require. |

---

## PURCHASING CARD POLICY

---

### Objective

To provide guidance for the issue, control, use, monitoring and reporting of Corporate Credit Cards, Debit Cards, Pre-Paid Cards and other Purchasing Cards ('Purchasing Cards') used for official Shire business.

- 1.0** The use of Corporate Purchasing Cards will only be approved if there is a demonstrated need and advantage to the Shire. These include:

These include:

- (i) Elimination or reducing time spent on paper-based ordering and payments;
- (ii) Reduction of administrative costs;
- (iii) Reducing the number of payments per month;
- (iv) Provision of a useful resource in an emergency situation; and
- (v) Reducing the need to carry cash on the premises.

### 2.0 Applications for Purchasing Cards and Approval

All applications for a Purchasing Card must be approved by the Chief Executive Officer.

In the case of the Chief Executive Officer, the Council shall approve the application and determine the conditions for use and maximum credit limit and credit limit for each individual transaction.

### 3.0 Register

A register shall be maintained by the Deputy CEO of all Purchasing Cards issued. The register shall include:

- (i) Date of approval by Chief Executive Officer;
- (ii) Name of card holder;
- (iii) Conditions of use of the card; and
- (iv) A review date for continuing use of the card, not exceeding 24 months.

### 4.0 Issuing of Purchasing Cards to Elected Members

- 4.1** The Local Government Act does not make provision for the issuing of Purchasing Cards to Elected Members (A Local Government can only pay allowances or reimburse expenses to an Elected Member).

- 4.2** Elected Members shall not be issued with a Purchasing Card as there are no provisions within the Act, which allow an Elected Member to incur a debt.

## **5.0 Controls for the use of Purchasing Cards**

The following shall be complied with for controlling the use of Purchasing Cards:

### General

- 5.1** An agreement signed by the cardholder which sets out the cardholder's responsibilities and legal obligations when using the Purchasing Cards;
- 5.2** A register of all current cardholders shall be kept by the Deputy CEO which includes card number, expiry date of the Purchasing Cards, credit limit and details of goods and services the cardholder has authority to purchase;
- 5.3** All new and existing cardholders shall be provided with a copy of the policies relating to the use of Purchasing Cards;
- 5.4** When an employee misplaces their Purchasing Cards, they shall promptly report the matter to Deputy CEO who shall immediately cancel the card;
- 5.5** Purchasing Cards shall not be transferred to other users;
- 5.6** Use of the reward schemes, such as Fly Buys, is not permitted for personal gain;
- 5.7** All surrendered Purchasing Cards shall be destroyed by the Deputy CEO in the presence of another employee;
- 5.8** In the event that a cardholder fails to comply with the policy requirements, the Chief Executive Officer shall withdraw the use of the Purchasing Cards and take appropriate disciplinary action. All criminal/illegal acts of alleged misuse shall be reported to the Police and the Corruption and Crime Commission.
- 5.9** The use of Purchasing Cards for personal entertainment uses is prohibited.

## **6.0 Purchasing**

- 6.1** Purchasing Cards shall only be used for purchasing goods and services on behalf of the Shire;
- 6.2** Corporate Credit Cards cannot be used for capital purchases;
- 6.3** Personal expenditure is strictly prohibited;
- 6.4** Cash withdrawals are strictly prohibited;
- 6.5** Maximum credit limit shall be based on the cardholder's need and approved by the Chief Executive Officer and the following will be used as a guide:

**Combined** Maximum credit limit is \$25,000 and with transaction limit per Corporate Credit Card will be as follows:

| Name                                        | Combined Corporate Credit Card Limit<br>\$ | Maximum Corporate Credit Card Limit per Transaction<br>\$ |
|---------------------------------------------|--------------------------------------------|-----------------------------------------------------------|
| Chief Executive Officer                     | \$25,000                                   | \$8,000                                                   |
| Deputy CEO                                  |                                            | \$8,000                                                   |
| Executive Manager Infrastructure and Assets |                                            | \$8,000                                                   |

**6.6** All purchases shall be authorised by the cardholder and all paperwork must be kept and verified.

**6.7** The purchases need to comply with the Shire's Purchasing Policy

**6.8** If there is a purchase greater than the limits set in 6.5 above required to be made, the CEO needs to approve the purchase

## 7.0 Payments

**7.1** The cardholder shall provide appropriate and sufficient documentary evidence of all charges. Where a valid tax invoice or receipt is unavailable, the cardholder must provide verifiable evidence of the purchase or complete a Statutory Declaration which includes:

- date of purchase;
- supplier name;
- amount;
- description of goods or services purchased;
- business purpose of the purchase;
- explanation of why supporting documentation is unavailable.

**7.2** Time frames for all payment of accounts shall be monitored by Deputy CEO to ensure that credit charges are minimised and accounts are paid so as not to incur a penalty or interest;

**7.3** Cardholders cannot approve expenditure incurred on their own cards – these will be referred to the Chief Executive Officer for approval. Purchases made by the Chief Executive Officer shall be approved by the Deputy Chief Executive Officer.

## 8.0 Termination of Employment

**8.1** The Credit Card will be cancelled immediately on termination of employment of the cardholder. The cardholder remains responsible for providing details of any expenditure included on a credit card statement up to and including their final day of employment.

**8.2** All other Purchasing Cards must be returned to the Deputy Chief Executive Officer on their final day of employment.

## 9.0 Legislative Reporting Requirements

**9.1** The Shire shall maintain records of all transactions undertaken using Purchasing Cards in accordance with the Local Government Act 1995 and the Local Government (Financial Management) Regulations 1996.

**9.2** In accordance with Regulation 13A of the Local Government (Financial Management) Regulations 1996, details of each payment made using a Purchasing Card shall be reported to Council and recorded in the monthly list of accounts in the prescribed manner. The information reported shall include:

- the name of the payee;
- the amount of the payment;
- the date of the payment; and
- sufficient information to identify the nature and purpose of the payment.

## COMPLIANCE REQUIREMENTS

|             |                                                                                                                                                                                    |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Local Government Act 1995 section 6.5 (a)</li> <li>Local Government (Financial Management) Regulations 1996 Reg 11.1 (a) and 13A</li> </ul> |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### FINANCE

|                          |                                                                                                                                             |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Category                 | Finance                                                                                                                                     |
| Policy Number            | 4.4                                                                                                                                         |
| Responsible Officer      | Deputy Chief Executive Officer                                                                                                              |
| Initial Council Adoption | 22 May 2013                                                                                                                                 |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>9 July 2024 (approved by Council 28 August 2024)<br>30 August 2026 |
| Next Review Due          | 31 August 2027<br>This policy will be reviewed annually or more often where circumstances require.                                          |

---

## WAIVER OF RUBBISH AND RECYCLING CHARGES POLICY

---

### Objective

To detail the conditions where the Shire will grant a waiver of rubbish and recycling charges for community organisations.

- 1.0** A community organisation that uses and occupies a premises on land under the care, control and management of the Shire of Gnowangerup shall be entitled to a waiver of the applicable rubbish and recycling charges each financial year.
- 2.0** All proposed waivers to be granted shall be disclosed in the Annual Budget, in accordance with Regulation 26 of the Local Government (Financial Management) Regulations 1996.
- 3.0** All waivers granted shall be disclosed in the Annual Financial Report, in accordance with Regulation 42 of the Local Government (Financial Management) Regulations 1996.

## COMPLIANCE REQUIREMENTS

|             |                                                                                                                                                                                                                                                                              |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>• Section 6.12 Local Government Act 1995</li> <li>• Regulation 26 of the Local Government (Financial Management) Regulations 1996</li> <li>• Regulation 42 of the Local Government (Financial Management) Regulations 1996</li> </ul> |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### FINANCE

|                          |                                                                                                           |
|--------------------------|-----------------------------------------------------------------------------------------------------------|
| Category                 | Finance                                                                                                   |
| Policy Number            | 4.6                                                                                                       |
| Responsible Officer      | Deputy Chief Executive Officer                                                                            |
| Initial Council Adoption | 23 May 2007                                                                                               |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>31 August 2026                   |
| Next Review Due          | 31 August 2028<br>This policy will be reviewed every two years or more often where circumstances require. |

---

## BUSINESS CONTINUITY MANAGEMENT POLICY

---

### Objective

To provide a policy framework to:

- Ensure the continuity of critical business functions;
- Allocate Business Continuity Management (BCM) roles and responsibilities in the event of a critical incident;
- Allocate responsibility for the implementation, monitoring and review of the BCM documentation;
- Provide a consistent approach to BCM that is aligned to the Australian Standards; and
- Integrate BCM within the Shire's Risk Management, Critical Incident Management, Disaster Recovery and Emergency Management frameworks

### 1.0 Definitions

**Acceptable level of performance** means the lowest acceptable level of service that can be tolerated during a disruption.

