



ATTACHMENTS TO MINUTES GENERAL COUNCIL MEETING

28 FEBRUARY 2018

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Procurement Policy

Policy Number:	PL-FS010
Department:	Executive Services
Section:	Finance
Responsible Manager:	Manager Finance and Information Technology
Date Adopted:	26 May 2009
Date to be Reviewed:	April 2017
Date Reviewed:	28 February 2018
Date Rescinded:	

REVISION RECORD

Date	Version	Revision description
31/7/2013	2.0	Schedule of Procurement Delegations and associated references removed. Purchasing Delegations now contained in the Register of Delegations.
25/5/2016	3.0	Annual Review - minor amendments
12/8/2017	4.0	Annual Review – minor amendments
28/2/2018	5.0	Complete review of Policy

Procurement Policy

Policy no: PL-FS010

Updated: 28 Feb 2018

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1 Policy Background

A Procurement Policy is required under The *Local Government Regulation 2012*.

2 Purpose

This document sets out the Council's policy for the acquisition of goods and services and carrying out of the procurement principles.

This policy is supported by the SDRC Procurement Handbook which establishes sound procurement practices based on the prudent use of public resources in order to achieve Council's objectives as outlined in the Corporate Plan, Operational Plan and other prescribed requirements.

3 Scope

This policy applies to the procurement of all goods, equipment and related services, construction contracts and service contracts (including maintenance) undertaken by the Southern Downs Regional Council.

4 Legislative Context

- *Local Government Regulation 2012*, s 198
- *Local Government Regulation 2012*, Chapter 6 - Contracting

5 Policy Details

Southern Downs Regional Council will carry out all of its' procurement activities in accordance with the prescribed legislative framework and its' Procurement Procedures Handbook.

Council will apply the sound contracting principles of; value for money, open and effective competition, the development of competitive local business and industry, environmental protection, and ethical behavior and fair dealing.

Council will apply the ethics principles of integrity and impartiality, promoting the public good, commitment to the system of government, and accountability and transparency in undertaking its procurement activities.

6 Disposal of Land and Non-Current Assets

Under section 224 of the Regulations, Council specifies that a valuable non-current asset is a non-current asset that has an apparent value equal to, or more than, the following amounts:

- (a) for land - \$1;
- (b) for plant and equipment - \$5,000
- (c) for another type of non-current asset - \$10,000.

Council can enter into a contract for the sale of a valuable non-current asset if Council invites written tenders for the sale, or Council offers the valuable non-current asset for sale by auction. This section also applies to leasing land. Exceptions under the *Local Government Regulations* may apply.

7 Quoting and Tender Requirements

The following are the requirements for purchasing by all Council employees.

The sound contracting principles always apply and all of the suppliers invited must always be able to reasonably supply the goods and services at competitive prices.

Contracts at Council		Administrative Requirements
Less than \$5,000 per year with one supplier and/or over the life of the contract,		No requirements.
Between \$5,000 and \$15,000 per year with one supplier and over life of the contract unless it would not be advantageous to invite quotes.	Minimum 3 verbal quotes required unless purchaser can demonstrate that obtaining quotes would be so difficult or unnecessary that it would result in poor value for money or not generally comply with sound contracting principles.	Quotes must be recorded in Purchase Order unless Exception form is completed and attached to Purchase Order.
Goods and Services from one supplier used often or reactively (such as for emergency maintenance) for between \$15,000 and \$150,000	Standing Offer Arrangement Contract No. Required	Contact Procurement
Between \$15,000 and \$150,000 per year with the supplier and/or over the life of the contract.	Minimum invitation of 3 written quotes from suppliers. Contract no. required.	The invitation for the quotes to each supplier must be attached to the Purchase Order unless Exceptions form is completed.
Over \$150,000 paid to one supplier per year or over the life of the contract.	Tender Process Contract no. required.	The tender number should be included in the Purchase Order unless a completed exceptions form is completed.
Goods or services from one supplier that are used often and add up to a value over \$150,000 each year.	Tender Process for Preferred Supplier Arrangement or pre-qualified list Contractor No. Required	Contact Procurement

The *Local Government Regulation* requires you to get quotes or tenders depending on the value of the "contractual arrangement". The expected value of a "contractual arrangement" with a supplier for a financial year, or over the proposed term of the contractual arrangement, is the total expected value of all of the local government's contracts with the supplier for goods and services of a similar type under the arrangement."

The Exceptions form is a form found on the intranet for Council employees and includes exceptions to inviting quotes or tenders under the *Local Government Regulations*. Managers must sign off on all exceptions.

Unless otherwise stated within a quotation or tender document, a "local supplier" is a supplier which:

- Is beneficially owned by persons who are residents or rate payers of the local government area of Council;
- Has its principal place of business within the local government area of Council; or
- Otherwise has a place of business within the local government area of Council which solely or primarily employs persons who are residents or rate payers of the local government area of Council.

