



Freedom of Information March 2019 Information Statement

Approval and Change History

Version	Approval Date	Approval by	Review
2015	24/2/15	Practice Manager Corporate Consulting	Update
2016	11/3/16	Senior Manager Service Improvement	Update
2017	20/3/2017	Manager ICT & Records Management	Update
2019	8/4/2019	Senior Manager Service Improvement	Update

This information statement is published by the City of Playford in accordance with the requirements of Section 9 of the *Freedom of Information Act 1991* (SA).

The information statement will be updated every 12 months and the next review will occur in March 2020.

1. Structure and Functions of Council

1.1 Composition of Council

The City of Playford is a growing council located in the Adelaide's north. The north of Adelaide is a focus for the urban and economic development of the State. As the centrally located local government in the region, the Council work closely with other governments and agencies in the region. The Council includes staff administration, a Mayor and 15 Councillors to represent five (5) wards, who are elected for a four-year term.

Council and Committee meetings are public meetings where the Council considers reports, information and recommendations from Council administration to assist with Council decision making. This includes matters such as policies, budgeting, community engagement and strategic planning. Council administration implements the decisions of Council and performs daily operations under the direction of the Chief Executive Officer.

The *Local Government Act 1999* (the Act) is the primary legislation for the operation of Local Government in South Australia. The provisions of the Act are supported by the *Local Government (General) Regulations 2013* and the *Local Government (Procedures at Meetings) Regulations 2013*. These regulations apply to all Council Committees with the exception of the Council Assessment Panel which is established in accordance with the provisions of the *Planning, Development and Infrastructure Act 2016*.

1.2 Council Committees

Council Committees are established under Section 41 of the Act. Committees assist the Council in the performance of functions and provide an opportunity to address issues and projects in greater detail. Reports and recommendations are then directed to Council at Ordinary Council Meetings for a final decision or resolution.

The membership of all Council Committees and their Terms of Reference or Charters are determined by Council and reviewed as part of the Committee review process with some Committees holding delegation to amend their charter. Council Committee meetings occur on a scheduled basis determined by the Committees themselves pursuant to Section 87 (1) of the Act.

Special Council Meetings may be called to address a specific matter when a decision of Council is required before the next Ordinary Council meeting.

Statutory Committees

Council Assessment Panel (CAP)

This CAP is comprised of Council Members and Independent Members, it is established under the *Planning, Development and Infrastructure Act 2016*. The role of the Committee is outlined in the CDAP Terms of Reference in Section 5:

- 5.1 To act as a delegate of the Council in accordance with the requirements of the Act;
- 5.2 As it thinks fit, to provide advice and reports to the Council on trends, issues and other matters relating to the planning or development that have become apparent or arisen through its assessment of applications under the Act; and
- 5.3 To perform other functions (other than functions involving the formulation of policy) assigned to it by the Council

Strategic Planning Committee

The Strategic Planning Committee's role is outlined in Section 1 of the Committee Charter;

- 1.1.1 Act in an advisory capacity to the Council regarding all high level strategy.

- 1.1.2 Act as per the requirements legislated by the Development Act.
- 1.1.3 Monitor the performance of Council.

The Strategic Planning Committee has delegated authority under Sections 25, 26 & 30 of the *Planning, Development and Infrastructure Act 2016*.

Corporate Governance Committee

The Corporate Governance Committee's role as outlined in Section 1 of the Committee Charter is to:

- 1.1.1 Fulfil the role of Council's audit committee as required in section 126 of the *Local Government Act*.
- 1.1.2 Assist the Council in reviewing the principal risks facing the Council, including those that threaten the Council's strategic directions.
- 1.1.3 Assist in the effective management of financial and other risks and the protection of Council assets.
- 1.1.4 Review developments and adequacy of principles, policies and practices of Financial Planning and Reporting, Corporate Governance, Risk Management and Internal Control and make recommendations to Council as appropriate.
- 1.1.5

Non Statutory Committees

Civic Events Committee

The Civic Events Committee's role outlined in the charter is to provide advice, recommendation and support to Council on strategic matters relating to the planning and delivery of Council's Civic Events.

Its Terms of Reference are to consider all matters relating to:

Planning and delivery of Council's annual Civic Events program and calendar.

Consider major new events as they arise in consultation with Council.

Provide recommendations to Council for continuous improvement of the annual

Civic Events program.-These events include, the Australia Day Celebrations, ANZAC Commemorations and Playford Community Christmas Carols.

Chief Executive Officers Review Committee

The role of the Chief Executive Officer's Review Committee is to consider all matters relating to the Chief Executive Officer's recruitment, remuneration, employment and performance.