**Business continuity** means the ability of the Shire to provide service and support for its customers and maintain critical operations before, during and after a significant disruption.

**Business continuity management** means the process for managing operations during and following a disruption, to ensure that critical functions can be maintained or restored quickly with minimal impact on staff, customers and the community.

**Business continuity plan** means an approved and tested document with instructions and procedures that provides guidance on the management of operations to minimise the impact of a significant disruption.

**Business impact analysis** means a detailed risk analysis that examines the nature and extent of possible disruptions and the likelihood of the resulting consequences in order to gather information about critical functions, dependencies and resource requirements.

**Significant disruption** means a sudden, unplanned event resulting in inconvenience and disruption to operations, which requires non-routine management.

### 2.0 Policy Statement

**2.1** The objective of business continuity management is to minimise the impact of a disruptive event on operations and the delivery of services to the community by ensuring that the organisation develops an effective Business Continuity Framework and that relevant Business Continuity Plans are in place. Examples of disruptive events include natural

disasters, fire or flood damage to Council facilities, IT business systems failure and telecommunications failure.

A key outcome sought from Council's Business Continuity Framework is to identify the minimum level of acceptable performance the organisation wishes to maintain in the event of a disruption and to clearly state the infrastructure and resources required to achieve and sustain critical business objectives.

- 2.2** Business Continuity Plan (BCP) - collates the instructions / actions that underpin the business continuity management strategy for the Shire's critical functions. It is used to manage incidents. The BCP details continuity / interim actions to be immediately implemented to achieve the highest level of operational performance with the resources available taking into account the specifics of the interruption situation.

### **3.0 Business Continuity Management Principles**

- 3.1** Business Continuity Management is an integral element in the Shire's Risk Management processes.
- 3.2** Business continuity will be managed in accord with the procedures set out in the Shire's Business Continuity Management Framework. Those procedures will include the development of a Business Continuity Plan.

### **4.0 Roles and responsibilities**

- 4.1** Council is responsible for overseeing the management and assessment of risk across the Shire.
- 4.2** On the advice of the Audit, Risk and Improvement Committee, Council will set the policy for the Shire's business continuity management.
- 4.3** The Deputy Chief Executive Officer is responsible for the implementation of business continuity management including the oversight of appropriate documentation, training, testing and monitoring of the BCM program.
- 4.4** The Chief Executive Officer and Deputy Chief Executive Officer are the Business Continuity Plan Owners with responsibility for ensuring that all critical functions under their responsibility are addressed in the Business Continuity Plan.
- 4.5** All Shire employees and Councillors are expected to recognise the importance of business continuity, to be familiar with the provisions of this policy and to support the processes that will appropriately manage a significant disruption to the Shire's operations and business.

## COMPLIANCE REQUIREMENTS

|             |                                                                                                                                    |
|-------------|------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Local Government Act 1995 – Part 5</li> <li>AS/NZS 5050:2010 Business Continuity</li> </ul> |
|-------------|------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### STRATEGY AND GOVERNANCE

|                          |                                                                                                             |
|--------------------------|-------------------------------------------------------------------------------------------------------------|
| Category                 | Strategy and Governance                                                                                     |
| Policy Number            | 2.7                                                                                                         |
| Responsible Officer      | Deputy Chief Executive Officer                                                                              |
| Initial Council Adoption | 28 August 2019                                                                                              |
| Review Dates             | 31 August 2023 (approved by Council 27 September 2023)<br>30 September 2026                                 |
| Next Review Due          | 31 August 2029<br>This policy will be reviewed every three years or more often where circumstances require. |

---

## BUY LOCAL POLICY – REGIONAL PRICE PREFERENCE

---

### Objective

To promote local business partnerships within the Great Southern region and the Shire of Gnowangerup by giving preference to regional suppliers in the procurement of goods or services via tender.

### 1.0 Policy Statement

A price preference may apply to tenders invited by the Shire of Gnowangerup for the supply of goods and services and constructions (building) services. This will be advertised in the Request for Tender document.

### 2.0 Definitions

**regional price preference**, in relation to a tender submitted by a regional tenderer, involves assessing the tender as if the proposed tender price were discounted in accordance with regulation 24D, Local Government (Functions and General) Regulations 1996.

**regional tenderer** means a supplier of goods or services who satisfies the criteria in sub regulation (2) Local Government (Functions and General) Regulations 1996.

*A supplier of goods or services who submits a tender is regarded as being a regional tenderer for the purposes of this Part if —*

- (a) *that supplier has been operating a business continuously out of premises in the appropriate region for at least 6 months before the time after which further tenders cannot be submitted; or*

**Tender'** is defined in Local Government (Functions and General) Regulation 1996 reg 11(1) as being contracts worth more than \$250,000, unless an exemption applies [Local Government (Functions and General) Regulation 1996 reg 11(2)].

**Prescribed Area:** Shire of Gnowangerup

### 3.0. Discounts permitted for regional price preferences [Local Government (Functions and General) Regulation 1996 reg 24D].

(1) A preference may be given to a regional tenderer by assessing the tender from that regional tenderer as if the price bids were reduced by —

- (a) up to 10% — where the contract is for goods or services, up to a maximum price reduction of \$50,000; or
- (b) up to 5% — where the contract is for construction (building) services, up to a maximum price reduction of \$50,000; or

- (c) up to 10% — where the contract is for goods or services (including construction (building) services), up to a maximum price reduction of \$500,000, if the local government is seeking tenders for the provision of those goods or services for the first time, due to those goods or services having been, until then, undertaken by the local government.

**(2)** *Although goods or services that form a part of a tender submitted by a tenderer (who is a regional tenderer by virtue of regulation 24B(2)(b)) may be —*

*(a) wholly supplied from regional sources; or*

*(b) partly supplied from regional sources, and partly supplied from non-regional sources,*

*only those goods or services identified in the tender as being from regional sources may be included in the discounted calculations that form a part of the assessments of a tender when a regional price preference policy is in operation.*

#### **4.0. Competitive Purchasing**

*Despite subregulation (1) of the Local Government (Functions and General) Regulation 1996 reg 24D, price is only one of the factors to be assessed when the local government is to decide which of the tenders it thinks would be most advantageous to that local government to accept under Local Government regulation 18(4) [Local Government (Functions and General) Regulation 1996 reg 24D(3)]*

*Local Government (Functions and General) Regulation 1996 reg 18(4):*

- (4) Tenders that have not been rejected under subregulation (1), (2), or (3) are to be assessed by the local government by means of a written evaluation of the extent to which each tender satisfies the criteria for deciding which tender to accept and it is to decide which of them (if any) it thinks it would be most advantageous to the local government to accept.*

#### **5.0 Proof of Eligibility**

Businesses wishing to claim the price preference must complete a preference questionnaire/response form distributed with each tender. Suitable proof of eligibility must be provided.

If, in the opinion of the Shire of Gnowangerup, a supplier has deliberately provided false or misleading information in order to benefit from this policy, their quotation or tender by be considered non-conforming and, as such, may be disqualified.

## COMPLIANCE REQUIREMENTS

|             |                                                                                                                                                                  |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Local Government (Functions and General) Regulations 1996</li> <li>Council Policy – Purchasing and Procurement</li> </ul> |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### FINANCE

|                          |                                                                                                              |
|--------------------------|--------------------------------------------------------------------------------------------------------------|
| Category                 | Finance                                                                                                      |
| Policy Number            | 4.9                                                                                                          |
| Responsible Officer      | Deputy Chief Executive Officer                                                                               |
| Initial Council Adoption | 21 December 2016                                                                                             |
| Review Dates             | 27 April 2020<br>31 August 2023 (approved by Council 27 September 2023)<br>31 October 2025<br>31 August 2026 |
| Next Review Due          | 31 October 2027<br>This policy will be reviewed annually or more often where circumstances require.          |

---

## WORK HEALTH AND SAFETY POLICY

---

### POLICY STATEMENT

The Shire of Gnowangerup is committed to providing and maintaining a safe and healthy workplace for all workers, volunteers, contractors, visitors and members of the public who may be affected by our activities.

The Shire recognises that protecting the physical and psychological health, safety and wellbeing of our people is fundamental to delivering quality services to the community and achieving organisational objectives and sustainable service delivery.

The Shire is committed to meeting its obligations under the *Work Health and Safety Act 2020 (WA)*, the *Work Health and Safety (General) Regulations 2022*, applicable Codes of Practice and other applicable legislation, regulations and guidance material.

The Shire will actively promote a positive safety culture where consultation, leadership, accountability and continual improvement are embedded throughout the organisation.

