

Council Policy



MacDonnell Shire

TITLE: Protocol for Shire Access

Policy Number	1009
Category	Shire Service Delivery
Strategic Plan Reference	Goal 4 – A Supportive Organisation
Approval date	23 rd August 2013
Minutes Reference	OCM Item 11.4
Last Reviewed	Replaces 1009 Protocol for Shire Access 2010
Next Review Date	30 September 2014
Policy Owner	Director, Service Centre Delivery

1. Summary

This protocol provides staff, especially those based on communities, with guidelines on handling requests from external organisations or individuals wanting assistance from the MacDonnell Shire Council or to make use of Shire Council property.

2. Scope

This protocol applies to all organisations and individuals wishing to work with the Shire, use any facilities of the Shire, or have access to Shire staff. The Shire has its Head Office in Alice Springs and Shire Service Centres in thirteen communities throughout the Shire

3. Policy Objectives

To provide a clear understanding of how the Shire can assist with provision of resources to external parties.

4. Policy Statement

NOTE: If not specifically provided for in the descriptions below, then initial contact should be made with the appropriate Director in Alice Springs.

1. **Media:** "Talking to the Media" policy applies. All media contact is to be referred to the CEO, via the Council's Communications Officer.
2. **Arranging Accommodation in Communities:** Accommodation must be arranged in advance with the Shire Service Coordinator located in the community concerned. IMPORTANT: MSC staff have priority for all accommodation bookings as long as sufficient notice is given. Only confirm bookings for accommodation when a written purchase order is received. Rates are as per "Rates, Fees and Charges" on the MSC Internet.

Where there is GEC accommodation available on community, inform the enquirer that arrangements are to be made directly with FaHCSIA

3. **Administrative Support and the use of Shire offices, phones and internet:** No ongoing administrative support is to be provided without the permission of the Director, Shire Service Delivery. The Shire has limited funding available and it is tied

to provide specific services and so cannot readily provide administrative support for projects outside those for which the Shire is directly funded.

One off arrangements for limited resources may be provided with the agreement of the Shire Service Coordinator in the Community.

Where the Shire, through the relevant Director, determines that the proposed project or service warrants special support, then facilities can be made available with full cost recovery to the Shire for the services provided.

Rates are as per "Rates, Fees and Charges" on the MSC Internet.

- 4. Use of Shire Plant and Equipment; Use of Tip:** Plant and Equipment and the Waste Management Facility are available for use by external agencies at fees and charges as per "Rates, Fees and Charges" policy on the MSC Internet. The Shire Service Coordinator can approve usage in line with this policy. A purchase order must be provided prior to use.

IMPORTANT – only wet hire (i.e. with an operator) is available. Dry hire is only allowed in special circumstances and with the permission of the Director, Technical Services.

Major projects or usage outside the policy must be approved by the Director, Technical Services.

- 5. Repairs and Maintenance and Building Projects:** The Shire Council may undertake repairs and maintenance on buildings where the lease is held by other agencies but only with the prior receipt of a purchase order or other arrangement.

All requests must be made to Technical Services, who will determine the schedule of the work.

- 6. Community Meetings:** The Shire's primary community level meeting is the Local Board. These are open to the public, but any person wishing to formally meet with or present to the Local Board must put a request in writing (email is fine) to the CEO.

It is not the Shire's role to call community meetings for other providers or levels of Government, or to organise people for these meetings.

However the SSC can advise on potential clashes with other functions or events happening on community, and can put the agency in touch with the relevant people. Where there is a GEC, the GEC may take on this role.

When necessary advise agencies that the Shire as a major employer in the community may need to consider staff availability – Shire staff are not automatically available to attend meetings during working hours, unless at the request of the Shire Office.

The SSC can approve the use of Shire office public meeting room or surrounding area for short community meetings. All requests should be in writing with details of timing and numbers. Rates are as per "Rates, Fees and Charges" on the MSC Internet.

- 7. Access to the Shire's Children's Services Premises in Communities:** All external visitors and agencies to Children's Services must gain prior approval from the Manager of Children's Services before entering any of the Shire's Children's service.

Any organisation or individual wanting to work with this program should also contact the Manager of Children’s Services. Ochre Cards will be required and are not optional.

8. **Access to Aged Care and School Nutrition Program (SNP) Premises in communities:** All external visitors and agencies to Aged Care and SNP must gain prior approval from the Manager, Aged Care before entering any of the Aged Care or SNP premises in communities.

Any organisation or individual wanting to work with this program should also contact the Manager, Aged Care.

9. **Access to Community Safety Premises in Communities:** All external visitors and agencies to Community Safety premises must gain prior approval from the Manager, Night Patrol before entering any of the Community Safety premises in communities.

Routine communications and cooperation between NT Police and Night Patrol staff will be as per the MOU between the Shire and the Police. Any changes to this arrangement or exceptional arrangements will be made with the Manager, Night Patrol.

10. **Access to the Shire’s Youth Program Facilities in Communities:** All external visitors and agencies to Youth Program premises must gain prior approval from the Manager, Youth Services before entering any of the Youth Program premises in communities.

Any organisation or individual wanting to work with this program should also contact the Manager, Youth Services. Ochre Cards will be required and are not optional.

11. **Permits to Visit Communities:** The Shire does not issue community visitor permits for communities within the Shire boundaries. These are arranged through the Central Land Council in Alice Springs.

12. **Advertising an Upcoming Event:** The Shire Service Coordinator can place posters or notices provided by other agencies in the Shire Office and/or on the local community notice board.

5. Legislation and References

Related Legislation	
Related Policies	MSC Rates, Fees and Charges Talking to the Media Internal Policy MOU between MSC and CLC Feb 2011 MOU between MSC and Police re Community Safety
Related Procedures	
Associated Documents	Information sheet for external agencies (not yet available)

5. Delegation and Implementation

Delegate	Director, Shire Service Centre Delivery
Implementation Officer	

Administration

InfoXpert file number	104067
On Internet	23 rd September 2013
Communication plan implemented	Yes

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