NOTICE OF THE
ORDINARY COUNCIL MEETING

Meeting #: 770
Date: 4 March, 2020
Time: 10:00 am
Location: Council Chambers
Level 3, Logan City Council Administration Centre
150 Wembley Road, Logan Central
1. Acknowledgement of Country

2. Reflection

3. Leave of Absence

4. Condolences

5. Congratulations

6. Confirmation of Minutes of Previous Ordinary Meeting

7. Business Arising from Minutes

8. Committee Recommendations
   8.1 City Governance Committee
   8.2 City Infrastructure Committee
   8.3 City Planning, Economic Development & Environment Committee
   8.4 City Lifestyle Committee

9. Council Reports
   9.1 Review of Marketing and Events Policies

10. Late Reports
    10.1 Council wins two awards for customer excellence

11. Petitions

12. Consideration of Notified Motions

13. General Business

14. Confidential Documentation
    This section includes any supporting confidential documentation relating to specified Council reports.
Logan City Council
Committee Business Papers -
Use of Information by Councillors

Please retain the attached Business Paper as it will be considered in conjunction with the recommendations of the relevant Committee meeting by Council.

Councillors are reminded that if a person is convicted of an offence against the following section 171 of the Local Government Act 2009 (Use of information by councillors), that penalties apply.

171 Use of information by councillors

(1) A person who is, or has been, a councillor must not use information that was acquired as a councillor to—

(a) gain, directly or indirectly, a financial advantage for the person or someone else; or

(b) cause detriment to the local government.

Maximum penalty—100 penalty units or 2 years imprisonment.

(2) Subsection (1) does not apply to information that is lawfully available to the public.

(3) A councillor must not release information that the councillor knows, or should reasonably know, is information that is confidential to the local government.

Note—
A contravention of subsection (3) is misconduct that is dealt with by the tribunal.
SUBJECT TO CHANGE
BY ORDINARY COUNCIL

Please note that this agenda is subject to change at the Ordinary Council meeting. At the meeting, Council will adopt resolutions, which are the final decision.
1. **Acknowledgement of Country**

   The Interim Administrator of the Logan City Council, Tamara O'Shea, opened the meeting by acknowledging the Traditional Custodians of the land on which we are gathered, including Elders past, present and emerging.

2. **Reflection**

   Pastor Debbie Hill from the Lighthouse Care led the Council in a moment of reflection.

   The Interim Administrator of the Logan City Council, Tamara O'Shea, moved a vote of thanks to Pastor Debbie.

3. **Leave of Absence**

   There was no leave of absence recorded.

4. **Condolences**

   The meeting observed a moment's silence in respect for the deceased.
5. **Congratulations**

There was no Congratulations recorded.

6. **Confirmation of Minutes of Previous Ordinary Meeting**

Resolution Number: 8/2020

**Moved By**

Interim Administrator - T O'Shea

That the Minutes of the 768th Ordinary Council meeting held on 29 January 2020 be confirmed.

*Carried*

7. **Business Arising from Minutes**

There was no Business Arising from Minutes to discuss.

8. **Committee Recommendations**

8.1 **City Governance Committee**

**Statement from the Interim Administrator:**

"I would like to make a statement in relation to two items from this Committee."

Firstly - to the repeal of a Delegation of Authority. When I first arrived here at Council, it was brought to my attention that a special delegation existed that allowed a Mayor to facilitate a Council resolution outside of the transparency of an Ordinary Council meeting.

They had the power to put forward and circulate resolutions behind closed doors, and not bring that outcome to light until a subsequent Council meeting – effectively silencing any debate until after the fact. Any reasonable person could argue that this mechanism has the potential to undermine the transparency and integrity of the elected Council’s decision-making processes, and that it is not in the public interest to allow this to continue.