### OBJECTIVES

The objectives of this Policy are to:

- provide and maintain a safe and healthy workplace;
- eliminate hazards and minimise risks to health and safety so far as is reasonably practicable;
- comply with all applicable work health and safety legislation;
- promote consultation and participation with workers and other duty holders;
- provide appropriate information, instruction, training and supervision;
- continually improve the effectiveness of the Shire's Work Health and Safety Management System;
- identify, eliminate or minimise physical, psychological and psychosocial risks to health and safety so far as is reasonably practicable; and
- foster a workplace culture where everyone takes responsibility for health and safety.

### POLICY

The Shire of Gnowangerup will, so far as is reasonably practicable:

#### 1. Leadership and Commitment

The Shire will:

- demonstrate visible leadership and commitment to work health and safety;
- establish measurable WHS objectives and monitor performance against those objectives;

- provide adequate resources to effectively manage work health and safety;
- integrate work health and safety considerations into all business activities and decision-making; and
- regularly review this Policy and the Work Health and Safety Management System to ensure ongoing effectiveness.

## 2. Risk Management

The Shire will:

- identify physical, psychological and psychosocial hazards associated with its activities;
- assess risks arising from those hazards;
- eliminate risks where reasonably practicable, or otherwise minimise risks through the implementation of appropriate control measures;
- regularly review the effectiveness of implemented controls; and
- ensure incidents, injuries and notifiable incidents are reported, investigated and managed in accordance with legislative requirements and organisational procedures;
- encourage the reporting of hazards, near misses, incidents and opportunities for improvement; and
- provide health monitoring where required by legislation or where exposure to identified hazards warrants such monitoring.

## 3. Consultation

The Shire recognises that meaningful consultation improves safety outcomes. The Shire will ensure consultation occurs, so far as is reasonably practicable, when making decisions about matters that may affect the health and safety of workers

The Shire will consult, cooperate and coordinate with:

- workers;
- Health and Safety Representatives (where elected);
- the Work Health and Safety Committee;
- volunteers;
- contractors;
- other duty holders; and
- relevant stakeholders,

when identifying hazards, assessing risks, developing procedures, implementing changes and investigating incidents.

## 4. Training and Competency

The Shire will provide appropriate:

- induction training;
- role-specific training;
- supervision;
- instruction;
- information; and
- opportunities for continual development,

to ensure workers are competent to undertake their duties safely.

## 5. Continuous Improvement

The Shire is committed to continually improving its Work Health and Safety Management System through:

- monitoring performance;
- workplace inspections;
- audits;
- incident investigations;
- corrective actions;
- management reviews;
- regular review of policies, procedures and work practices; and
- analysing trends arising from incidents, hazards, inspections, audits and corrective actions to identify opportunities for improvement.

## RESPONSIBILITIES

### Council

Council will:

- support the implementation of this Policy;
- allocate appropriate resources to achieve effective work health and safety outcomes; and
- promote a positive safety culture throughout the organisation.

### Chief Executive Officer and Officers

The Chief Executive Officer and Officers will:

- exercise due diligence, as required under the *Work Health and Safety Act 2020 (WA)*, to ensure the Shire complies with its work health and safety obligations;
- ensure appropriate resources and processes are available to eliminate or minimise risks;
- promote compliance with this Policy and the Shire's WHS Management System;

- maintain an up-to-date understanding of work health and safety matters and associated risks relevant to the Shire's operations;
- monitor WHS performance; and
- foster continual improvement.

## Managers and Supervisors

Managers and Supervisors are responsible for:

- leading by example;
- promoting safe work practices;
- ensuring workers receive appropriate training, instruction and supervision;
- identifying hazards and implementing effective risk controls;
- ensuring Safe Work Procedures are followed;
- encouraging consultation and reporting;
- investigating incidents and ensuring corrective actions are implemented; and
- monitoring workplace compliance with WHS requirements.

## Workers and Volunteers

Workers and volunteers are expected to:

- take reasonable care for their own health and safety;
- take reasonable care that their actions or omissions do not adversely affect the health and safety of others;
- comply with reasonable instructions, policies and procedures;
- use plant, equipment and personal protective equipment correctly;
- report hazards, incidents, injuries and near misses promptly;
- participate in consultation, training and continuous improvement initiatives;
- cease or refuse to undertake work where they reasonably believe there is an immediate and serious risk to health and safety and immediately notify their supervisor or manager; and
- contribute positively to a safe, respectful and healthy workplace.

## Contractors

Contractors engaged by the Shire must:

- comply with applicable work health and safety legislation;
- comply with the Shire's Contractor Management requirements and site-specific safety requirements;
- provide evidence of competency, licences, qualifications and insurances where required;
- identify and manage risks associated with their work;

- report hazards and incidents immediately;
- consult, cooperate and coordinate activities with the Shire and other duty holders where work activities overlap; and
- ensure their activities do not place workers, volunteers or members of the public at risk.

## Visitors

Visitors to Shire workplaces are expected to:

- comply with all reasonable safety instructions;
- follow site rules and signage; and
- immediately report any hazards or incidents to a Shire representative.

## COMMITMENT TO SAFETY CULTURE

The Shire believes that everyone has an important role in creating a safe workplace.

Every worker has the authority and responsibility to stop work where they reasonably believe there is an immediate and serious risk to health and safety until appropriate controls have been implemented.

The Shire is committed to maintaining a workplace that is safe, respectful, inclusive and free from bullying, harassment, discrimination, occupational violence and other psychosocial hazards.

The Shire encourages open communication regarding health and safety and is committed to ensuring workers can raise concerns without fear of reprisal.

## LEGISLATIVE REFERENCES

- Work Health and Safety Act 2020 (WA)
- Work Health and Safety (General) Regulations 2022
- Relevant Codes of Practice
- Local Government Act 1995 (WA)

## RELATED DOCUMENTS

- Work Health and Safety Management System
- Contractor Management Procedure
- Risk Management Framework
- Incident Reporting Procedure
- Hazard Management Procedure
- Consultation Procedure
- Training and Competency Framework
- Emergency Management Plans

- Safe Work Procedures

## REVIEW

This Policy will be reviewed every two years, or earlier where legislative, organisational or operational changes require.

## COMPLIANCE REQUIREMENTS

|             |                                                                                     |
|-------------|-------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>• Work Health and Safety Act 2020</li> </ul> |
|-------------|-------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### HUMAN RESOURCES & COMMUNICATION

|                          |                                                                                                                                                |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Category                 | Human Resources & Communication                                                                                                                |
| Policy Number            | 3.4                                                                                                                                            |
| Responsible Officer      | Safety & Emergency Coordinator                                                                                                                 |
| Initial Council Adoption | 28 October 2015                                                                                                                                |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>31 August 2024 (approved by Council 28 August 2024)<br>31 August 2026 |
| Next Review Due          | 31 August 2028<br>This policy will be reviewed every two years or more often where circumstances require.                                      |

---

## COMPLAINTS HANDLING POLICY

---

### 1. Purpose

The Shire of Gnowangerup (Shire) is committed to providing accessible, fair, timely and effective mechanisms for receiving, managing and resolving complaints. The Shire recognises complaints as an important source of information for improving services, decision-making, processes and community confidence.

### 2. Policy objective

This Policy establishes the principles and governance framework for complaints made to the Shire and aims to ensure that complaints are:

- easy to make and accessible to all members of the community;
- acknowledged and assessed promptly;
- handled impartially and with procedural fairness;
- managed consistently and proportionately to their seriousness;
- resolved wherever reasonably possible at the lowest appropriate level;
- recorded appropriately and used to identify opportunities for improvement; and
- referred to the appropriate external authority where the matter is outside the Shire's jurisdiction.

### 3. Scope

This Policy applies to external complaints concerning the Shire's services, facilities, processes, policies, administrative decisions, employees, contractors or agents acting on behalf of the Shire.

It does not replace or override a statutory complaint, objection, appeal, review or investigation process.

### 4. Definitions

**Complaint** – An expression of dissatisfaction about a Shire service, action, decision, process, employee, contractor or failure to act, where a response or resolution is reasonably expected.

**Service request** – A request for the Shire to provide a service or take routine action, such as reporting a missed collection, damaged facility or road maintenance issue.

**Feedback** – A comment, suggestion, compliment or observation that does not necessarily require a formal investigation or remedy.

**Complainant** – A person or organisation making a complaint.

**General complaint to the Inspector** – A complaint under Part 8A of the Local Government Act 1995 alleging that a local government or relevant person has contravened, or is contravening, a provision of the Act or associated regulations.

**Behavioural breach** – A complaint concerning the behavioural requirements in Division 3 of The Local Government (Model Code of Conduct) Regulations 2021, which is generally dealt with by the local government in accordance with its adopted Code of Conduct and the Regulations.

**Conduct breach** – A breach of the Rules of Conduct under Division 4 of The Local Government (Model Code of Conduct) Regulations 2021. These matters are dealt with through the Local Government Inspector and adjudication framework.