Tender Evaluation Panel

Three suitably qualified people must be on the tender evaluation panel and evaluation must be supervised by a non-scoring member from the procurement team. Evaluation Panels must be made up of the following:



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1. An employee or independent consultant or individual who has the technical knowledge to assess the tender;
2. An independent team member (from a Department outside of the Department that is tendering or a person who is independent from Council entirely);
3. A third person from Council who will add value to the panel.

8 Related Documents

- Council staff may refer to the Procurement Handbook for all other procurement enquiries or contact the Contracts Coordinator;
- Suppliers may refer to the legislation or can contact the Procurement team at Council with any questions.

9 Attachments

- **Register of Delegations**

Schedule 5 – Delegation Limits

REGISTER OF DELEGATIONS CEO TO EMPLOYEE OR CONTRACTOR

(Where power given or delegated directly to the CEO by the State or power previously delegated by Council to the CEO)

Local Government Regulation 2012

Purchasing			Purchase Cards		
Position	Expenditure Limit	Order	Purchase Card	Monthly Limit	Transaction Limit
Chief Executive Officer	5,000,000	✓	✓	20,000	10,000
Directors	1,000,000	✓	✓	20,000	10,000
Manager Finance & Information Technology	5,000,000	✓	✓	20,000	10,000
Manager Community Services & Major Projects	1,000,000	✓	✓	20,000	10,000
Managers	200,000	✓	✓	20,000	10,000
Contracts Coordinator	100,000	✓	✓	5,000	1,000
Major Projects Officer	100,000			10,000	5,000
Fleet & Workshop Coordinator	100,000	✓	✓	15,000	5,000
Depot Coordinator	100,000	✓	✓	10,000	2,000
Maintenance Engineering Coordinator	75,000	✓	✓	10,000	2,000
Construction Engineer Coordinator	75,000	✓	✓	10,000	2,000
Water & Wastewater Engineering Coordinator	75,000	✓	✓	10,000	2,000
Overseers	50,000	✓	✓	10,000	2,000
Library Services Coordinator	15,000	✓	✓	10,000	2,000
Workshop Supervisor	15,000	✓	✓	15,000	5,000
Procurement and Supply Officer	15,000	✓	✓	5,000	1,000
Sport and Recreation Officer	15,000	✓	✓	5,000	1,000
Administration Officer (Engineering)	15,000	✓	✓	5,000	1,000
Personal Assistant	10,000	✓	✓	3,000	500

**REGISTER OF DELEGATIONS
CEO TO EMPLOYEE OR CONTRACTOR**
(Where power given or delegated directly to the CEO by the State or power previously delegated by Council to the CEO)

Local Government Regulation 2012

Purchasing			Purchase Cards		
Position	Expenditure Limit	Order	Purchase Card	Monthly Limit	Transaction Limit
Fitness Centre Coordinator	15,000	✓	✓	10,000	2,000
Outside School Hours Care (OSHC) Coordinator		X	✓	10,000	2,000
Information Services Coordinator	50,000	✓	✓	10,000	2,000
Administration Officer (Planning , Environment	10,000	✓	✓	3,000	500
Facilities Maintenance Officer	5,000	✓	✓	7,000	1,000
Apprentice Diesel Fitter		X	✓	3,000	500
Events Officer	10,000	✓	✓	5,000	1,000
Senior Expenditure Officer		X	X		
Expenditure Officers		X	X		
Admin Level 8	25,000	✓	✓	10,000	2,000
Admin Levels 6 to 7	15,000	✓	✓	10,000	2,000
Admin Levels 3 to 5	10,000	✓	✓	5,000	1,000
Admin Levels 1 to 2		X	✓	3,000	500
Field Levels 5 to 9	10,000	✓	✓	5,000	1,000
Field Levels 1 to 4		✓	✓	3,000	500
Engineering C7 & C8	10,000	✓	✓	15,000	5,000
Engineering C9 & C10		X	✓	5,000	1,000
Mayor		X	✓	10,000	5,000
SES Local Controller		X	✓	5,000	1,000
Casual Employees		X	X		

Schedule 6 – Delegation Limits

REGISTER OF DELEGATIONS CEO TO EMPLOYEE OR CONTRACTOR

(Where power given or delegated directly to the CEO by the State or power previously delegated
by
Council to the CEO)
[Local Government Regulation 2012](#)

Purchasing			Purchase Cards		
Position	Expenditure Limit	Order	Purchase Card	Monthly Limit	Transaction Limit
Chief Executive Officer	\$5,000,000	✓	✓	\$20,000	\$10,000

ECONOMIC DEVELOPMENT STRATEGY

2017 – 2020

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ABOUT SOUTHERN DOWNS

Situated two hours south west of Brisbane, the Southern Downs is a Local Government Area located in the Darling Downs region of Queensland, along the state's boundary with New South Wales.