Services Committee

The role of the Services Committee as outlined in the Charter is to:

- 1.1.1 Act in an advisory capacity to the Council regarding all high level operations.
- 1.1.2 Monitor the Operational performance of the Council as it relates to the delivery of services to standards

Visit the [website](#) to view Council and Committee Meeting Calendars and Charters.

Delegations Register

Pursuant to Section 44 of the *Local Government Act 1999* the Council has delegated relevant powers, duties and functions to the Council committees, Council Assessment Panel, the Chief Executive Officer and the Mayor. Section 101 of the *Local Government Act 1999* allows the Chief Executive Officer to sub delegate to Council staff.

[Delegations Register](#)

1.3 Agendas and Minutes

Agendas for Council, Committees and Council Assessment Panel are on display at Customer Care in the Civic Centre Elizabeth and on the City of Playford website, no less than three clear days prior to the meeting. Minutes of a meeting are available within five days after the meeting has taken place.

Items on the Agenda considered under Section 90 of the *Local Government Act 1999* are unavailable for viewing and that part of the meeting will be closed to the public.

Click here to view [Agenda and Minutes](#).

1.4 Functions of Council

The functions of Council are prescribed in Section 7 of the *Local Government Act 1999* as listed below:

- to plan at the local and regional level for the development and future requirements of its area;
- to provide services and facilities that benefit its area, its ratepayers and residents, and visitors to its area (including general public services or facilities (including electricity, gas and water services, and waste collection, control or disposal services or facilities), health, welfare or community services or facilities and cultural or recreational services for facilities);
- to provide for the welfare, well-being and interests of individuals and groups within its community;
- to take measures to protect its area from natural and other hazards and to mitigate the effects of such hazards;
- to manage, develop, protect restore, enhance and conserve the environment in an ecologically sustainable manner, and to improve amenity;
- to provide infrastructure for its community and for development within its area (including infrastructure that helps to protect any part of the local or broader community from any hazard or other event, or that assists in the management of any area);
- to promote its area and to provide an attractive climate and locations for the development of business, commerce, industry and tourism;
- to establish or support organisations or programs that benefit people in its area or local government generally;
- to manage, and if appropriate, develop public areas vested in, or occupied by, the council;
- to manage, improve and develop resources available to the council;
- to undertake other functions and activities conferred by or under an Act.

2. Services to the Community

2.1 Services which Council currently provides include:

City Services

- Strategic Management Plans
- Social Planning

Customer Care

- Customer Care including Call Centre
- After Hours Service

Library Services

- Children's Library
- History Services
- Library Information Services
- Mobile Library Services
- Home Library Service

Development Services

- Development Assessment and Facilitation
- Property Searches and Creation
- Development Compliance
- Traffic and Road Investigations and Compliance

Land Development

- Landscape Architectural Service
- Land Development Engineering

Strategy & Policy

Long Term Land Use Planning

- Development Plan Amendments
- Regional Infrastructure Planning
- New and Existing Urban Development
- Open Space Planning

Marketing

Marketing

- Market Research
- Public & Media Relations
- Civic Events
- Destination Marketing
- Product Development
- Reputation Management
- Community Engagement
- Brand Development & Management

Community

- Community Strategy
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Community Development

Health

- Food Co-ops
- Marni Waiendi /Aboriginal Programs
- Community & Neighbourhood Development
- Community Centres
- Learning & Employment
- Community Grants

Community Inclusion

- Home Assist
- Services for Older People
- Grenville Community Connect Hub

- Community Passenger Network Network(CPN)
- Social Support and respite for people with dementia
- Social Inclusion Programs and Services for People with a Disability
- Social Connection Programs and Services for People with Mental Illness
- Disability Access Planning and Support
- Volunteering Strategy & Development

Community Arts & Culture

- Civic Centre & Shedley Theatre
- Shedley Café and Catering
- Youth Development
- Northern Sound System

Health, Environment & Regulatory Services

- Immunisation
- Public Health
- Waste Water Approvals & Compliance
- Food Safety
- Environmental Advice
- Environmental Planning
- Biodiversity Programs and Projects
- Hard Waste Collection
- NAWMA Kerbside Collection
- Litter Prevention
- Animal Management
- Parking Control
- By-Law Compliance

- Fire Prevention
- Environmental Sustainability

Strategy & Corporate

Organisational Development

- Recruitment
- Training & Development
- Employee Relations
- Industrial Relations
-

Risk and Assurance

- Risk Assessment and Management
- WHS
- Emergency Management
- Insurance
- Internal Audit
-

Governance

- Governance & Decision Making
- Mayor, Councillor & Independent Member Support
-

Procurement

- Procurement
-

Records Management

- Records Management
- Freedom of Information
-

Information, Communication & Technology

- Information Technology / Internet/Phones
- Councillor IT Support

Service Systems

- Service Standard System

- Change Management
- Project Management
- Business Analysis and Process Improvement
- Quarterly Reporting
- Resident Satisfaction Survey
- Management Consultation and Facilitation