**Specified breach** – A breach specified under the Local Government Act 1995 or prescribed regulations and dealt with through the Inspector's statutory framework.

## 5. Complaints principles

**Accessibility** – People should be able to complain without unnecessary barriers and should be provided with reasonable assistance where required.

**Respect** – Complainants, employees, elected members and other parties will be treated courteously and respectfully.

**Fairness** – Complaints will be assessed objectively and handled in accordance with procedural fairness.

**Impartiality** – A person should not investigate a complaint where there is an actual or perceived conflict of interest.

**Timeliness** – Complaints will be acknowledged and progressed within reasonable timeframes, having regard to complexity and risk.

**Confidentiality** – Information will be handled confidentially where required by law and in accordance with privacy and records obligations. Confidentiality is not absolute.

**Proportionality** – The level of investigation and management will be proportionate to the seriousness, complexity and potential impact of the complaint.

**Transparency** – The complainant will, where appropriate, be advised of the outcome, reasons and available review or external avenues.

**Continuous improvement** – Complaint trends and outcomes will be considered to improve Shire services and processes.

## 6. Matters outside this Policy

Where a matter is subject to another statutory or specialised process, the complainant will be advised of the appropriate pathway where reasonably practicable. Examples include:

- Freedom of Information applications or reviews;
- Planning applications, objections, reviews or appeals where a separate statutory process applies;
- Employee grievances or workplace matters;
- Public interest disclosures;
- Insurance or legal claims;
- Complaints concerning matters properly referred to the Corruption and Crime Commission, Public Sector Commission, Ombudsman WA, Western Australian Electoral Commission or another statutory authority; and
- Complaints falling within the Local Government Inspector's statutory jurisdiction.

## 7. Local Government Inspector arrangements

The Shire will not investigate or determine matters that are required or more appropriately dealt with under Part 8A of the Local Government Act 1995 and the Local Government (Local Government Inspector) Regulations 2025. Staff must identify and escalate potential Inspector matters promptly.

### 7.1 General complaints

A general complaint may be made to the Local Government Inspector where there is reason to believe that a local government or relevant person has contravened, or is contravening, a provision of the Local Government Act 1995 or associated regulations. General complaints may concern a local government, council member, committee member, employee, current or previous candidate, or a person or organisation with a financial or other association.

General complaints generally relate to matters that are not behavioural, conduct or specified breaches. The Inspector may refer a general complaint to the Shire or another public officer or body where that is considered more appropriate. A general complaint cannot be made anonymously and must generally concern conduct occurring within five years of the complaint.

### 7.2 Behavioural, conduct and specified breaches

Behavioural complaints under Division 3 of the Model Code of Conduct are generally dealt with by the Shire in accordance with the Code of Conduct.

Conduct breaches under Division 4 of the Model Code of Conduct are dealt with through the Inspector and adjudication framework. Specified breaches are also dealt with through the Inspector's statutory framework. Staff must not attempt to substitute the ordinary customer complaints process for these statutory processes.

The Inspector's current published guidance identifies the Ombudsman WA for complaints about local government decision-making or actions in providing services where the

complainant is personally impacted, the Corruption and Crime Commission for serious misconduct, and the Public Sector Commission for minor misconduct by a local government employee.

## **8. Making a complaint**

Complaints may be made by email, letter, telephone, in person or through any online mechanism provided by the Shire

## **9. Procedural fairness**

Where a complaint may result in an adverse finding about a person, the person concerned will generally be given an appropriate opportunity to respond before a decision is made, subject to legal requirements and the nature of the matter.

## **10. Conflicts of interest**

A person who has an actual, potential or perceived conflict of interest must disclose this and not manage the complaint unless authorised to do so following appropriate consideration of the conflict.

## **11. Unreasonable complainant conduct**

The Shire recognises that a person may become persistent, demanding, abusive or otherwise unreasonable in pursuing a complaint. Such conduct will be managed respectfully and proportionately and will not, of itself, prevent a person from making a legitimate complaint.

Where the Chief Executive Officer determines that a complaint is vexatious, misconceived, frivolous or without substance, or that responding would divert an unreasonable portion of Shire resources, the requirements of regulation 37A of the Local Government (Administration) Regulations 1996 will be followed, including providing the prescribed notice and information about the available pathway to make a general complaint to the Local Government Inspector concerning the CEO's decision.

## **12. Records and confidentiality**

Complaints will be recorded and managed in accordance with the Shire's Recordkeeping Plan and applicable legislation. Information will only be disclosed where authorised or required by law. Staff must take particular care where a complaint may be subject to confidentiality requirements under the Local Government Act 1995 or other legislation.

## **13. Reporting and continuous improvement**

The CEO is to report complaints and actions to Council.

## **14. Responsibilities**

**Council** – Adopts the Policy and receives appropriate high-level reporting on complaints.

**Chief Executive Officer** – Ensures the complaints framework is implemented, resources are available, serious matters are escalated, and statutory obligations are met.

**Managers** – Ensure complaints within their area are assessed, investigated and resolved appropriately and that systemic issues are addressed.

**Employees** – Treat complainants respectfully, record complaints appropriately, escalate potential statutory matters and cooperate with investigations.

**Complaints Officer / nominated officer** – Coordinates the complaint register, triage, referral, monitoring and reporting arrangements established by the CEO.

## COMPLIANCE REQUIREMENTS

|             |                                                                                                                                                                    |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Part 8A of the Local Government Act 1995 and the Local Government (Local Government Inspector) Regulations 2025.</li> </ul> |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### Strategy & Governance

|                          |                                                                                                         |
|--------------------------|---------------------------------------------------------------------------------------------------------|
| Category                 | Strategy & Governance                                                                                   |
| Policy Number            | 2.22                                                                                                    |
| Responsible Officer      | Chief Executive Officer                                                                                 |
| Initial Council Adoption |                                                                                                         |
| Review Dates             | 31 August 2026                                                                                          |
| Next Review Due          | 31 August 2029<br>This policy will be reviewed every 3 years or more often where circumstances require. |

---

## COLLECTION OF NON-RATES DEBTS POLICY

---

### Objective

To provide for the collection of outstanding debts and charging of interest in relation to debts other than rates.

### 1.0 Debt Management

- 1.1** All monies owed to Council for any fee or charge raised under Sections 6,16 and 6.17 of the *Local Government Act 1995*, or any reimbursement that is due to Council, are deemed to be overdue following a period of thirty-five (35) days from the date of the original invoice.
- 1.2** If the invoice is not paid by the due date specified in 1.1, then the following recovery process will take place.
- (a) For amounts outstanding for up to 30 days, the Responsible Officer is to issue a Statement to the debtor with an 'overdue' sticker attached to the Statement.
  - (b) For amounts outstanding for greater than 30 days but less than 60 days, the Responsible Officer is to issue a Statement to the debtor with 'any reason for overdue account' sticker attached to the statement.
  - (c) For amounts outstanding for greater than 60 days, the Responsible Officer is to issue a letter of demand to the debtor and instruct a debt collection agency to initiate debt recovery action.
  - (d) Any further line of credit is to be withdrawn until the debt is paid in full, or an arrangement has been entered into to pay off the outstanding debt.
- 1.3** Before any third party is engaged to take legal action to recover an outstanding debt, the Deputy CEO is to be consulted to ensure that this action is appropriate giving due consideration to all issues that have led to the debt being overdue and not paid.
- 1.4** Once all reasonable attempts to either locate the debtor or to obtain payment have failed, the responsible officer for raising the debt will be asked to submit a written request for the invoice to be considered for write off.
- 1.5** Approval will be sought from the CEO if it falls under their delegation limit. Otherwise, the approval will be sought from the Council for the debt to be written off. Once approval has been received, the appropriate entries are to be made in the Accounts Receivable Ledger.

### 2.0 Debt Raised in Error or Debt Adjustment

- 2.1** If a debt has been raised in error or requires an adjustment then an explanation will be sought from the relevant staff members. Once this has been received a credit note request

will be raised which is to be authorised by both the staff member who raised the initial invoice and the Deputy CEO.

## 3.0 Interest on Overdue Accounts

**3.1** Interest may be calculated on the total outstanding debt once it has exceeded the due date of the invoice. The rate of interest imposed is that as determined by Council as contained in the Annual Budget and in accordance with Section 6.13 of the Local Government Act.

