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3			
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## 1 Policy Summary

This Policy deals with a range of governance related issues:

- Coat of Arms/Logo
- Confidential Decisions – Periodic Review
- Strategic Plan
- Council and Lord Mayoral Receptions
- Customer Service
- Decision in relation to additional functions (S 12(2) Local Government Act
- Flags
- Freeman of the City
- Local Government Association of the Northern Territory
- Licences, Permits, etc – Public Interest
- Logo
- Community Values – Invitation to Proclaim City.

## 2 Policy Objectives

The Local Government Act establishes the following objectives for the Council:

(a) to provide open, responsive and accountable government at the local level;

(b) to be responsive to the needs, interests and aspirations of individuals and groups within its area;

(c) to cooperate with Territory and national governments in the delivery of services for the benefit of its area; Chapter 2 System of local government Part 2.3 Role, functions and objectives of councils *Local Government Act 11*

(d) to seek to ensure a proper emphasis on environmentally sustainable development within its area and a proper balance between economic, social, environmental and cultural considerations;

(e) to place a high value on the importance of service to the council's constituency;

(f) to seek to ensure that council resources are used fairly, effectively and efficiently;

(g) to seek to provide services, facilities and programs that are appropriate to the needs of its area and to ensure equitable access to its services, facilities and programs;

(h) generally to act at all times in the best interests of the community as a whole.

### **3 Background**

The Council as a body corporate makes decisions about governance within a meeting framework for the guidance of the administration which has the responsibility for implementation.

These decisions can be statements of Council's position, aspiration or philosophy, rules setting out the Council's expectation in relation to the use of its logo or how civic functions are to be organised or they can be simple directions to the CEO and others for action.

### **4 Policy Statement**

#### **Coat Of Arms**

Council's official Coat of Arms, which is in nine colours, may be used on Lord Mayoral stationery and signage associated with the Lord Mayor's Office.

The Coat of Arms will only be used by other organisations by resolution of Council, and will be printed or shown in its proper form when such approval is given.

#### **Community Values - Invitations to Proclaim City**

Council will not accept invitations to proclaim the City of Darwin in the name of particular community values.

## **Confidential Decisions – Periodic Review**

That in order to promote openness and transparency beyond the requirements of the Local Government Act 2008 and Local Government (Administration) Regulations 2008, Council will:

- (i) undertake a review of confidential reports and decisions in June and December of each year; and
- (ii) where possible and appropriate, transfer relevant reports and decisions from “Confidential” to “Open”.

## **Strategic Plan – Evolving Darwin – Towards 2020 and beyond**

In order to plan for new initiatives and services in advance, Council must maintain a Strategic Plan for the City.

New plans are to be prepared by the staff for consideration and adoption by Council during the first year of each new Council.

Current plans will be reviewed, evaluated and adjusted annually.

## **Council and Lord Mayoral Receptions**

### Civic Hosting Role

City of Darwin will uphold its role as welcoming host as representative of the people of the City of Darwin for national and international events promoting Darwin and attracting visitors to the City.

### Guest List

The Council, from time to time, hosts large Civic Receptions and events and more frequently the Lord Mayor hosts Lord Mayoral Receptions. This Policy sets out suggested guest invitation lists for various types of functions.

The following categories of functions exist:

### Level 1

- A Civic Reception or function/event approved by the Council for a special purpose. This could be for such things as Freedom of Entry Ceremonies, visits by VIP’s such as the Governor General etc.
- This would usually involve a guest list for 200 people or more. The Council would identify a budget for this or approve additional funding.

### Level 2

- A Lord Mayoral Reception is an event for a group of up to 100 people.

- The Lord Mayor approves such Receptions, the funding of which is provided for in the Council's budget.
- These receptions could be associated with visiting sports teams, conferences, high achievers or other local community based groups as well as the annual volunteers Christmas function.

### Level 3

- A Reception designed for smaller groups of up to 50 people.
- The Lord Mayor also approves these receptions and the funding for which is provided for in the Council's budget.
- Such a reception might be to acknowledge the efforts or achievements of an individual or group or to welcome a special visitor to Darwin.