The Southern Downs is a thriving regional business hub centred around major towns Warwick and Stanthorpe, and smaller towns Allora, Killarney, Leyburn and Wallangarra. It offers an outstanding mix of investment and business opportunities, industrial and rural locations and relaxed country lifestyle. The region's abundant land, industry diversity and transport infrastructure underpin its role as a major hub for South East Queensland's agricultural, manufacturing, construction, tourism and transport sectors. The region's two major centres are both easily accessible by a vast highway network while further train, road and air networks connect the region to national and international markets. The Southern Downs economy benefits from its strategic location, a stable skilled workforce, value-for-money land prices and an overall high level of community



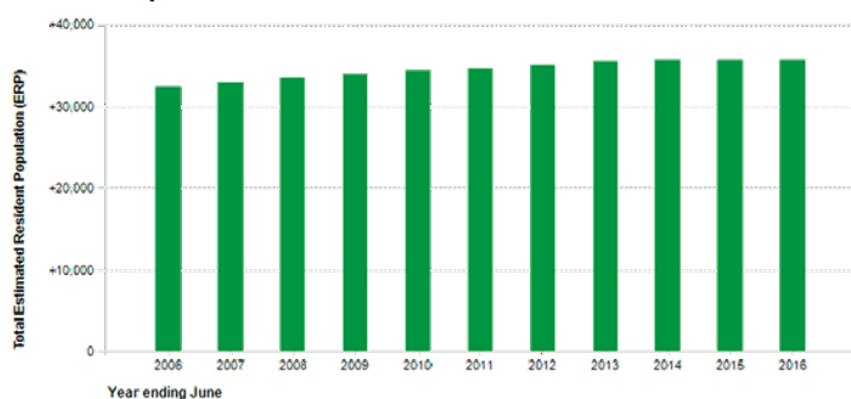
amenity.

The Southern Downs offers affordable living in a stunning natural setting with three national parks, four major dams, and the Condamine and Severn Rivers. The region also boasts a number of historical and natural attractions alongside a vibrant events calendar, all celebrated across four distinct seasons. Impressive education facilities, extensive community services and enviable real estate prices make living and working in the Southern Downs attractive.

The estimated resident population of the Southern Downs was 35,622 in 2016.

Estimated Resident Population (ERP)

Southern Downs Regional Council



Source: Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0). Compiled and presented by .id the population experts

.id
the population
experts

ECONOMIC SNAPSHOT

The Southern Downs economy has grown from having a strong reliance on primary industries to a more diversified economy centred on the major centres of Warwick and Stanthorpe. Industries such as transport, logistics and warehousing, food processing, tourism and health care have all contributed to creating an economically diverse and stable region.

BUSINESS ACTIVITY

GROSS REGIONAL PRODUCT

The Southern Downs' Gross Regional Product (GRP) was \$1,758m in 2015-16, a 0.8% increase on 2014-15. The region's GRP estimates have grown strongly by an average of 2.12% per annum since 2010-11, slightly lower than the Queensland average of 2.45% across the same period. The Southern Downs contributed 0.56% to the Gross State Product of Queensland in 2015-16.

Annual change in Gross Regional Product



Source: National Institute of Economic and Industry Research (NIEIR) ©2016
Compiled and presented in economy.id by .id the population experts

.id the population experts

Southern Downs' leading sectors (by value) in 2015-16 were:

- **Agriculture, Forestry and Fishing, which generated \$751 million**
- **Manufacturing, which generated \$447.2 million**
- **Construction, which generated \$411.5 million**
- **Electricity, Gas, Water and Waste Services, which generated \$222.6 million**
- **Transport, Postal and Warehousing, which generated \$214.6 million**

Key growth sectors in Southern Downs from 2010-11 to 2015-16 included:

- **Agriculture, Forestry and Fishing (40% growth from 2010-11 to 2015-16)**
- **Rental, Hiring and Real Estate Services (42% growth)**
- **Mining (27% growth)**
- **Arts and Recreation Services (23% growth)**
- **Financial and Insurance Services (22% growth)**

Key exports out of the Southern Downs in 2015-16 included:

- **Agriculture, Forestry and Fishing - \$481 million (46.9% of all export value)**
- **Manufacturing - \$230 million (22.4%)**
- **Transport, Postal and Warehousing - \$100.3 million (9.8%)**