### COMPLIANCE REQUIREMENTS

|             |                                                                                                                                               |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Local Government Act 1995</li> <li>Local Government (Financial Management) Regulations 1996</li> </ul> |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------|

### DOCUMENT CONTROL

#### STRATEGY & GOVERNANCE

|                          |                                                             |
|--------------------------|-------------------------------------------------------------|
| Category                 | Strategy & Governance                                       |
| Policy Number            | 4.2                                                         |
| Responsible Officer      | Deputy CEO                                                  |
| Initial Council Adoption | 18 April 2007                                               |
| Review Dates             | 31 May 2019<br>24 August 2026                               |
| Next Review Due          | 30 June 2030<br>This policy will be reviewed every 4 years. |

---

## MOTOR VEHICLE POLICY

---

### Objective

To provide a policy framework for:

- Ensuring the Shire maintains a suitable fleet of vehicles that contributes positively and effectively to operations;
- General principles and standards of use and care associated with the operation of Shire vehicles; and
- The procurement and use of vehicles for Shire operational requirements.

### 1.0 Definitions

*Fleet Vehicles* means all vehicles owned or controlled by the Shire of Gnowangerup that are designed to carry passengers and / freight on public roads.

*Fleet Pool* means a grouping of vehicles that may be used commonly by a group of staff, as defined by location or program. The management of a fleet pool shall be coordinated centrally by a designated officer.

*Fringe Benefits Tax (FBT)* means tax levied on benefits obtained by employees in respect of their employment.

*FBT Logbook period* means a continuous period of at least 12 weeks when a vehicle is used for average business use (it should not be a period chosen because of maximum business use). Logbooks are used as the basis for FBT calculations.

*Logbooks* means books used to record details of all trips undertaken including the driver's name, journey date, starting and ending odometer readings and purpose of the journey.

*Personal use* means the use of fleet vehicles for non-business purposes. It generally includes travel to and from work.

*Reserve vehicles* means vehicles that are not directly assigned to a specific function or staff position.

*SoG* means "Shire of Gnowangerup".

*SOP* means "Standard Operating Procedure".

### 2.0 Acquisition and Disposal

**2.1** When acquiring and disposing of light vehicles the following key principles shall be applied:

**Economic Criteria:** whole of life costs shall be estimated from best available data.

**Functional Criteria:** functional requirements of the position for which the vehicle is being acquired.

**Social Criteria:** preference shall be given to vehicles that confirm a responsible, accountable image compatible with the Shire's values.

**Environmental Criteria:** a recognition of the CO2 emissions allocated to the vehicle

**Safety Criteria - Highest:** the highest weighting to purchase shall be given to vehicle safety. Vehicles must have an Australasian New Car Assessment Program (ANCAP) five-star rating. For Light Commercial Vehicles including vans and utilities, the Shire will preferentially select vehicles with a minimum 4-star ANCAP rating. Where rating is unavailable the Shire will procure vehicles fit for purpose with safety features similar to 4-star ANCAP rating.

- 2.2** The annual budget provides allocations for each category of vehicle within the light vehicle fleet that is consistent with and complimentary to the needs of the organisation and officers.

### 3.0 Categories of Vehicles:

|              |                                                                                                                                                                                                       |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Light        | Suzuki Swift Hybrid, Mazda 2 G15 Pure, MG3 Hybrid+ Excite, Toyota Yaris SX Hybrid, VW Polo Life                                                                                                       |
| Small        | MG5 Essence, BYD Dolphin, Kia Cerato Sport, Toyota Corolla SX Hybrid, Mazda 3 G20 Evolve, MG4 Excite Hatch Electric, Hyundai i30 Hatch, BYD Dolphin Premium Electric, VW Golf Hatch.                  |
| UV Small     | MG ZT Essence, Mitsubishi ASX MR, Kia Seltos Sport, GMW Haval Jolion wagon turbo, Mazda CX-30 G20 Evolve Vision, Hyundai Kona Hybrid N Line                                                           |
| Medium       | Toyota Camry Ascent Sport Hybrid, Mazda6 G25 Sport, BYD Seal Dynamic Electric, Tesla Model 3, Polestar 2 electric standard range, Hyundai Ionic 6 electric                                            |
| SUV Medium   | BYD Atto 3 electric, Mitsubishi Outlander Aspire 7 seat, Mazda CX-5 G25 touring, Toyota RAV4 Cruiser hybrid, Hyundai Tucson Hybrid N Line, Nissan X-Trail ST-L hybrid, Tesla Model Y, Hyundai Ioniq 5 |
| People mover | Kia Carnival Sport, Hyundai Staria Elite, LDV MIFA Executive                                                                                                                                          |
| SUV Large    | Mitsubishi Pajero Sport GLX, Subaru Outback, Isuzu MU-X LS-M diesel turbo, Kia Sorento S, Ford Everest Ambiente, Toyota Klugr GX hybrid                                                               |
| 2WD ute      | Toyota Hilux Workmate, Isuzu D-Max SX, Mitubishi Triton GLX, Ford Ranger XL, Mazda BT-50                                                                                                              |
| 4WD ute      | GWM Ute Cannon, LDV T60 Max Pro, Toyota HiLux Workmate, Nissan Navara SL, Mitsubishi Triton GLX, Ford Ranger XL, Isuzu D-Max SX, Mazda BT-50 XT                                                       |

The above table comes from the WALGA Vehicles Values Table 2025/2026.

The above categories are applied accordingly

Category One – CEO vehicle will be determined as part of their employment negotiations

Category Two – Deputy CEO and Executive Manager Infrastructure and Assets SUV Large

Category Three – Managers: SUV Large

Category Four – Limited or no private use: Medium or 2WD Ute

Category Five – Pool vehicle: Up to SUV Medium

## 4.0 Safety Rating

All vehicles allocated to employees must have a 5 Star ANCAP safety rating. For Light Commercial Vehicles including vans and utilities, vehicles must have a minimum 4-star ANCAP rating and when not rated, with safety features similar to 4- star ANCAP rating.

## 5.0 Vehicle Allocations

- 5.1** The Chief Executive Officer will determine vehicle allocations and vehicle use status applicable to employees and/or positions taking into consideration industry and market trends, and whole of life costing.
- 5.2** In determining vehicle allocations and vehicle use a flexible approach to the changeover of the vehicle fleet will be taken with due consideration being given to the make and model of vehicles and the kilometres travelled.
- 5.3** The Chief Executive Officer and Executive Managers shall be provided with a private vehicle as per their employment contract or equivalent agreement.
- 5.4** The authorised driver of a specific vehicle shall be a driver authorised under a specific employment contract or staff of the Shire of Gnowangerup who has:
  - (a) been assigned the vehicle as part of their Council duties and/or conditions of employment.
  - (b) an appropriate licence and a record of which is on the personnel files of the person to which the vehicle has been assigned.
  - (c) is responsible for the care and management of the vehicle.

## 6.0 Classification of Use

Vehicle use is classified into four categories:

### 6.1 Unrestricted Private use

Officers may use the vehicle for unrestricted Council business and private use in accordance with the individual's employment contract.

### 6.2 Restricted Private Use

Officers granted vehicles in this class are limited to operation within the confines of the Shire of Gnowangerup geographic municipality boundary. Vehicles cannot be driven outside the Shire boundary without the prior written authorisation of the CEO. Completion of 'Application Personal Use of a Council Vehicle' form is required. Should approval be granted, the Officer is responsible to pay for all fuel costs.

## 6.3 Commuter Use Only

Council vehicles for commute use only may be used for transport to and from home/work only, by the most direct route. Any variations are to be agreed by the CEO.

## 7.0 Approved Drivers

**7.1** Employees who are required to operate a Shire vehicle in the performance of their duties must be in possession of a valid WA driver's licence. A copy of the driver's licence must be provided to the Payroll (Finance) Officer to be put on their personnel file.

**7.2** If at any time the licence of an approved driver expires or is revoked, or the driver is otherwise disqualified from driving, it is the responsibility of the driver to inform their supervisor immediately. They will not be entitled to drive a Shire vehicle until their licence is reinstated.

## 8.0 Use of Council Vehicles

### 8.1 Authorised Private Use of Vehicles

A person who has private use of vehicle as part of their employment contract can use their vehicle in accordance with their contract of employment. SoG recognises that where an employee is granted full private use of a vehicle, this vehicle in many cases becomes that employee's family vehicle. Accordingly, such employees are entitled to grant permission to drive the Shire vehicle whilst on private use provided such person(s) hold a current driver's licence and is:

- (a) the partner of the employee who permanently resides with the employee, or
- (b) another suitably licensed person where employee and/or employee's partner is the passenger in the passenger in the vehicle.

SoG vehicles are not permitted to compete in any car rally or competition or be used for any commercial purpose outside of Shire's own operations. Where employees have full private use of a Four-Wheel Drive vehicle, only appropriate recreational use of the vehicle is permitted. Appropriate off-road use can be defined as utilising the vehicle only where access is provided by either a marked track/trail (e.g. camping ground access, fire trail, dirt roads), or where vehicular access is specifically allowed (e.g. Beach driving). Where inappropriate private use of a 4WD results in damage to the vehicle, the employee using the vehicle will be responsible for all repair costs incurred.

