

**CORPORATE  
AND  
COMMUNITY  
SERVICES  
MANAGED  
POLICIES**

## **CORPORATE & COMMUNITY SERVICES DEPARTMENT**

### **MANAGED POLICIES**

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**POLICY PURPOSE**

The purpose of this policy is to ensure the equitable distribution and best community use of Araluen Community Access Grants.

*The objectives of these grants are to:*

- Support community initiatives.
- Provide financial support to enable the community to use the Araluen Centre for Arts and Entertainment.

Encourage and support local community initiatives including visual and performing arts and other community-based activities that require access to Araluen Centre for Arts and

**POLICY STATEMENT**

Council will, in each annual budget, allocate an amount for the Araluen Community Access Grants scheme for the benefit of community organizations and that this scheme will be administered in accordance with procedures designated by Council.

Entertainment.

**Refer to attached document "Araluen Community Access Grants – Procedures" that supports this policy.**

**POLICY PURPOSE**

To encourage, develop and support local community projects of a social welfare, recreational, sporting or community welfare nature and providing services to the residents of Alice Springs.

**POLICY STATEMENT**

Council will, in each annual budget, allocate an amount for the Araluen Community Access Grants scheme for the benefit of community organizations and that this scheme will be administered in accordance with procedures designated by Council.

That Council, will in each annual budget, allocate an amount for the purpose of a community development grants scheme for the benefit of community organisations and that this scheme will be administered in accordance with procedures designated by Council.

**Refer to attached document "Community Grants Scheme — Procedures" that supports this policy.**

**POLICY PURPOSE**

To enable fair and equitable access to Council property by leases and licenses to community groups.

**POLICY STATEMENT**

That the establishment of agreements creates positive partnerships and certainty which provide assured outcomes to both the group undertaking the agreement and to the general community;  
That Council wishes to provide equitable access to Council buildings and public open space by the community including community groups, associations and committees of management;  
That all agreements set parameters in which the lessee or licensee can operate;  
That agreements established ensure that Council owned assets are meeting the needs of the Alice Springs community;

That the establishment of new agreements and new facilities are planned in a manner which takes into consideration community need, demographics, the number of potential users, industry patterns, research and the particular needs of neighbourhood areas;  
Council reserves the right to negotiate with individual tenants specific terms and conditions for each applicable lease agreement.

A lease or licence is a form of agreement. The principles are equally applicable to the preparation of either form of agreement.

**Refer to attached document "Community Groups - Leases and Licences Procedures" that incorporates definitions, guidelines for leases, guidelines for licences, and other supporting information.**

**POLICY TITLE: CHILD CARE CENTRES - UPGRADING**

**Policy No. 304**

**POLICY PURPOSE**

That Council will ensure its child care centre facilities are safe and meet licensing requirements under the relevant Council/Commonwealth agreements.

**POLICY STATEMENT**

The Council will ensure ASTC owned child care centres are appropriately maintained in accordance with the relevant licensing agreements.

**Refer to attached document "Child Care Centres - Upgrading Procedures" that supports this policy.**

**POLICY PURPOSE**

To establish an assessment criteria and process for applications to hire Council facilities made by Special Events Promoters and Managers, and to establish fees and charges for the hire of Council facilities for Special Events.

**POLICY STATEMENT**

Council facilities, where appropriate, should be made available for hire, the fees and charges applicable will be set and administered in accordance with procedures designated by Council.

**Refer to attached document "Council Facility – Council Facility Hire" Procedures that supports this policy.**

**POLICY TITLE: COUNCIL OWNED AND/OR CONTROLLED LAND  
– LIQUOR LICENCES**

**Policy No. 306**

**POLICY PURPOSE**

To have direct input into the approval process for liquor licences on Council owned or controlled land.

**POLICY STATEMENT**

1. That it be a Policy of the Council that all applications for Liquor Licences under Part III of the Liquor Act and all applications for Special Licences under Part VI of the Liquor Act for activities on Council owned or controlled land, shall require the endorsement of the Council as owner/controller of the venue.
2. That while the Council will not normally oppose or impose any special conditions on Liquor Licence applications, it may do so when it is considered necessary to control undesirable behaviour. While not limiting the nature of the conditions which may be applied, such conditions may include restricting the sale of alcohol to light (less than 3% alcohol content) beer; and wine when served in conjunction with meals;
3. Applications for Liquor Licences will only be endorsed when the applicant is the holder of a lease, sub-lease, licence to occupy or a permit granted by the Council for the activity or event for which the licence is requested;
4. The Council will oppose any application for full licences under Part III of the Liquor Act on land within the Council's control which is not the subject of a lease, sub-lease or long term licence agreement between the Council and the applicant.