Finance

Accounts Payable

- Supplier Payments
-

Rates

- Rates Collection & Management
- Debtor Collection & Management
- Section 7 Requests
-

Finance Services

- Accounting Services
- Corporate Reporting
- Long Term Financial Plan
- Treasury Management
- Internal Financial Control
- Payroll

Strategic Projects & Assets

Fleet, Building & Stores

- After Hours Response
- Building & Structures
- Plant and Equipment
- Sporting Clubrooms & Buildings

Assets & Project

- Building & Construction Project Management
- Asset Management
- Corporate Real Estate Management
- Manage Recreation Facilities
- Land Division Assessment
- Drainage
- Road Construction Design
- Traffic & Transport
- Stormwater Harvesting & Distribution
- Surveying & Project Estimation
- Playford Alive
- Elizabeth Park Neighbourhood Renewal Project

City Operations

- Open Space Reserves
- Road Sweeping
- Rural Roadside Slashing
- Urban Verge Mowing
- Roadside Dumping Collection
- Windbreaks & Trail Maintenance
- Street Tree Maintenance
- Pest and Weed Control
- Playground Maintenance
- After Hours Response
- Park Bins
- Regional Parks Maintenance
- Council Garden Bed Maintenance
- Verge Upgrade
- Street Tree and Shrub Planting
- Sports field Maintenance
- Irrigation Systems
- Water Management
- Parks Administration
- Revegetation of COP

- Footpath Maintenance
- Piped Drainage
- Footbridges
- Bitumen Repairs
- Graffiti Removal (council assets)
- Signs
- Bus Shelters
- Kerbing & Water table
- Open Water Course
- Piped Drainage Network
- Road & Car park Construction
- Road Shoulder
- Earthworks
- Signage
- Road Reseal
- Fire Access Tracks

Stretton Centre

- Economic Development Advocacy
- Business Support & Attraction
- Industry and Workforce Development Opportunities

3. Public Participation

Members of the public are welcome to attend Council and Committee meetings. The community and/or individuals have a number of ways to put their views on particular issues to Council which include the following.

3.1 Deputations and Petitions

Deputations and petitions are an important part of the decision making process of the City of Playford. Information on how to lodge a petition or make a deputation, including relevant forms can be accessed on the [website](#).

Petitions

Petitions allow the public to bring to the attention of Council any matter they believe requires action. Petitions are required to be submitted in writing to the Chief Executive Officer five (5) clear days prior to the next Council or Committee Meeting.

Deputations

The public may request in writing the opportunity to address Council. Deputations are required to be submitted to the Chief Executive Officer eight (8) clear days prior to the next Council or Committee Meeting. The Presiding Member will give final approval for a Deputation to be presented.

Please note that the City of Playford requires all attendees at meetings to abide by the [Code of Practice for Council and Committee Meetings](#).

If you have any queries in relation to your deputation request or petition submissions please contact us on 8256 0333 or email playford@playford.sa.gov.au

3.2 Written Requests

Members of the public can write to Council regarding any Council policy, activity, project or services.

Mailing address – City of Playford, 12 Bishopstone Rd, Davoren Park SA 5113

Email - playford@playford.sa.gov.au

3.3 Council Members

Members of the public can contact the Mayor or their local ward Council Members to discuss any issue relevant to council. Contact details for the Mayor or Councillors can be found [here](#).

3.4 Community Consultation

The City of Playford consults with the community on particular issues which affect their neighbourhood and has adopted a Public Consultation Policy to assist with this process. Council seeks to ensure that the needs and interests of individuals and groups are considered as part of an effective and fair decision making process and that a proper balance is achieved between economic, social, environmental and cultural considerations. Consultations with residents can take a variety of forms including:

- Hand-delivered or posted circular letters
- Letters personally address to individuals, including questionnaires
- Public meetings may be called to advise residents and provide opportunity for feedback
- Advertising in local newspapers
- Various Pamphlets or Publications
- Playford News – Council Publication
- Publication of information on Council website
- Information displayed at Council offices
- Call for submissions to Council
- Presentations to Special Interest Groups

Click here to view the [Public Consultation Policy](#)

4. Access To Council Documents

4.1 Council documents are available for public inspection at the Council Offices:

In person:

Civic Centre - 10 Playford Boulevard, Elizabeth (between the hours of 9am to 5pm weekdays).