As such, I am very pleased that should circumstances now necessitate a Council resolution between meeting cycles, that this will occur through the calling of a Special Council Meeting. There are provisions within the meeting code that ideally will see such meetings called with some days’ notice, however in urgent or extenuating circumstances, these meetings can be convened in a shorter time frame.
Secondly, I would like to mention the new Gifts, Benefits and Hospitality policy and procedure. This is one of those very important policies that needs to reflect the expectations of the community. They need confidence that the systems in place will ensure openness and integrity in regards to decision-making at both the elected representative and officer levels.

New annual and cumulative thresholds for the reporting of gifts, benefits and hospitality have been set, as well as clear guidelines regarding gratuities that may be accepted, and those that cannot.

I believe these guidelines will improve the transparency and accountability for both Councillors and Council staff when considering the receipt of any gift, benefit or hospitality.

As an aside - if anyone would like to read the reports being considered today, or in fact any public reports to the committees or Council over the past 12 months, they can be accessed via Council's website at logan.qld.gov.au.

The agendas and reports can be found under the section "About Council" then under "Committees and Meetings".

**Resolution Number: 9/2020**

**Moved By** Interim Administrator - T O'Shea

That the recommendations of the City Governance Committee meeting held on 11 February 2020 be adopted.

*Carried*

8.2 **City Infrastructure Committee**

**Resolution Number: 10/2020**

**Moved By** Interim Administrator - T O'Shea

That the recommendations of the City Infrastructure Committee meeting held on 11 February 2020 be adopted.

*Carried*
8.3 **City Planning, Economic Development & Environment Committee**

Resolution Number: 11/2020

Moved By Interim Administrator - T O'Shea
That the recommendations of the City Planning, Economic Development & Environment Committee meeting held on 12 February 2020 be adopted.  

Carried

8.4 **City Lifestyle Committee**

Statement from the Interim Administrator:

"I would like to make a statement in relation to the "Our Logan" magazine.

I had concerns early on about how this publication had been increasingly used by Councillors as a personal advertisement. In this day and age, citizens rightly have little appetite for politicians who use tax-payer or rate-payer funded advertising for their own benefit.

The value of this magazine to the community is not in promoting the achievements of a Councillor who is being paid to do the job, but in meaningfully informing residents about their city’s events, Council services, and stories about Logan’s people and local businesses. This is what the feedback told us, so this is what we are going to do.

I am also pleased to see that there will be a reduction in the number of issues - down to 6 per year - and new efforts in the coming year and beyond to transition the magazine readership towards electronic media, and to simplify the opt-out process.

Clearly, this review has been based on very comprehensive data and feedback from all sectors of the community. The robustness of this evidence gave me a lot of confidence about making a decision on the future direction of this valuable communication tool for Council."

Resolution Number: 12/2020

Moved By Interim Administrator - T O'Shea
That the recommendations of the City Lifestyle Committee meeting held on 12 February 2020 be adopted.  

Carried
9. Council Reports

9.1 Telecommunication Towers Lease Fees

Resolution Number: 13/2020

Moved By Interim Administrator - T O'Shea

1. That 5% of the funding received from annual lease and licence fees associated with the ongoing operation of mobile telephone facilities on Council owned or controlled land (other than those managed by Water Operations Branch) be transferred to the Administration Branch to fund annual compliance checks and minor maintenance tasks associated with those facilities, as detailed in the report of the Administration Manager dated 19 February 2020.

2. That, after funding for costs are set aside with the Administration Branch, annual lease and licence fees associated with the ongoing operation of mobile telephone facilities on Council owned or controlled land be transferred to the most relevant Branch's program for maintenance, upgrades or improvements of facilities for the benefit of the community, as detailed in the report of the Administration Manager dated 19 February 2020.

3. That the Administration Manager, in consultation with the Corporate Governance Manager, be requested to prepare a Management Directive to put in place an equitable and transparent process for management of the funds derived from the telecommunications leasing portfolio, consistent with the position put forward, as detailed in the report of the Administration Manager dated 19 February 2020.

Carried

9.2 Executive Recruitment and Performance Management

Statement from the Interim Administrator:

"I would like to make a statement in relation to Item 9.2 - Executive Recruitment and Performance Management.

This is a body of work that has been progressed over many months as part of the Interim Management Committee's Transition to Council Plan.