### 8.2 Commuter Use Vehicle

In determining the type of Commuter Use vehicles available, the CEO will have due regard to whole of life costs, operational needs, environmental and safety considerations. Generally, vehicles listed in the Commuter Use Vehicles List will be four-cylinder vehicles.

Commuter Use does not include:

- (a) transportation of family members or members of the public, unless for work related purposes;
- (b) transportation of other Council employees to and from work, unless they live on a direct route to work or meet the driver at the premises where the vehicle is garaged;
- (c) visits to private or non-work-related locations other than isolated instances such as stopping at a shop on the way home via the direct route; and
- (d) use of the vehicle during work breaks for private purposes.

Responsible Officers with Commuter Use may not nominate other drivers to use the vehicle for Commuter Use purposes other than in instances where the vehicle is required to attend to Council business such as an after-hours callout and the Responsible Officer is unavailable to attend.

Vehicles used for Commuter Use are to be made available to officers during Council's standard hours of operation and must be returned to the workplace in all instances of leave exceeding two days, or circumstances where the relevant Manager deems there is a reasonable operational need for the vehicle during the officer's absence.

The CEO or Deputy CEO may authorise a "once off" Commuter Use of a vehicle due to the operational or business requirements of an officer's role.

In general, it is not permissible for any person other than the Responsible Officer with Commuter Use to travel between home and the worksite/workplace in the Council vehicle. However, where emergency/extenuating circumstances warrant, the Responsible Officer's nominated spouse or partner, or another nominated person may act as a relief driver.

Commuter Use may be withdrawn from a Responsible Officer should it be determined that there is no longer an operational need for the vehicle, or this type of vehicle use.

### 8.3 Pool Vehicles

SoG vehicles which are not designated to any specific person or department are to be used for pooling. All pool vehicles will be controlled by the Executive Manager Infrastructure and Assets.

### 8.4 Fuel Cards

SoG may supply vehicles with a fuel credit card. Where a fuel card has not been provided, purchase orders are to be raised and approved by authorised personnel prior to filling the fuel tank. In the event where an employee has no choice but to make out of pocket payment for fuel, receipts are to be kept for reimbursement. Reimbursement should be claimed by submitting Request for Reimbursement Form approved by authorised personnel to the finance department.

Fuel cards are to be used solely for SoG use. The Fuel Card should be used only for the purchase of fuel (ULP or Diesel only) for Shire vehicles. No other purchases are permitted on the fuel card. The use of this card for obtaining bonus points (i.e. Flybuys Points) is prohibited, as Council will be liable for Fringe Benefits Tax.

Fuel cards are to be kept in the designated vehicle at all times and misplaced cards must be reported immediately to the Senior Finance Officer who will facilitate the cancellation of the card.

## 8.5 Records of Usage (Logbooks)

### 8.5.1 Restricted or Commute only use

SoG shall maintain records of vehicle usage in order that:

- (a) the extent of operational and private use can be measured and to calculate fringe benefits tax liability for all SoG vehicles; and
- (b) the person responsible for the vehicle when an infringement, damage or loss occurs for all vehicles can be identified.

Logbooks are to be filled out every time the vehicle is used. Logbooks are to be filled out with odometer readings every time the vehicle is used.

### 8.5.2 Private Use

A logbook is to be completed for a period of 12 weeks once in every five -year period, unless the vehicle has a change of allocation or is traded for another.

## 8.6 Vehicle Security

Vehicles must be:

- (a) Parked at a council property for insurance reasons
- (b) Parked in a safe and secure place if out of Gnowangerup.
- (c) Properly secured when unoccupied (i.e. Keys removed, doors locked and security systems activated).
- (d) Confidential material and expensive equipment must not be left in unattended vehicle.

## 8.7 Insurance

Losses or damage to any personal property carried or kept in a SoG vehicle shall remain the responsibility of the officer to whom the vehicle is assigned at that time the property was placed in the vehicle, unless such property is used in connection with official business.

## 8.8 Servicing and Maintenance

Vehicles are to be maintained in a condition that reflects SoG in a positive manner i.e. clean, tidy and well maintained. It is the responsibility of the driver, to whom the vehicle is allocated or in use of last, to ensure that it is cleaned regularly inside and out. Staff using SoG pool vehicle for a task must return it clean, tidy and fuelled.

Drivers are responsible for arranging the delivery of vehicles to the Shire of Gnowangerup Depot for servicing and maintenance or another area as arranged by workshop (i.e. Dealership).

## 8.9 Safe Driving Standards

### 8.9.1 Smoking

Smoking is strictly prohibited in SoG vehicles at all times.

### 8.9.2 Mobile Phones

The use of mobile phones is prohibited by law when operating a vehicle unless the vehicle has hands-free functionality.

### 8.9.3 Driving Range

All SoG Vehicles are to be used only within Western Australia. If vehicles are to be taken outside of Western Australia, prior written approval from CEO is to be obtained, unless stated differently in a Contract of Employment.

### 8.9.4 Modifications to or In Vehicles

No modifications can be made to any SoG vehicles.

**8.10** Vehicles shall have a Shire of Gnowangerup logo decal displayed on each front passenger door, with the exception of the CEO and vehicles allocated to contracted staff members where private use of that vehicle is a condition of their contract.

**8.11** Vehicle disposal should occur where the cost of ownership of the vehicle is optimised. Generally, vehicles will be disposed of where the CEO is of the opinion that the time of disposal maximises the financial advantage to the Council, unless vehicles are under other contractual arrangements or purchase/changeover.

**8.12** Vehicle rotation between officers, where the vehicle type is the same, shall be applied where possible when a vehicle is travelling too few or too many kilometres annually to achieve optimal ownership/changeover cost.

**8.13** The purchasing of vehicles is to occur by quotation in accordance with Council Policy Purchasing. Only vehicles available at a Government fleet discounted price shall be purchased.

## COMPLIANCE REQUIREMENTS

|                         |                                                                  |
|-------------------------|------------------------------------------------------------------|
| Legislation / Documents | <ul style="list-style-type: none"> <li>Council Policy</li> </ul> |
|-------------------------|------------------------------------------------------------------|

## DOCUMENT CONTROL

### INFRASTRUCTURE, ENVIRONMENT AND ASSET MANAGEMENT

|                          |                                                                                                                                                |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Category                 | Infrastructure, Environment and Asset Management                                                                                               |
| Policy Number            | 5.2                                                                                                                                            |
| Responsible Officer      | Asset and Waste Management Coordinator                                                                                                         |
| Initial Council Adoption | 22 September 2012                                                                                                                              |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>28 August 2024 (approved by Council 28 August 2024)<br>21 August 2026 |
| Next Review Due          | 30 July 2027<br>This policy will be reviewed annually or more often where circumstances require.                                               |

---

## SIGNIFICANT ACCOUNTING POLICY

---

### Objective

To provide a framework for the financial management of the Shire that is clear, transparent, consistent, and complies with statutory obligations and requisite Australian Accounting Standards.

### 1.0 Policy Statement

The purpose of the financial reporting framework is to ensure:

- Financial Reports are based on proper accounts and records;
- Present fairly, in all material respects, the results of the operations of the Shire for the reporting year and its financial position at the end of the reporting period
- Are in accordance with the Local Government Act 1995 (the Act) and, to the extent that they are not inconsistent with the Act, Australian Accounting Standards.
- Proper management of internal controls to ensure that material misstatements do not occur

The financial reporting framework includes (but is not limited to):

- Annual Financial Statements
- Annual Financial Budgets and Budget Reviews
- Monthly Financial Statements
- Internal Management reports (where appropriate)
- Reports to Council (where appropriate)

The financial reporting framework will ensure compliance with the regulatory requirements outlined under the Compliance Requirements in this policy.

Ultimately the financial Reporting Framework allows the organisation to assess and disclose the Shire's ability to continue as a going concern.

## COMPLIANCE REQUIREMENTS

|             |                                                                                                                                                                                        |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>Local Government Act 1995</li> <li>Local Government (Financial Management) Regulations 1996</li> <li>Australian Accounting Standards</li> </ul> |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## DOCUMENT CONTROL

### STRATEGY AND GOVERNANCE

|                          |                                                                                                |
|--------------------------|------------------------------------------------------------------------------------------------|
| Category                 | Strategy and Governance                                                                        |
| Policy Number            | 4.8                                                                                            |
| Responsible Officer      | Deputy CEO                                                                                     |
| Initial Council Adoption | 16 December 2015                                                                               |
| Review Dates             | 31 May 2019<br>24 August 2026                                                                  |
| Next Review Due          | 31 March 2027<br>This policy will be reviewed every year as part of the annual budget process. |

---

## RECORDS MANAGEMENT POLICY

---

### Objective

- To provide record keeping principles that identify and protect local government records of continuing value.
- To provide guidance on the disposal of local government records, particularly those that have no continuing value.
- To define strategies that will support and document accountability and responsibility throughout the local government.
- To reinforce that all records are to be managed according to whether they are significant or ephemeral, vital or non-vital and in accordance with their security classification.
- To reinforce that all communication in the form of records which are handled, received or generated by the Shire of Gnowangerup whether paper or electronic, whether internal or external, are to be captured within the appropriate recordkeeping system.
- To reinforce that all records are not to be removed from the Shire of Gnowangerup's sites unless in accordance with the approved retention and disposal schedule, or in the custody of an officer performing official business.