BUSINESSES BY INDUSTRY

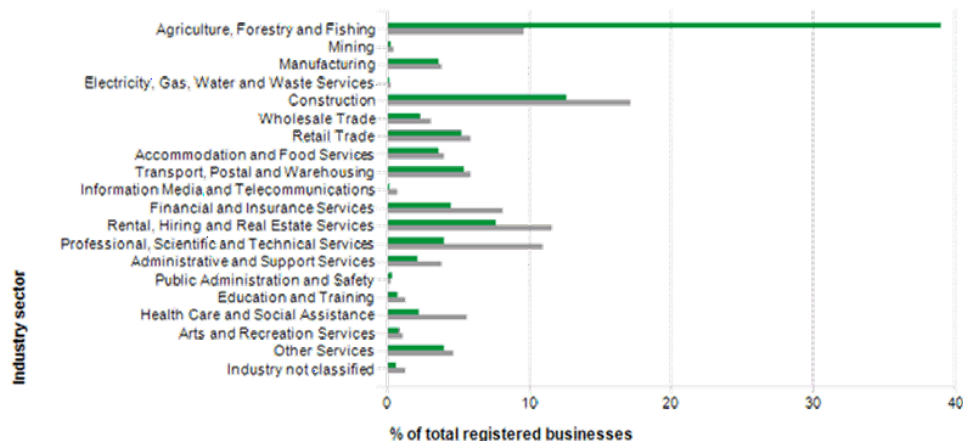
Agriculture, Forestry and Fishing is the largest industry in terms of business numbers in the Southern Downs, accounting for 39.1% of the total number of businesses, followed by Construction (12.7%),

Rental, Hiring and Real Estate Services (7.7%), Transport, Postal and Warehousing (5.5%) and Retail Trade (5.2%).

Registered businesses by industry 2016

Total registered businesses

■ Southern Downs Regional Council ■ Queensland



Source: Australian Bureau of Statistics, Counts of Australian Businesses, including Entries and Exits, 2011 to 2015 Cat. No. 816.1. 

EMPLOYMENT

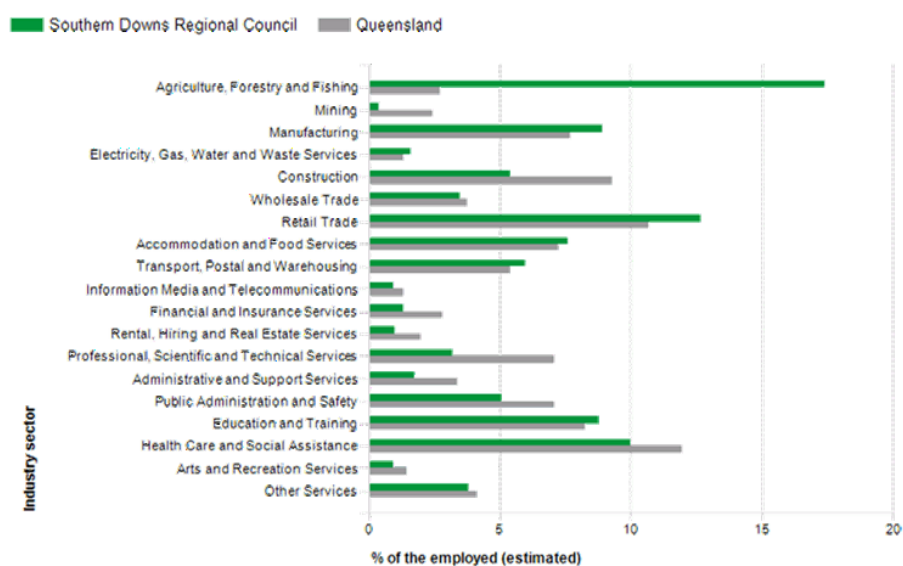
LABOUR FORCE AND UNEMPLOYMENT

The estimated number of employed persons in the Southern Downs as at June 2016 was 15,512, representing an annual decrease of 0.35% from the level recorded in June 2015. The unemployment rate in the Southern Downs as at June 2016 was 4.43%, compared with the Queensland rate of 6.40%. Southern Downs' unemployment rates have trended significantly below the State average over the last five years, reflecting a solid overall employment outlook.

EMPLOYMENT BY INDUSTRY

In the Southern Downs region Agriculture, Forestry and Fishing is the largest employer, generating 2,702 local jobs (17.4%) in 2015-16, followed by Retail Trade (12.7%) and Health Care and Social Assistance (10%).

Employment (total) by industry 2015/16



Source: National Institute of Economic and Industry Research (NIEIR) ©2016
Compiled and presented in economy.id by .id the population experts

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the population experts

EMPLOYMENT BY OCCUPATION

The Southern Downs employment market is diverse, with the two largest categories reported as labourers (17.7%) and managers (16.5%), based on the most recent data from 2011. The proportions of these occupations are greater than those observed at a State level.

41.5% of the local labour force has qualifications, compared to 55.6% for Queensland. 12.5% of workers have a Bachelor or Higher Degree, compared with 21.5% in the rest of the State, reflective of the region's core blue collar occupations in agriculture and manufacturing industries.

PROPERTY MARKET

HOUSING AND RENTAL MARKET

The median house price in the Southern Downs was \$274,941 at June 2016, which represented an annual increase of 0.08% from the level recorded in June 2015 (\$267,622). At June 2016, the Southern Downs had a median house rental of \$265, \$110 lower than the media house rental for Queensland.