**POLICY TITLE: CUSTOMER SERVICE**

**Policy No. 308**

**POLICY PURPOSE**

The purpose of this policy is to guide the development of a more customer focused organisation.

**POLICY STATEMENT**

Council will be committed to a stronger customer focused organization.

**POLICY TITLE: DEFENCE FORCE RESERVES**

**Policy No. 309**

**POLICY PURPOSE**

To support staff participation in the Australian Defence Force Reserves.

**POLICY STATEMENT**

All Council employees who are members of the Defence Force Reserves will receive payment from Council for time spent in the Defence Force Reserves, sufficient only to cover the difference between the service pay and allowances received from the Department of Defence and the salary normally paid to the employee and that time off to attend be given with no loss of leave benefits or entitlements.

**Refer to HR Manual / Workplace Partnership Agreement for procedures that supports this policy.**

**POLICY TITLE: EMERGENCY SERVICES LEAVE**

**Policy No. 310**

**POLICY PURPOSE**

To support staff participation in the Alice Springs Emergency Services.

**POLICY STATEMENT**

Council employees who are active members **of** emergency services such as fire and ambulance will be permitted to assist in emergency operations and undertake training during their normal working hours, without loss of pay, at the discretion of the Chief Executive Officer.

**POLICY TITLE: EMPLOYEES - COMPLAINTS AGAINST**

**Policy No. 311**

**POLICY PURPOSE**

To provide transparency and a professional approach regarding complaints made against employees.

**POLICY STATEMENT**

Council will have complaints procedures that apply the principles of natural justice but provide transparency and a professional approach and that these will be administered in accordance with procedures designated by Council.

**Refer to HR Manual / Workplace Partnership Agreement for procedures that support this policy.**

**POLICY PURPOSE**

This policy is designed to ensure that appropriate recruitment standards are maintained throughout the organisation and to provide a resource to assist Managers to carry out the recruitment of employees to maximise the probability of successful hiring decisions.

**POLICY STATEMENT**

Council recognises that an appropriate recruitment and selection process ensures the best available person will be employed or selected to fill a position in order to provide a high quality service to the community. Recruitment of Council personnel will be based on merit without patronage, favoritism or discrimination.

**Refer to HR Manual / Workplace Partnership Agreement for procedures that support this policy**

**POLICY TITLE: EMPLOYEES - RELOCATION ASSISTANCE**

**Policy No. 313**

**POLICY PURPOSE**

To provide guidelines and assistance to employees to enable them to relocate from their current residence to Alice Springs to take up employment with Alice Springs Town Council.

**POLICY STATEMENT**

Council will endeavour to provide all reasonable financial and administrative assistance as possible for new employees to relocate to Alice Springs.

**Refer to attached document "Human Resources Manual — Employees - Relocation Assistance" (Ref. File GE2283) that supports this policy.**

**POLICY PURPOSE**

To protect the safety of employees of Council whilst undertaking their duties.

**POLICY STATEMENT**

Council employees are instructed that all threats of physical violence made by persons against any employee be promptly reported to the CEO, and

In view of the increasing prevalence of threats against Council Inspectors and other Officers engaged in enforcement of Acts and By-laws, Council requests the Police to take prompt and effective action to provide protection, when such incidents are reported.

**POLICY TITLE: HARASSMENT**

**Policy No. 315**

**POLICY PURPOSE**

To support Government legislation relating to harassment, in policy form.

**POLICY STATEMENT**

Harassment is unacceptable to Council and any complaints of such behaviour will be fully investigated, and appropriate action taken.

**Refer to attached document "Harassment - Non Investigative Resolution" that supports this policy.**

**POLICY PURPOSE**

Council believe that people are its most valuable resource and that the personalities, skills and abilities of its staff have a big bearing on the quality of Council Services, Human Resource Management Policies and Procedures are essential to the successful operation of Council.