### 1.0 Definitions

**Council** means the Council of the Shire of Gnowangerup (the Elected body).

**Shire** means the Shire of Gnowangerup (the administration).

**GDALG** means the General Disposal Authority for Local Government Records.

**Local Government employee** means:

- (a) a person who, whether or not an employee, alone or with others governs, controls or manages a local government organisation;
- (b) a person who, under the Public Sector Management Act 1994, is a public service officer of a local government organisation; or
- (c) a person who is engaged by a local government organisation, whether under a contract for services or otherwise;

and includes, in the case of a local government organisation referred to in the *Public Sector Management Act 1994* Schedule 1 items 15, a ministerial officer assisting the organisation.

**Local Government Records** means a record created or received by or for a local government organisation or a local government organisation employee or contractor in the course of the work for the organisation.

**Records** means any record of information however recorded and includes:

- (a) anything on which there is writing or Braille;
- (b) a map, plan, diagram or graph,
- (c) a drawing, pictorial or graphic work, or photograph;
- (d) anything on which there are figures, marks, perforations, symbols, having a meaning for persons qualified to interpret them;
- (e) anything for which images, sounds or writings can be reproduced with or without the aid of anything else; and
- (f) anything on which information has been stored or recorded either mechanically, magnetically or electronically, including recordings of Council and Committee Meetings.

**State Archive** means a state record that is to be retained permanently.

## **Government Records (or Public Records)**

Records created or received by a public officer or Elected Member in the course of their duties regardless of whether the communication is between staff in the same agency, between different agencies or between public officers and Members of the community (both private and business).

## **Ephemeral Records**

Ephemeral records are duplicated records and/or those that have only short-term value to the Shire, with little or no on-going administrative, fiscal, legal, evidential, or historical value. They may include insignificant drafts and rough notes, records of routine enquiries.

## **Significant Records**

Significant records contain information which is of administrative, legal, fiscal, evidential or historical value and are not recorded elsewhere on the public record. They describe an issue, record who was involved, record why a decision was made and may embody actual guidelines.

*Important note: distinguishing between significant and ephemeral records is a matter of judgement and the above definition can only act as a guide. Reference to "records" in this guideline document should be read as relating to significant public records unless other stated.*

## **Vital Records**

Vital records are records which are essential to the continued business of the Shire. Vital records include those that protect the rights of individuals and the Shire and are absolutely essential for the Shire's reconstruction in an event of a disaster.

The Shire of Gnowangerup considers the following as vital records:

Leases from and to Council, Licenses held by Council, Agreements (Contracts), Guarantees/Warranties, Planning Agreements (Town Planning Scheme), Occupation Agreements, Vesting Orders, Council and Committee Minutes & Agendas, Cemetery Records, Payroll Records, General Ledgers, Rate Books, Deeds/Titles, Financial documents such as Budgets and Annual Financial Statements and any documents detailing approvals of some kind.

## Non-Records

Non-records are documents that are generally available in the public domain and do not form part of a business process in respect to the Shire's activities. They are generally used for reference and information purposes, such as reports or plans from another organisation, a published directory or a training manual of a third party.

## Records Disposal

Disposal/archiving is conducted in accordance with the General Disposal Authority for Local Government Records. Records are stored onsite at the Shire of Gnowangerup Office at the Shire of Gnowangerup Works Depot and at Albany Records Management 97 Stead Road Centennial Park 6330.

## Suspension of Disposal

Notwithstanding any approved retention and disposal authority, no record—digital or physical- is to be destroyed where it is subject to, or reasonably anticipated to be subject to, a Freedom of Information request, complaint investigation, audit, inquiry or legal proceedings.

## 2.0 Policy Statement

**2.1** The Shire recognises that its records are a local government owned asset and will ensure that they are managed as such. Ownership and proprietary interest of records created or collected during the course of business (including those from outsourced bodies or contractors) are vested in the Shire of Gnowangerup.

2.1.1 Records created, stored or managed within third-party or vendor-hosted systems on behalf of the Shire remain the property of the Shire and must be accessible, retrievable and disposed of in accordance with approved retention and disposal authorities.

**2.2** This policy applies to all Council records created or received by a Shire employee, contractor or Elected Member, or an organisation performing outsourced services on behalf of the Shire of Gnowangerup, regardless of their physical format, storage location or date of creation.

### 2.3 Local Government Records of Continuing Value

Local government records of continuing value are records created or received which:

- (a) Contain information that is of administrative value to the Shire and the Council. These records may be referred to for many administrative purposes, including the need:
  - (i) to check an interpretation of Council policy or the rationale behind it;
  - (ii) to check the facts on a particular case or provide information to management;
  - (iii) to monitor progress and coordination of responses to issues;
  - (iv) to document formal communications and/or transactions (e.g. a minute, report or submissions) between Elected Members and another party; and
  - (v) to document Elected Members' decisions, directives, reasons and actions.
- (b) Contain information that is of legal value to the Shire and the Council on the basis that there are statutory requirements or court orders that stipulate the retention of records, which must be observed.
- (c) Contain information of fiscal value to the Shire and the Council that includes original records documenting the receipt, expenditure and control of public money that must be left for a period of time and will facilitate transparent accountability by the officers responsible.
- (d) Contain information of **evidential value** to the Shire and the Council such as those that contain information about the legal rights and obligations of the local government including Elected Members, ratepayers, organisations and the general community.
- (e) Contain information of **historical value** to the Shire and the Council, and to the State.

## 2.4 Local Government Records of No Continuing Value

Local Government records of no continuing value are records which:

- (a) Are considered ephemeral (short lived) in that they do not have the attributes stated above and only need to be kept for a limited or short period of time, for example, a few hours or a few days.
- (b) Have only a facilitative or routine instructional value and are used to further some minor activity.

## 2.5 Elected Member Roles and Responsibilities

Records will be created and kept which properly and adequately record the performance of Member functions arising from their participation in the decision-making processes of Council through the creation and retention of records of meetings of Council and Committees of Council. All significant Elected Member records that come through the Shire's administration will be captured in the Shire Record Keeping System.

## 2.5.1 Appointment Books, Calendars and Diaries

Diaries, appointment books and desk calendars are generally used to record appointments. They may also be used to record messages and notes, some of which may only be a note of a routine nature, and some of which may be of significance to the conduct of Shire or Council business.

It is strongly recommended that Elected Members maintain separate diaries or appointment books for personal and official use.

Elected Members' diaries or appointment books which have been used to:

- (a) record basic information such as dates and times of meetings and other appointments; or
- (b) record notes and messages, which have been recorded elsewhere and incorporated into the Shire's record keeping system;

have no continuing value and may be destroyed when reference to them ceases.

Elected Members' diaries and appointment books, which have been used to record notes and messages of significance to Council business and are not recorded elsewhere have continuing value and are to be forwarded to the Shire for incorporation into the Shire's record keeping system.

## 2.5.2 Drafts

A draft record is the preliminary form of any writing in electronic or paper formats. Draft records include outlines of addresses, speeches, reports, correspondence, file notes, preparatory notes, calculations and earlier versions of the draft. Drafts may or may not be circulated to other Elected Members or staff of the Council for comment or revision.

Draft documents which are:

- (a) addresses, speeches, reports, correspondence, file notes that are not circulated to other Elected Members or staff of the Council and of which the final version has been produced and forwarded for incorporation into the Shire record keeping system; and
- (b) circulated to other Elected Members or staff of the Shire, where only editorial or typographical changes have occurred and of which a final version has been produced and forwarded for incorporation into the Shire's record keeping system;

have no continuing value and may be destroyed when reference to them ceases.

Drafts which document significant decisions, reasons and actions or contain significant information that is not contained in the final form of the records have

continuing value and are to be forwarded to the Shire for incorporation into the Shire's record keeping system. Examples of such documents include drafts:

- (a) that contain significant or substantial changes or annotations.
- (b) relating to the formulation of legislation, legislative proposals and amendments.
- (c) relating to the formulation of policy and procedures, where the draft provides evidence of the processes involved or contains significantly more information than the final version.
- (d) of legal documents (contracts, tenders etc).