BUILDING APPROVALS

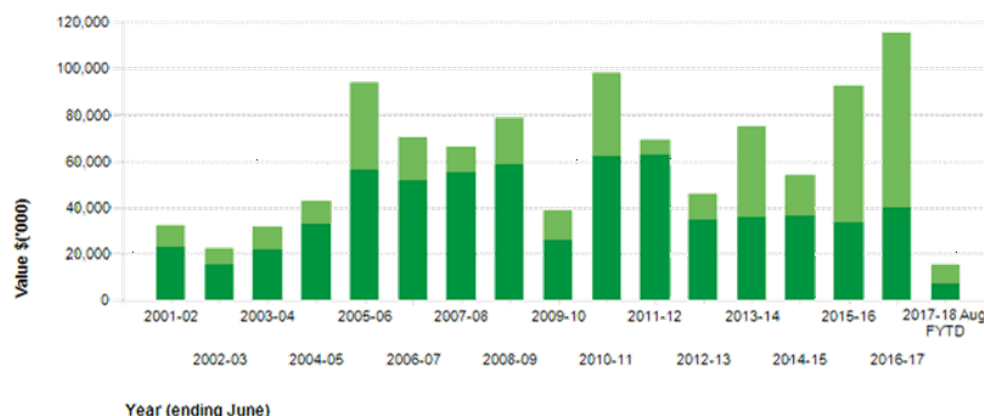
The total value of buildings approved in the Southern Downs was over \$115 million in the year 2016-17, which represented a substantial increase of 25% from the level recorded in 2015-16. The value of

residential building approvals rose by 19% while the value of non-residential approvals rose by 28%. In the same period, the value of all building approvals state wide decreased by 3%.

Value of total building approvals

Southern Downs Regional Council

Residential NonResidential



Source: Australian Bureau of Statistics, Building Approvals, Australia, catalogue number 8731.0. Compiled and presented in economy.id by .id the population experts

.id the population experts

OUR GOALS

1. INCREASE POPULATION BY 10% BY 2020
2. ATTRACT \$300MILLION OF INVESTMENT BY 2020
3. ATTRACT 1500 NEW JOBS BY 2020

TARGET SECTORS

AGRICULTURE

Agriculture, Forestry and Fishing is the region's primary industry across employment, exports, industry growth and economic value. It employs 17.4% of the workforce and accounts for 22.5% of the region's economic turnover. The sector has many industry-leading operators located in the region and accounts for almost half of the value of the region's exports. Southern Downs is well positioned to supply increased demand for agricultural produce with capacity to expand. Furthermore, there is strong growth in demand for higher value food products to come from the

growing and middle and upper class in Asia. Premium foods grown in the Southern Downs, such as meats and fruits, can expect increased demand over the longer term.¹

FOOD PROCESSING

Most of the economic data for manufacturing on the Southern Downs is generated by food processing. It is the fourth largest employing sector and the second largest generator of output. The Southern Downs has available and affordable industrial land, close to raw material and well connected to highway routes to Sydney and Brisbane.

HEALTH AND AGED CARE

Health Care and Social Assistance is the region's 3rd largest employer and 7th largest contributor to economic output. The Australian population continues to age, and the Southern Downs is no exception. The ageing population also brings enhanced opportunities to leverage related expansions of certain markets including health services and aged care facilities. Ageing in place policies and tele-health are making it more viable to grow old in one's home town. The National Disability Insurance Scheme (NDIS) will offer new opportunities for businesses and jobs in the community and health sector.

TRANSPORT AND LOGISTICS

Transport, Postal and Warehousing is the region's 7th largest employer and 5th largest contributor to economic output. The Southern Downs is well located on the crossroads of the New England and Cunningham Highways; It is two hours from Brisbane and one hour from Toowoomba Wellcamp Airport. Land prices in the Southern Downs are about 20% of the price of land in South East Queensland and there is an existing support industry for transport and logistics in the region.

EDUCATION

The Southern Downs has a comprehensive range of education and research institutions from kindergarten to university and research facilities. Education and training accounts for 8.8% of all employment in the region. The proximity to South East Queensland and diversity of the region means that the educational institutions can focus on rural and remote issues while being very close to the major population base. Diversity of education will be the focus of investment attraction in the sector but will also be utilised as an attractor for residential growth.

TOURISM

The tourism sector in the region accounts for approximately 6% of the economy. The region is a recognised short-break destination for South East Queensland, particularly during the colder months. Opportunities exist for the region through the attraction of more visitors and events to the region, as well as highlighting the potential of the region to be used for film and television production. The Southern Downs Tourism Strategy, as a complementary strategy to this Economic Development Strategy focusses on maintaining and growing the tourism sector in the region.

¹ SDRC Socio-Economic Profile, AEC Group, 2015

STRATEGIC ACTIONS

In order to achieve the three identified goals of this strategy, the main pillars of activity include business growth, investment attraction, workforce development and advocacy.