*Note: If the guest list exceeds more than 150 people, a venue outside of the Civic Centre will be considered.*

### Invitation Lists

The following guidelines are to be used when preparing invitation lists for guests to attend functions. The Chief Executive Officer has the discretion to finalise the list.

- |         |  |
|---------|--|
| Level 1 | <ul style="list-style-type: none"><li>- The Administrator of the Northern Territory.</li><li>- Federal Ministers.</li><li>- Freemen of the City.</li><li>- Members of Council and Partners.</li><li>- Chief Officers Group and Partners.</li><li>- Members of the Legislative Assembly.</li><li>- Past Members of the Council and Partners.</li><li>- Guest list from the organisation, industry or sector being offered the Reception.</li><li>- Selection of Recipients of the Order of Australian Medal.</li><li>- Citizen and Young Citizen of the Year.</li><li>- 12 randomly picked people from the Electoral Roll or Council's Name and Address Register, be allocated equally from each of the four Wards.</li></ul> |
| Level 2 | <ul style="list-style-type: none"><li>- Members of Council and Partners.</li><li>- Chief Officers Group and Partners.</li><li>- Members of the Legislative Assembly as appropriate.</li><li>- Limited guests from the organisation, industry or sector being offered the Reception.</li><li>- Citizen and Young Citizen of the Year.</li></ul>   |

- 12 randomly picked people from the Electoral Roll or Council's Name and Address Register, be allocated equally from each of the four Wards.
- Level 3
- Members of Council and Partners.
  - Chief Officers Group and Partners.
  - Limited guests from the organisation, industry or sector being offered the Reception.
  - Citizen and Young Citizen of the Year.
  - 12 randomly picked people from the Electoral Roll or Council's Name and Address Register, be allocated equally from each of the four Wards.

## **Customer Service**

*Note: This policy specifically deals with customer requests and not complaints against Council staff or services.*

- All customer requests must be recorded and investigated.
- Anonymous requests will be recorded and linked to the 'Anonymous Caller' customer in the Name and Address module within Authority.
- Any request considered to be of a vexatious nature must be referred to the Chief Executive Officer along with the reasons why the request is believed to be vexatious.
- Customer requests will be responded to in accordance with the time frames specified within the City of Darwin Customer Service Charter and other specific Council policies.
- All correspondence and contact with Members of the Legislative Assembly (MLA) with seats in the City of Darwin be treated in accordance with standard customer service response and action procedures.

*Note: Copies of MLA Correspondence are to be made available to Ward Aldermen.*

## **Dealing with anonymous customers**

When requesting services from Council, some customers prefer to remain anonymous. When this happens, advice must be provided to the customer about the *potential* limitations of remaining anonymous for example, where:

- Feedback on the resolution of the request is unable to be provided to the customer;
- There are limitations in pursuing the request to a successful resolution eg. requests to resolve barking dog complaints require dates and times of barking incidents and witnesses to those dates and times, therefore the customer needs to be identified; and
- The request is not able to be satisfactorily investigated on the information initially supplied by the customer and Council requires further information.

## **Decision in regard to additional functions - Section 12(2) of the Local Government Act**

That pursuant to Section 12(2) of the Local Government Act, 2008, the Council hereby determines that it will exercise the following functions:

- (a) to promote its area as a location for appropriate industries or commence or as an attractive tourist destination; and
- (b) to establish or support organisations or programs that benefit the Council area.

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## **Flags**

Council will maintain suitable Flags for use on appropriate occasions.

One flag will contain the official Coat of Arms, with its nine colours and the CITY OF DARWIN printed underneath in blue, on a yellow background flanked by red and green.

The other flag will contain the City Logo and be in the colours of blue, green and white, on a white background.

The flags will generally be used as follows:-

- Coat of Arms Flag
  - Civic Centre for important ceremonial occasions (e.g. Visits by the Queen, Governor -General, Administrator, etc.)
  - Lord Mayors car for ceremonial and official occasions.
  - Council Chambers
- Logo Flag
  - Civic Centre
  - City promotions, business or activities (e.g. Airport, Expo, Trade Fairs, etc.)
  - Council Chambers

The City Flags may be flown by other organisations in the following circumstances:

- the organisation wishes to fly one or both of the flags in conjunction with either or both the Australian and Northern Territory flags, or alone;

- the business the particular organisation engages in would not offend the community;
- for specific functions or for specific purposes;
- the flags are in good condition; and
- the organisation is non-political in nature.