**POLICY STATEMENT**

Council will develop, maintain and implement modern human resource management policies and procedures in order that:

- Staff receive fair and consistent treatment;
- Staff have the right of redress for unfair treatment;
- Staff are provided with safe and healthy working conditions;
- Staff are efficient and effective;
- Appropriate training and development is undertaken to achieve improved individual Council performance;
- Merit is the basis of all appointments;
- All reasonable steps are taken to ensure that employees maintain proper standards of integrity, conduct and concern for the public interest, including the community;
- Career opportunities are enhanced;
- A harmonious industrial relations climate is maintained;
- Salary, wage and industrial award conditions are fixed in accordance with the wage fixing principles of the Australian Industrial Relations Commission;
- Appropriate human resource management principles are applied; and
- All legislative requirements are complied with.

**Refer to HR Manual / Workplace Partnership Agreement for procedures that support this policy**

**POLICY TITLE: LIBRARY (NEVIL SHUTE MEMORIAL)  
EXISTENCE & FUNDING AGREEMENT**

**Policy No. 317**

**POLICY PURPOSE**

To offer an acceptable standard of library facilities and services to the Alice Springs community.

**POLICY STATEMENT**

The Council will provide a library service to the people of Alice Springs at such level and standard as the Council in consultation with the Northern Territory Library Service, determines to be appropriate and subject to a level of financial support from the Northern Territory Government that is to the satisfaction of Council.

**Refer to Library Business Plan.**

**POLICY PURPOSE**

In providing Internet Services, the Library's goal is to enhance its existing source of information resources in size and depth, and as a public access agency, **to** give an opportunity to any person who wishes to participate in this information medium.

**POLICY STATEMENT**

The Alice Springs Public Library will provide its patrons with access to the Internet. The Library will ensure access to the service is on a fair and equitable basis.

**Refer to attached document "Library - Internet Public Access Policy" that supports this policy via conditions of use.**

**POLICY PURPOSE**

Council is committed to providing a healthy and safe workplace for all employees and visitors.

**POLICY STATEMENT**

Council recognises that the health, safety and welfare of all employees are the responsibility of management. In fulfilling this responsibility, management will provide and maintain so far as is practicable a working environment that is safe and without risks to health and includes:

1. Providing and maintaining safe plant and systems of work;
2. Making and monitoring arrangements for the safe use, handling, storage and transport of plant and substances;
3. Maintaining the workplace in a safe and healthy condition;
4. Providing adequate facilities for the welfare of all employees, and
5. Providing information, training and supervision for all employees, enabling them to work in a safe and healthy manner.

**Refer to attached document "Occupational Health, Safety and Welfare" that supports this policy via detailing management, employees, and OHS&W Committee responsibilities.**

**POLICY TITLE: PUBLIC TRANSPORT - ASBUS**

**Policy No. 320**

**POLICY PURPOSE**

To provide a good quality, efficient and cost-effective public transport service to the residents of Alice Springs and to visitors of Alice Springs.

**POLICY STATEMENT**

The Council will facilitate, for the use and convenience of the residents of and visitors to Alice Springs, a public bus service, subject to satisfactory operational and financial arrangement between the Northern Territory Government and the Council.

**Refer to attached document "Public Transport ASBUS – Procedures" that supports this policy.**

**POLICY TITLE: RISK MANAGEMENT**

**Policy No. 321**

**POLICY PURPOSE**

To highlight the need to prevent or minimise risks inherent in the operations of Council.

**POLICY STATEMENT**

The Alice Springs Town council recognises that management of Council's exposures to adverse outcomes is an essential management function.

Council will ensure the ASTC has an effective Risk Management Plan.

**POLICY PURPOSE**

The purpose of this policy is to enable management and staff to deal with this issue in a practical and effective way and to ensure that all staff, smokers and non-smokers and visitors, have a clear understanding of their rights and responsibilities in regards to current legislation and community expectations.

**POLICY STATEMENT**

Council will have effective procedures to deal with smoking in the workplace. These will include:

1. Smoking is prohibited in all enclosed areas of Council,; they include buildings, sheds and motor vehicles.
2. In keeping with the definition of a workplace, staff are not permitted to smoke whilst carrying out work, that includes the outdoors, Town Streets, Malls, etc. *This is in relation to Council's obligations to provide a safe workplace and safe systems of work.*
3. Employees who are smokers, do not have an automatic right to take smoke breaks. Breaks, like any other (unauthorised) breaks and designated smoking areas, needs to be negotiated with supervisors.

**Refer to attached document "Human Resources Manual – Smoking in the Workplace" (Ref. File GE2283) that supports this policy.**

**POLICY TITLE: STAFF — BUSINESS RELATED TRAVEL**

**Policy No. 323**

**POLICY PURPOSE**

To ensure a control mechanism exists that regulates matters pertaining to staff, business related travel and associated costs.