STRATEGIC ELEMENT	ACTIVITIES	OUTCOMES
Business Growth	<ul style="list-style-type: none"> • Business retention and expansion • Building capacity • Facilitating more local business 	<ul style="list-style-type: none"> • Increase jobs • Increase local business profitability • Improve business sustainability
Investment Attraction	<ul style="list-style-type: none"> • Targeted sectors and firms • Gap and trend analysis • Business case development • Targeted attraction activities 	<ul style="list-style-type: none"> • New jobs • New investment • Building economic resilience
Workforce Development	<ul style="list-style-type: none"> • Skills development • Skilled workforce attraction • Employer capacity building 	<ul style="list-style-type: none"> • Population increase • Work ready workforce • Better match of jobs and skills
Advocacy	<ul style="list-style-type: none"> • Influence Commonwealth and State policy frameworks • Advocate for infrastructure to support the Southern Downs economy • Represent the interests of local businesses 	<ul style="list-style-type: none"> • Cutting red tape • Assisting economic and jobs growth • Becoming a destination of choice for investment

PLANNING AND POLICY

This Strategy will be implemented by the Economic Development and Tourism Department and is underpinned by an annual workplan.





Social Media Policy

Policy Number:	PL-EX082
Department:	Executive
Section:	Media & Communication
Responsible Manager:	Chief Executive Officer
Date Adopted:	28 February 2018
Date to be Reviewed:	February 2019
Date Reviewed:	
Date Rescinded:	

REVISION RECORD

Date	Version	Revision description

Social Media Policy

Policy No: PL-EX082

Updated:

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1 Policy Background (if applicable)

Southern Downs Regional Council uses social media to convey key messages to the community and to gather feedback and comment in a two-way exchange with residents and ratepayers. These key messages on social media will link to more detailed information and resources which can be found on the Council's website.

2 Purpose

The purpose of this policy is to set Terms of Use guidelines for the moderation of Council social media channels and to provide a framework for maintaining a respectful social media presence. Council acknowledges that social media sites are a public forum, but as the administrator of its accounts, has a duty of care to ensure that commentary adheres to appropriate standards of behaviour.

3 Scope

The scope of this policy applies to:

- Circumstances when Council engages with the community through social media platforms.
- The use of social media as a means of community consultation.
- The use of social media to promote the region in tourism, economic development and growth
- All Council employees, contractors and representatives accessing the Council social media platforms
- Any social media user who wishes to interact on social media platforms administered by Council.

4 Legislative Context (if applicable)

- Not Applicable

5 Policy Details

5.1 Objective

The objective of this policy is:

- Provide a protocol for the use of Council social media platforms for all users.

5.2 Scope

The scope of this policy applies to:

- Circumstances when Council engages with the community through social media platforms.
- The use of social media as a means of community consultation.
- The use of social media to promote the region in tourism, economic development and growth
- All Council employees, contractors and representatives accessing the Council social media platforms
- Any social media user who wishes to interact on social media platforms administered by Council.

5.3 Aims of Social Media Use

The aims of using social media are to:

- Increase Council brand awareness by extending the reach of corporate messages and through directing traffic to the website, app and other communication channels
- Improve Council's reputation through provision of information
- Promote Council events and achievements to create positive stories about Council
- Provide an informal, human voice of the organisation
- Engage a broad cross-section of the community, including young people
- Inform the community through serious events such as disaster events or severe weather events
- Promote the region's tourism, business and investment opportunities to stakeholders in other parts of the state and Australia
- To engage with the community during times of natural disasters or major events

5.4 Risks of Using Social Media

The following risks and barriers to using social media have been identified:

- Potential for negative comments from people
- Inappropriate language
- Potential for misinformation to be spread

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- Potential for personal attacks to be made against Council, Councillors and staff
- Losing control of communication message
- Staff divulging confidential information
- Lack of expertise and staff skills in using social media effectively and professionally

These risks can be managed by ensuring that Council social media accounts are managed by the appropriate officers and by ensuring adequate policies and procedures are in place.

5.5 Use of Policy

SDRC will use social media as a tool to communicate with residents and ratepayers but will combine social media use with traditional media and community engagement strategies (for example focus groups, public meetings, and consultation with specific community groups). This ensures that key messages are communicated through a variety of mediums and reaches those who may not have access/knowledge of social media outlets.

Terms of Use

The Media and Communications Officers will be the main administrators for all Council social media platforms. All comments and material must adhere to Council's Terms of Use. In posting commentary or material, users agree to be bound by the Terms of Use.

1. Posts that are defamatory, prejudicial, racist, misleading, inflammatory, repetitive, vexatious, offensive or otherwise inappropriate will be deleted. Repeatedly posting in such a manner will cause a user to be temporarily banned or blocked, and potentially permanently banned or blocked.
2. Posts that use foul language or profanity will be deleted.
3. Posts that personally attack other users, Council, Councillors, or Council staff will be deleted, and where appropriate legal action will be considered in regard to defamation or other offences.
4. Posts that contain spam will be deleted.

The Council Officers responsible for the social media sites will monitor the posts and comments posted on the social media sites, and remove anything which breaches this policy. Final authorisation for the deletion of comments, blocking of users or banning users permanently will be provided by the Chief Executive Officer.