Telephone: 8256 0333

Email: playford@playford.sa.gov.au

Website: www.playford.sa.gov.au

Mail: City of Playford

12 Bishopstone Rd

Davoren Park SA 5113

Many documents can be inspected or printed from Council's website. Fees and charges may apply if Council prints these documents for you. Refer to Council's Fees & Charges Schedule [2018/19](#)

4.2 Registers, Codes and Policies

The following documents are available to the public:

Registers

- Community Risk Management
- Fees and Charges Register
- Register of Interests
- City of Playford By-Laws

Codes

- Code of Practice for Public Access to Meetings

- Code of Conduct for Council Members
- Code of Conduct for Council Employees
- Code of Practice for Council and Committee Meetings

Statutory Policies

- Internal Controls
- Order Making
- Prudential Management
- Public Consultation
- Naming of Assets Policy
- Council Member Training and Development Policy
- Elected Member Support Policy

Local Government (Elections) Act 1999

- Campaign Donations Returns prepared by candidates

Freedom of Information Act 1991

- Information Statement

Documents Required by Legislation

Annual Business Plan and Budget	Website & Customer Care
Annual Report 2017 -18	Website & Customer Care
Assessment Record	Customer Care Elizabeth
Financial Statements7-18	Website & Customer Care
Code of Conduct for Council Members	Website & Customer Care
Code of Practice for Public Access to Meetings	Website & Customer Care
Community Land Management Plans	Website & Customer Care
Procurement Policy	Website & Customer Care
Council Agenda and Minutes	Website & Customer Care Elizabeth
Elected Member Support Policy	Website & Customer Care
Delegations	Website & Customer Care

Freedom of Information - Information Statement	Website & Customer Care
Fees & Charges 2018/2019	Website & Customer Care
Order Making Policy	Website & Customer Care
Public Consultation Policy	Website & Customer Care
Rating Policy 2018-19	Website & Customer Care
Gifts & Benefits Register 2018-19	Website & Customer Care
Council By-Laws	Website & Customer Care
Register of Community Land	Website & Customer Care
Council Member Register of Interests	Website & Customer Care
Salary Register	Website
Strategic Plan	Website & Customer Care
Register of Land Management Agreements	Website & Customer Care
Development Applications	Data SA

Council's Policies

The list of Council's policies can be found on the City of Playford website.

Click here to view the list of [Council Policies](#)

If there are any questions or queries regarding the policies or access to the policies, please contact Customer Care on 8256 0333.

Telephone enquiries in relation to access to council documents can be made to the Freedom of Information Officer by phoning 8256 0227.

The fees and charges can be viewed here [Fees and Charges Register](#).

QUARTERLY ORGANISATIONAL PERFORMANCE REPORTS (QOPRs)

Quarterly Organisational Performance Reports provide regular updates on our progress towards achieving the goals set out in the *Annual Business Plan* and the *Strategic Plan*.

The *Report* meets the City of Playford's objective of providing transparency in its operations to the community — it gives details of how we are progressing against our service standards and also provides an update on projects that are being undertaken in support of the *Strategic Plan*.

Click here to access the QOPRs

<https://www.playford.sa.gov.au/council/council-documents/quarterly-organisational-performance>

ANNUAL REPORT

Council's *Annual Report* provides an overview of our performance over the previous 12 months and tracks the City of Playford's progress against provisions made in the *Annual Business Plan*. The *Report* provides a transparent and accountable review of how Council puts community resources to work throughout the year.

If you're thinking about becoming part of the City of Playford for business or lifestyle, this report provides an overview of what Playford is all about - our goals, performance and challenges.

Copies of our Annual Report can be viewed on the website or obtained from one of our Customer Care Centres.

Click here to access our Annual Report's website

<https://www.playford.sa.gov.au/council/council-documents/our-performance>

RESIDENT SATISFACTION SURVEY (RSS)

Each year we survey our residents so we can hear from them directly about how they feel about Playford's performance — this helps us track our progress over the previous 12 months while identifying opportunities for improvement.

VISION AND STRATEGY

COMMUNITY VISION 2043

Playford Community Vision was developed with extensive community engagement and reflects the longer-term aspirations of the community, organised under the goals of prosperity, liveability and happiness.

Click here to access the CV 2043's website

<https://www.playford.sa.gov.au/council/council-documents/strategic-direction>

COUNCIL BUSINESS PLANS

4.3 Other Information Requests

Information not included in Clause 4.1 & 4.2 may require the lodgement of a Freedom of Information application. These applications will be processed under the provisions of the *Freedom of Information Act 1991*. Under this legislation, an application fee must be forwarded with the application unless the applicant has been granted an exemption.

4.4 Amendment of Council Records

A member of the public may gain access to Council documents to make amendments to personal information that is incorrect, incomplete, out of date or misleading by making a request under the *Freedom of Information Act 1991*.

Contact Councils Freedom of Information Officer on 8256 0227 with any Freedom of Information enquiries.