Introduction

This document establishes the procedures to be followed in order to:

1. Create a new policy
2. Amend an existing policy
3. Create a new procedure, guideline or supporting document
4. Amend an existing procedure, guideline or supporting document.

All Council policies and procedures are set out in a standard format designed to simplify and provide the information using plain English communication principles. Council's Policies and procedures have been mapped to reflect the five theme areas of its Community Strategic Plan (CSP) namely:

- A Liveable Place
- An Enterprising Place
- A Sustainable Place
- An Accessible Place
- Leading Organisation

A policy and procedure template is available for each respective theme area. For document control purposes, each policy and procedure of Council contains information about the document in the header and/or footer. This information includes:

- Council's logo
- Document name and number
- Version number
- Date of adoption
- Date of next review
- Reference to TRIM file storage location
- Page numbers

To assist with document control, Council staff must submit a request to the Governance Coordinator to create or amend a policy or procedure. Council uses its Customer Request Management (CRM) system to facilitate the coordination of such requests.
Policy creation or amendment

The creation and/or amendment of Council policies must adhere to the requirements of Part 3 of the Local Government Act 1993 (the Act): Adoption of Local Policies Concerning Approvals and Orders. To facilitate compliance with these requirements, Council will implement the processes outlined below as per Sections 158-167, of part 3 of the Act.

1. All Council policies are reviewed at the Council level, at least every four years – within 12 months of Councillor Elections.

2. Council policies will be developed and reviewed in consultation with Elected Officials.

3. Administrative support in developing, monitoring and reviewing the content of policy documents will be provided by the Executive Manager | Organisational Development and Governance (ODG), and the Governance Coordinator. Relevant Council Officers will also be consulted during the development and review process.

4. Draft policies and procedures will be referred to the Managers Forum for consideration and endorsement prior to being sent to the Leadership Executive Group (LEG) and/or Council for adoption.

5. Prior to adoption by Council, a final draft of proposed policy will be placed on public exhibition for a period of 28 business days. This provides members of the community with an opportunity to give input into Council’s policy documents. All submissions received during the public exhibition will be considered by Council and reviewed during Councillor Workshops.

6. The General Manager, through The Executive Manager | ODG, will submit a report to Council summarising the proposed creation or amendments to any policy document and include a recommendation for Council to adopt the new or revised policy content. Councillors will consider the report as part of their deliberations.

7. Once a policy is approved, Council will release a public notice to notify the community of the new or amended policy.

8. Approved policies will be incorporated into Council’s document control register and published to Council’s Website and Intranet. Hard copies of policy documents will be provided to the public in accordance with Council’s fees and charges of the day.

9. Policies will have a clear objective, a small number of policy elements and should have no procedural content. It is important that if a new policy is adopted, it is checked for consistency of expression and presentation and it is recorded and catalogued within the required policy framework.
Procedure creation or amendment

Procedures will be created or reviewed by Council employees including the General Manager, Group or Executive Managers, line Managers, Coordinator/Supervisors and staff. Procedures are reviewed on a two-year cycle or as required. The Governance Coordinator will oversee the review of all policies and procedures. Prior to implementation, procedures must be reviewed and endorsed by the Managers Forum and subsequently adopted by the Leadership Executive Group (LEG). Once adopted by LEG the procedures will be incorporated into Council’s document control register.

Guidelines

Scope of application

These procedures apply to all Councillors and Council staff.

Delegation

The General Manager is responsible for administering the maintenance and development of all policies, through a delegated Policy Officer, under the Executive Manager’s Organisational Development and Governance area of responsibility in particular through the Governance Coordinator.

Maintenance of policies and procedures

All adopted policies and procedures will be maintained in a read-only format on the Council’s Website and Intranet. Any proposed changes or additions must follow the following process, in consultation with the Governance Coordinator.

Policy and procedure development or amendment

A request to create or amend Council’s policies or procedures must be submitted electronically using the Customer Request Management (CRM) process (Council Policies and Procedures). Elected Officials can request the creation or amendment of a policy. Council staff can submit a request for a new or amended procedure.

All CRM’s for the creation or amendment of policy and/or procedures will be sent to the Governance Coordinator. This will instigate the creation or review process.

Two main aspects should be considered before proposing a new policy or procedure:

1. Does an existing policy or procedure address the objectives and principles of the proposed additional policy or procedure related issue?
2. If not, is the proposed statement a policy, or is it a procedure that can be dealt with as an extension or clarification of an existing policy?

The Governance Coordinator will review the proposed policy or procedure and advise in writing within 10 working days if it requires any changes before being submitted for Council’s consideration.

The Governance Coordinator is responsible for keeping a register of all requests to create or review policies and procedures. The register will record the following information:

- Date the request was received
- Who submitted the request
- Reason for request
The creation or amendment of a policy or procedure document will be recorded in Council’s ‘Document Control Register’ after a new policy or procedure is adopted by Council. The Governance Coordinator uses the document control register to ensure:

1. A new policy is given a number and catalogued within the appropriate policy grouping.
2. The policy or procedure is added to the Council’s electronic records and becomes available on the BVSC Website as soon as possible.
3. The new policy and procedure register is updated to record the date of adoption and the date it was added to Council’s electronic records.
4. The details of the new policy or procedure are circulated to all staff. If they are considered to be of interest and/or relevance to the community, details should be publicised through a press release.

If a request to create or amend a policy or procedure is received, the Governance Coordinator will use the checklist provided in table 1.1 below to ensure all considerations have been undertaken in dealing with the request.
## Table 1.1 – Checklist: Policy and procedure development and amendment

<table>
<thead>
<tr>
<th>Action</th>
<th>Completed/date</th>
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<tbody>
<tr>
<td>1 Check existing policies and procedures to eliminate possible duplication.</td>
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<tr>
<td>2 Consult relevant senior manager for principle approval to develop or amend proposed policy or procedure</td>
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<tr>
<td>3 Request the creation or amendment of a policy or procedure by sending the Governance Coordinator a ‘Council Policy and Procedure’ CRM.</td>
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<tr>
<td>4 Establish meeting author of the policy to review submission (within 10 working days or as agreed)</td>
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<td>5 Amend proposed policy or procedure if required</td>
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<tr>
<td>6 Send to Managers Forum for consideration, review and endorsement</td>
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<tr>
<td>7 Re-submit to Executive Manager</td>
<td>ODG for approval</td>
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<tr>
<td>8 Re-submit final draft to LEG for adoption</td>
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<tr>
<td>9 Following adoption of Policy by Council or procedure by LEG – upload new or revised document to Council’s website and Intranet</td>
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</table>
Processing a request to create or amend a policy or procedure

Provided below is a flowchart of how Council processes requests to create or amend policies and procedures.

Start

Staff Member
Enters request for creation, amendment, or review of Council policy and/or procedure

Governance Coordinator
Changes will be considered and put into ‘Draft’ format, then returned to requestor for verification

Staff Member
Revised version must be approved by Coordinator/Manager and returned to Governance Coordinator

Governance Coordinator
Approved draft sent to Managers Forum for consideration, review and endorsement.

Managers Forum
Feedback from Managers Forum sent back to Governance Coordinator.

Governance Coordinator
Final draft sent to ODG Executive Manager for approval. Included on LEG meeting agenda for final approval

Approved by LEG

Governance Coordinator
Update website, Intranet & Document Register

Governance Coordinator
Deliver staff workshops to assist implementation

Declined by LEG

Governance Coordinator
Process LEG recommendations

Yes

Task approaching overdue

Authority
Reminders to relevant Officer/Manager

Yes

Task overdue

Authority
Escalation to Manager if task becomes overdue