If content is removed the following details about the post must be recorded and stored in Council's record management system:

- post content
- author's name
- date and time
- name of the social media site

- web address of the social media page
- screen print of the comment
- reason for removal of the content

Where appropriate Council officers will also highlight to other organisations or businesses, where inappropriate material or comments has been posted about Southern Downs Regional Council, its elected representatives or its staff. Communication of these issues to other organisations or businesses will be undertaken through the Terms of Use policies in place at these organisations or businesses or other relevant policies.

Accounts will be monitored during normal business hours. Authorised Council staff will respond to messages or posts assessed as requiring a reply or the provision of additional information. Authorised Council staff will remove materials considered to breach Council's Terms of Use.

Responses

There will be times where Council deems it necessary to respond to posts on social media accounts (see Appendix One). These responses will be provided in order to:

- Provide clarification of Council policy, program or decision
- Provide factual information where misinformation exists
- Share Council success

Personal Posts Escalation Process

Where a post is made about an individual, including the Mayor, Deputy Mayor, Councillors or Council staff members, the post will be deleted and a message sent to the poster asking them to contact the Councillor directly or to follow Council's official complaint process. Authorised officers will escalate posts that affect a person as follows:

- Posts made about Councillors escalated to Mayor
- Posts made about Council staff escalated to the Chief Executive Officer
- Posts made about the Mayor escalated to the Chief Executive Officer
- Posts made about the Chief Executive Officer escalated to the Mayor

Responding with Facts

Where misinformation exists, a short response will be prepared to provide the relevant facts, published on Council's website, and the link to this response provided on the relevant social media platform.

Privacy

All users of social media platforms should avoid posting personal or confidential information. All or part of any posts containing personal or confidential information will be removed to protect the privacy and identity of the user.

Comments by Council Staff

Council staff should have regard to the Southern Downs Regional Council Employee Code of Conduct, in relation to *Public Comment on Council Business*. The Code places expectations on where and when comment on social media by staff is appropriate, if at all. It is important to note that aspects of the Code extend to spouses and close relatives.

Accuracy of Information

Council endeavours to maintain the currency and accuracy of information published on its social media sites; however, it does not guarantee that the information is accurate, complete, or current, or that the data is free from defects or malicious code such as viruses.

Policy Intent

Southern Downs Regional Council's social media channels exist to provide information on Council resources, initiatives, policy development, facilities, events and programs.

This is an important tool for Council to actively engage with the community, providing a place for discussion and an active exchange of ideas and will complement information already available on Council's website: www.sdrc.qld.gov.au

Council will endeavour to reply, where possible, within seven days, but should there be a formal request or enquiry, it is essential to contact Council on 1300 MY SDRC, email mail@sdrc.qld.gov.au, or visit a Customer Contact Centre, or write to PO Box 26, Warwick Qld 4370 or submit a request through the APP.

Council's following of other social media accounts or the retransmission of information through its site does not imply a formal endorsement or recommendation by Council. It is done for the purposes of capturing third party information and notifications which may be of general interest to the Southern Downs community. Links to external websites and other social media accounts are provided for the information and convenience of other users and such sites and associated content are not under the control of Southern Downs Regional Council.

6 Definitions (if applicable)

Social media can be defined as a website that facilitates interaction through the creation, sharing and exchange of information and ideas in virtual communities and networks. The purpose of social media is to connect, engage, have relationships, establish trust and be authentic. Social media platforms have two-way communication, interactivity, conversation, transparency, immediacy, information sharing and user participation.

Council is represented on the following social media platforms:

- Facebook
- Twitter
- Instagram
- LinkedIn
- YouTube

This policy applies to all social media platforms.

How Social Media Accounts Are Used

Council Social Media Channels	Purpose
Facebook	General communication of Council programs, policies, decisions, events, achievements and successes with a focus on communicating with local residents and visitors.
Twitter	General communication of Council programs, policies, decisions, events, achievements and successes with a focus on communicating with individuals, groups and organisations external to the region.
Instagram	Communication in visual format which focuses on promoting the region as a desirable place to live, visit, work, and invest.
LinkedIn	Communication which focuses on professional and economic development, consisting primarily of job opportunities, economic development, and key Council achievements.
YouTube	Communication focusing on messages from the Mayor and Councillors, and promotional videos.