**POLICY STATEMENT**

That no staff business related travel and/or associated expenses will be incurred or paid for by the Council, without the prior written approval of the **CEO**, or an Officer delegated the authority to grant such approval.

**Refer to attached document "Staff - Business Related Travel Procedures" that supports this policy.**

**POLICY PURPOSE**

Council shall ensure that training and staff development programmes are in place as it acknowledges the benefits of staff training and development for the overall efficient functioning of the organisation and consequential impact on services provided to the community.

**POLICY STATEMENT**

Training and development includes a wide range of developmental activities undertaken by staff in the course of their employment which seek to increase their skills, expertise and efficiency.

All staff have a right to access and receive sufficient and appropriate training and development to enable them to undertake their duties and enhance their career development.

A Study Assistance Scheme is provided for staff to undertake or continue their professional development in their local government career.

The active participation of staff in determining their own training needs in the area in which they are employed will ensure a more productive and satisfied workforce.

The training needs of staff will be addressed regularly in the normal course of supervision and in consultation with individual employees.

Council is committed to providing a safe work environment and priority will be given to training which improves the skills and expertise of staff in their respective job roles or careers and which promotes the occupational health and safety of all employees.

Training will seek to address changes that occur in a contemporary work environment, including technological change.

**POLICY TITLE: STAFF - UNIFORMS**

**Policy No. 325**

**POLICY PURPOSE**

To create an identifiable Council presence and enhance the image of Council.

**POLICY STATEMENT**

The Council will provide uniforms for staff in cases where operational demand or the maintenance of public relations is desirable.

**POLICY PURPOSE**

To ensure Council has in place a performance development review process for its staff to ensure their continuing professional development.

**POLICY STATEMENT**

1. Council is committed to ensuring all staff possess the necessary qualifications, skills, knowledge and experience to carry out their roles.
2. A Performance Development Review (**PDR**) program is conducted annually to provide a tool to promote communication between staff and supervisors, identify the achievements of individuals and to plan their future training requirements.
3. Individual performance and level of effectiveness is identified and discussed between supervisors and their staff so that Council's commitment towards quality customer service and continuous improvement is sustained **and** overall organisational effectiveness is achieved.
4. Supervisors and staff will discuss, develop and agree on action plans to be implemented for the next review period.
5. Performance reviews are to be seen as a constructive and positive human resource tool and not a mechanism to dismiss staff from their employ.

**POLICY TITLE: WORK EXPERIENCE AND TRAINING PROGRAMMES**      **Policy No. 327**

**POLICY PURPOSE**

To affirm that Council has an active role in facilitating work experience and training programmes.

**POLICY STATEMENT**

That Council participates in training and work experience programmes subject to:

1. Its ability to supervise and train any person placed under such a programme; and
2. The provision of funds within its budget to cover any employment overheads,  
and

Council will actively encourage aboriginal persons to participate in such programmes.

**POLICY TITLE: WORKERS COMPENSATION**

**Policy No. 328**

**POLICY PURPOSE**

To ensure Council abides by all legislative requirements relating to the provisions of the Workers Compensation Act.

**POLICY STATEMENT**

In the event of an employee being injured at work and requiring treatment from a medical practitioner, a claim for workers compensation must **be** made.

In the case of such personal injury, all necessary **parties** are to be notified, legal requirements met and rehabilitation procedures implemented without delay.

**Refer to attached document "Human Resources Manual — Workers Compensation, Return to Work, and Injury Management" (Ref. File GE2285) that supports this policy.**

**POLICY PURPOSE**

To clearly state Council's position regarding drug and alcohol use as it affects the workplace.

**POLICY STATEMENT**

Employees are obliged to present themselves in a fit state so that in carrying out normal work activities they do not expose themselves, their co-workers or the public to unnecessary risks to safety and health. The employee is responsible for any civil or criminal penalty, which results from being under the influence of drugs or alcohol in the workplace.

The use of drugs or alcohol in the workplace – including Council premises, parks, reserves, vehicles, plant or any other Local Government building or physical asset, is forbidden.

The Chief Executive Officer may waive this requirement where circumstances warrant (for example, during a social event). The focus of this policy is drug and alcohol dependence, which affects the work performance of the individual. This policy is directed towards maintaining a satisfactory level of employee health, safety and work performance.