### 2.5.3 Duplicates

Duplicates are exact reproductions or copies of records where the original or authorised copy of the record is captured in the Shire's record keeping system.

For duplicates of records issued to an Elected Member for comment or revision, see DRAFTS.

Duplicates of:

- (a) records issued to an Elected Member by the Council or the Shire for information or reference purposes only and where the original or authorised copy is captured in the Shire's record keeping system; and
- (b) internal or external publications issues or received for information or reference purposes (e.g. annual reports, brochures, trade journals, price lists)

have no continuing value and may be destroyed when reference to them ceases. Duplicates should be placed in the confidential destruction bins when they are no longer needed.

Duplicates of records received by the Elected Member and sourced from outside the Shire that are relevant to furthering the business activity of the Council have continuing value and are to be forwarded to the Shire for incorporation into the Shire's record keeping system.

### 2.5.4 Messages and Facilitating Instructions

Messages and other facilitating instructions may be sent or received via a range of methods, such as telephone and voicemail, email, post- it or sticky notes, facsimile, pieces of paper, transmission reports.

Messages and facilitating instructions may be sent or received on a variety of matters. Some messages or facilitating instructions will have continuing value, as they are considered significant to the conduct of Council or Shire business. Others, such as those very routine in nature will only have a short-term value.

Messages that:

- (a) are routine facilitative instructions, such as edit corrections, distribution lists for information purposes, simple administrative instructions and social invitations and messages.
  - (b) original messages that have been transferred or transcribed into appropriate formats for incorporation into the Shire's record keeping system; and
  - (c) do not relate to the business functions of the Council or the Shire
- have no continuing value and may be destroyed when reference to them ceases.

Messages or facilitating instructions that:

- (a) contain information relating to the business functions of the Council such as directives, proposals, recommendations, definitions or interpretations from the Elected Member to another party or vice versa; and
- (b) are part of an actual business transaction itself, or have policy/procedure implications, or otherwise identified as being significant to the conduct of Council business

have continuing value and are to be forwarded to the Shire for incorporation into the Shire's record keeping system.

## 2.5.5 Working Papers/Records

Working papers, / records are papers, background notes and reference material that are used to prepare or complete other documents. These documents become the official record and should be forwarded for capture into the Shire's record keeping system.

Working papers / records that are primarily facilitative and do not relate to:

- (a) significant decisions, reasons or actions; and
- (b) do not contain significant information; and
- (c) where the final document has been forwarded for capture into the Shire's record keeping system

have no continuing value and may be destroyed when reference to them ceases.

Working papers/records which document significant decisions, reasons and actions OR contain significant information (even if that information is not contained in the final form of the document), have continuing value and are to be forwarded to the Shire for incorporation into the Shire's record keeping system.

## 2.5.6 Correspondence

This section deals with local government records not covered under the previous headings and relates to correspondence or “mail” received and sent by Elected Members.

It covers correspondence received or sent by Elected Members in any format (e.g. by post, fax, email, courier, hand-delivered) whether received or sent at the Council offices or at an Elected Member’s private residential post box.

Correspondence addressed to Elected Members at the Shire of Gnowangerup, including that marked Private, Confidential, Personal, himself/herself, etc, should be opened by designated officers and if of continuing value, incorporated into the Shire’s record keeping system before forwarding to the Elected Member.

Correspondence addressed to Elected Members at their private address/post box that is a local government record and is of continuing value should be forwarded to the Shire for incorporation by Records Management into Council’s record keeping system along with any response which the Elected Member may have made. Correspondence of no continuing value need not be incorporated into the Shire’s record keeping system and may be destroyed when reference to it ceases.

## 2.6 Council Employee Roles and Responsibilities

### 2.6.1 Chief Executive Officer

The Chief Executive Officer is to ensure that there is a system for the maintenance and management of records that is compliant with records management legislation and State guidelines and procedures.

### 2.6.2 Executive and Managers

All executives and managers are to ensure that staff members under their supervision comply with the records management policies and procedures in the Record Keeping Plan.

### 2.6.3 All Staff

All staff are to create and retain records relating to the business activities they perform. They are to identify significant and ephemeral records and ensure significant records are registered in the records management system.

Records of continuing value are to be captured into the Shire’s approved record-keeping system **as soon as practicable after creation or receipt**.

## 2.7 Digital Communications and Social Media

2.7.1 Digital communications include, but are not limited to, records created, received or maintained through:

- Email (including web-based and mobile email)
- Microsoft Teams, SharePoint, OneDrive and similar collaboration platforms
- Short Message Service (SMS), Multimedia Message Service (MMS) and instant messaging applications (e.g. WhatsApp, Signal)
- Social media platforms (e.g. Facebook, Instagram, LinkedIn, X/Twitter)
- Online forms, websites and portals
- Digital photographs, audio recordings and video recordings
- Any future digital communication platforms approved for official use

Where digital communications relate to the business of the Shire or Council, they constitute Local Government Records regardless of the platform or device used.

#### 2.7.2 Digital communications that:

- document decisions, recommendations, approvals or instructions;
- record interactions with members of the public, contractors or stakeholders;
- relate to complaints, requests, applications or regulatory matters; or
- provide evidence of the conduct of Shire or Council business

are **significant records** and must be captured into Shire's approved record-keeping system. Routine, facilitative or ephemeral digital communications may be destroyed when reference to them ceases, provided they are not required to document business activities.

#### 2.7.3 Use of Personal Devices and Accounts

Digital communications created or received by Elected Members or employees:

- using personal devices; or
- through personal email accounts or messaging applications

**remain Local Government Records** if they relate to the business of the Shire or Council.

Such records must be forwarded to the Shire for capture into the approved record-keeping system as soon as practicable.

#### 2.7.4 Social Media Records

Official Shire social media accounts are a source of Local Government Records.

Social media content that has continuing value includes:

- posts, comments or direct messages that document advice, decisions, complaints, approvals or commitments;
- public submissions or feedback that contribute to Council or Shire decision-making;

- records of moderation actions taken in response to complaints or policy breach
- Where social media platforms do not allow direct capture, records are to be preserved by approved means (such as screenshots or exports) and incorporated into the Shire's record-keeping system.

Social media content that is purely promotional, transient or routine may be managed as ephemeral records unless it forms part of a business process.

## 2.7.5 Collaboration Platforms and Shared Workspaces

Records created within collaboration platforms (such as Microsoft Teams channels, shared documents, chats and comments) are subject to the same recordkeeping requirements as traditional correspondence.

Where collaboration platform content documents:

- decisions or approvals;
- formal advice or direction;
- significant discussions or outcomes;

it must be captured into the Shire's record-keeping system in a complete and accurate form.

## 2.7.6 Digital Attachments, Images and Multimedia

Digital attachments, photographs, audio recordings and video recordings produced or received in the course of official business are records and must be captured where they have continuing value.

Photographs or recordings taken on mobile devices as part of inspections, events or investigations are to be transferred to the Shire's systems as soon as practicable.

## 2.7.7 Security and Integrity of Digital Records

All digital records are to be managed in accordance with their security classification.

Digital records must not be:

- stored in unauthorised cloud services;
- altered, deleted or disposed of without authorisation under an approved disposal schedule; or
- removed from Shire custody except where required for official business.

Unauthorised destruction or alteration of digital records may constitute a breach of legislation.

## 2.7.8 System Neutrality

References in this policy to specific recordkeeping or communication systems include SynergySoft or any successor system approved by the Chief Executive Officer.

### EXPLANATORY NOTES:

There are legislative requirements for managing records, the primary legislation relating to the keeping of public records is the State Records Act 2000

Under the State Records Act 2000, Council is obligated to prepare and submit an organisational Record-Keeping Plan to the State Records Commission for approval. A State Records Commission (SRC) directive concerning Record-Keeping Plan compilation requirements stipulates that following its adoption, an applicable Record-Keeping Policy be included as part of the Plan, ideally appearing as an appropriately annotated appendix.

### COMPLIANCE REQUIREMENTS

|             |                                                                          |
|-------------|--------------------------------------------------------------------------|
| Legislation | <ul style="list-style-type: none"> <li>State Records Act 2000</li> </ul> |
|-------------|--------------------------------------------------------------------------|

### DOCUMENT CONTROL

#### STRATEGY AND GOVERNANCE

|                          |                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------|
| Category                 | Strategy and Governance                                                                               |
| Policy Number            | 2.4                                                                                                   |
| Responsible Officer      | Deputy CEO                                                                                            |
| Initial Council Adoption | 24 April 2013                                                                                         |
| Review Dates             | 31 May 2019<br>31 August 2023 (approved by Council 27 September 2023)<br>21 August 2026               |
| Next Review Due          | 30 July 2030<br>This policy will be reviewed every 4 years or more often where circumstances require. |