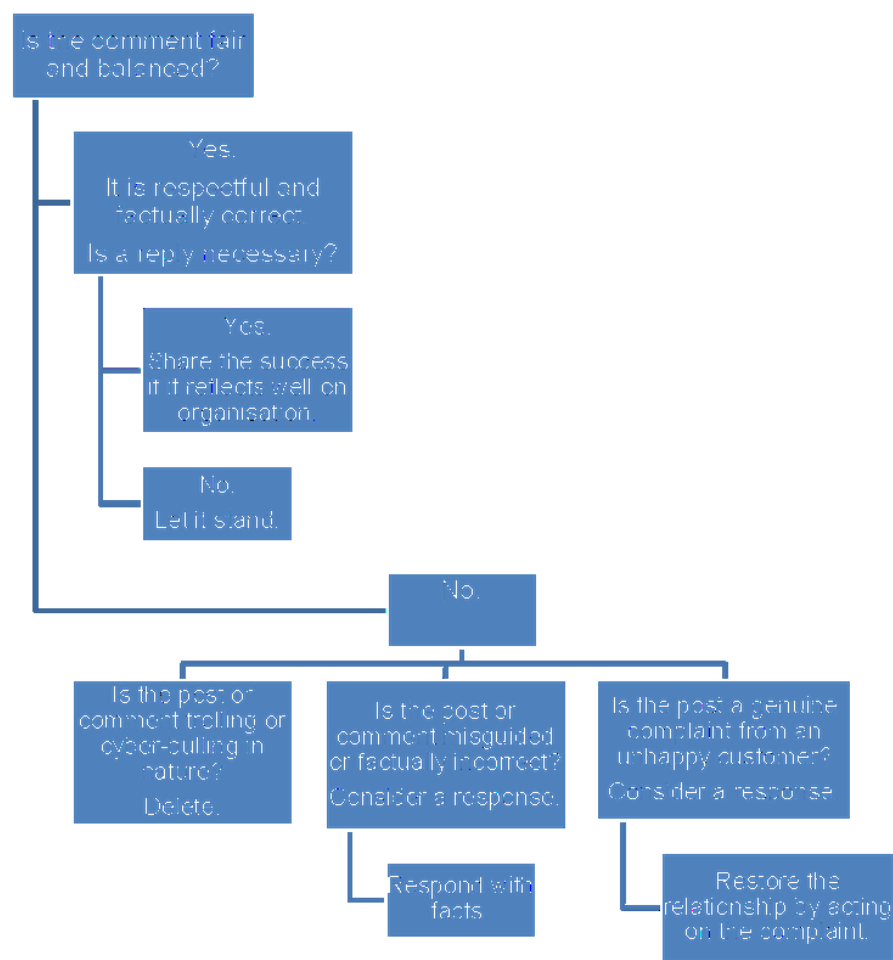
In emergency or disaster situations all forms of social media will be used to inform the community.

7 Related Documents (if applicable)

- Code of Conduct Policy PL-HE052

8 References (if applicable)

Appendix One: Social Media Response Guide



Cyber-bullying: a personal attack against an individual, degrading language, name-calling, posting negative, harmful, or false information

Trolling: Posting inflammatory, extraneous, or off-topic messages with the primary intent of provoking readers into an emotional response or of otherwise disrupting normal on-topic discussion.



Our ref: DEPN18/32

Department of Local Government,
Racing and Multicultural Affairs

12 February 2018

PRIVATE AND CONFIDENTIAL

Councillor Victor Pennisi
Southern Downs Regional Council

Email: Vic.Pennisi@sdrclld.gov.au

Dear Councillor Pennisi

On 13 January 2018, a complaint about your conduct about the closure of Hoey Lane, Thorndale was referred to the Department of Local Government, Racing and Multicultural Affairs (department) as possible misconduct.

The complaint

It was alleged you inappropriately interfered in the business process of council relating to the closure of Hoey Lane, Thorndale when you advised a local resident, Mr Lester Kruger, to arrange a petition against the closure and then presented that petition to council.

Decision

Having considered all the information available, I have decided, pursuant to section 177(2)(a)(ii) of the *Local Government Act 2009* to dismiss the complaint on the basis the complaint is lacking in substance. I made this decision for the following reasons:

- there is no evidence you undertook to organise the petition or get constituents to sign the petition – the petition was organised by Mr Kruger and it was Mr Kruger who spoke with signatories.
- there is no evidence you provided Mr Kruger with a list of names of people who received correspondence from the council about the closure of Hoey Lane
- a petition is considered an acceptable, democratic means of presenting the concerns of a group of individuals.
- it is reasonable conduct of a local government representative to present a petition to council for consideration
- there is no cogent evidence you undertook to present the petition to obtain a benefit for yourself or that you acted in obligation to Mr Kruger.

Additionally, I note council has since considered the petition and decided to grant the request for closure of Hoey Lane.

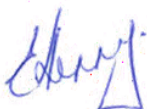
1 William Street Brisbane
PO Box 15009 City East
Queensland 4002 Australia
Telephone +61 7 3452 7009
ABN 251 66 523 889

Item 15.1 Cr Pennisi - Advice from Department of Local Government, Racing and Multicultural Affairs re Outcome of Complaint

Attachment 1: Letter from Department of Local Government, Racing and Multicultural Affairs

If you require further information, I encourage you to contact Ms Alison George, Manager Complaints in the department on 3452 6749 or by email at alison.george@dilgp.qld.gov.au.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Elizabeth Kenny', with a stylized flourish at the end.

Elizabeth Kenny
Assistant Director
Councillor Complaints and Legal Services