The City Flags will only be used by other organisations with the prior approval of the Chief Executive Officer.

### Aboriginal and Torres Strait Islander Flags

The recognised flags of the Aboriginal and Torres Strait Islanders will be raised at the Civic Centre on a daily basis as is the case with the Council, Northern Territory and/or Australian flags, in support of the process of Aboriginal Reconciliation.

### Flag Poles

The Civic Centre flag poles will only be used to fly other than the City of Darwin, Northern Territory and/or Australian Aboriginal and Torres Strait Islander flags, except in the following circumstances:

- an appropriate annual event;
- an appropriate special occasion;
- the state flag of a visiting dignitary; or
- any other appropriate circumstance for which protocol as per Australian Protocol and Procedures would dictate an exception to policy.

The Civic Centre flag poles will only be used to fly other than the City of Darwin, Northern Territory and/or Australian, Aboriginal and Torres Strait Islander flags with the approval of the Chief Executive Officer.

Any approvals given will be subject to the organisation concerned providing a flag of a suitable standard.

### **Freeman of the City**

No person will be admitted a Freeman of the City of Darwin by gift or purchase.

The Council by a resolution may admit to the distinction of Freeman of the City of Darwin any distinguished person and any person who has:

- rendered eminent services to the City; or
- made a significant contribution to the community over and above the normal expectations of their position in the community.

Every such resolution must be passed at a Special or Ordinary Meeting of the Council by not less than two-thirds of the serving Elected Members.

The conferring on a person of the Freeman of the City of Darwin, apart from entitling the person to refer to himself or herself as a Freeman of the City, does

not confer on him or her any special privileges or rights or any exemption from duties and obligations under the law.

Council will provide a scroll to the recipient of Freeman of the City.

Council will grant Freeman of the City to recipients in an appropriate manner.

The Chief Executive Officer will keep a list, called the Freeman's Roll.

## **Local Government Association of the Northern Territory**

### Attendance

The Lord Mayor, the principal delegate, the alternate delegate and the Chief Executive Officer will attend meetings of the Local Government Association of the Northern Territory, if they are available.

### Exercise of Council Vote

THAT unless directed by the Council, the Principal delegate to the Local Government Association of the Northern Territory (LGANT), exercise City of Darwin's vote at all LGANT General Meetings, in consultation with the other City of Darwin delegates, including the Chief Executive Officer.

### Legislative Amendments

Where Council perceives a need for legislative amendment/s that will affect other Local Government Authorities, Council will generally recommend such amendment/s to the Local Government Association of the Northern Territory for consideration and recommendation.

## **Licences, Permits, Etc - Public Interest**

Where Council has discretion to determine whether on not to issue a licence or permit or give approval for a matter under its control it will take into account expressed community views in determining whether issuing such a licence, permit or approval is in the public interest.

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## **Logo**

The official colours of the City Logo (Dragonfly) are blue PMS 299, 2935 and 541; green PMS 382, 339 and 369; and white.



The City Logo will generally be used by Council in respect of its public image, activities and services and where Council lends its name to an activity or service.

Where the purpose of signage is to identify Council as the source of information or the provider of facilities, Council's City Logo is to be used, eg Council stationery and facilities.

The City Logo may be used in the promotion of tourism by Tourism Top End and its affiliates and by organisations associated with the City of Darwin.

The City Logo will only be used by other organisations with the prior approval of the Chief Executive Officer and will be printed or shown in its proper form when such approval is given.

NOTE: Details for use and printing specifications of the City Logo can be found in the City of Darwin Brand Guidelines, available on the website at [www.darwin.nt.gov.au](http://www.darwin.nt.gov.au)

## **5 Legislation, terminology and references**

Legislative references where appropriate have been incorporated in the body of this policy.