The position of Chief Executive Officer is pivotal in a council. It is the interface between the governing body comprised of elected councillors, which sets the strategy and monitors the performance of the council, and the administrative body of the council, headed by the CEO, which implements the decisions of the governing body. The relationship between the CEO and the councillors is of utmost importance for good governance and a well-functioning council.

The policy and guidelines adopted today provide the basis for that relationship."
In informing this body of work, the processes previously used by this Council for CEO recruitment and performance were extensively reviewed. I wanted to ensure that, moving forward, this Council had in place a best practice framework that supported all parties involved, including the elected representatives and the CEO.

New guidelines now set out the requirements for CEO recruitment and on-boarding, including direction regarding the composition of the recruitment panel, shortlisting, interviewing, the employment contract and the processes surrounding commencement.

A great deal of work has also gone into developing comprehensive new guidelines and templates for CEO Performance and Contract Management.

Clarity around everyone’s roles and responsibilities in relation to CEO recruitment and performance will hopefully give the new Council the foundation it needs to successfully navigate these processes and build strong, professional working relationships that will benefit this Council and the city into the future."

Resolution Number: 14/2020

Moved By Interim Administrator - T O'Shea
1. That the Chief Executive Officer Recruitment, Appointment and Performance Policy, as attached to the report of the Director of Organisational Services dated 19 February 2020, be adopted.

2. That the Corporate Governance Manager be requested to update Council’s Policy Register in accordance with Clause 1 above.

Carried

9.3 Gel Blasters and Other Replica Firearms

Resolution Number: 15/2020

Moved By Interim Administrator - T O'Shea
1. That the position of Logan City Council in respect of gel blasters, as detailed in the report of the Community Services Manager dated 19 February 2020, be endorsed.

2. That the Community Services Manager be delegated authority to prepare a submission to the Queensland Minister for Police, with a copy to the Queensland Police Service Commissioner and Queensland Police Service Logan District Chief Superintendent, outlining Logan City Council's position in respect of gel blaster use in the community, as detailed in the report of the Community Services Manager dated 19 February 2020.

Carried
9.4 **Community Benefit Fund**

**Resolution Number:** 16/2020

**Moved By**  Interim Administrator - T O'Shea

That the Centre Against Sexual Violence Inc. intend to purchase promotional items such as stickers, drink coasters, calico bags and stationery items, as well as banners and printed t-shirts, in the amount of $1,860.54 from the Whole of City and Divisions 1 to 8 and 12's Community Benefit Funds, as detailed in the report of the Corporate Governance Manager dated 19 February 2020, be noted.

*Carried*

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9.5 **Covering Report - 2020-2021 Register of Cost Recovery Fees and Schedule of Commercial and Other Charges**

**Resolution Number:** 17/2020

**Moved By**  Interim Administrator - T O'Shea

1. That the Proposed Register of Cost-Recovery Fees and Schedule of Commercial and Other Charges for 2020/2021, as attached to the report of the Finance Manager dated 19 February 2020, be adopted.

2. That the printing of renewal notices for the City Standards & Animal Care branch before budget adoption date, as detailed in the report of the Finance Manager dated 19 February 2020, be endorsed.

3. That the notification of any changes to cemetery fees to funeral directors before budget adoption date, as detailed in the report of the Finance Manager dated 19 February 2020, be endorsed.

4. That the notification of any rental changes to tenants before budget adoption date, as detailed in the report of the Finance Manager dated 19 February 2020, be endorsed.

5. That the issue of annual agistment permits with the 2020/2021 agistment charges before budget adoption date, as detailed in the report of the Finance Manager dated 19 February 2020, be endorsed.

6. That the confidential report of the Finance Manager and associated background papers be deemed confidential and be treated as such in accordance with sections 171 and 200 of the *Local Government Act 2009* and that the documents remain confidential.

*Carried*
10. **Late Reports**

10.1 **Covering Report - Recyclables Waste Processing Services Contract**

Resolution Number: 18/2020

Moved By          Interim Administrator - T O'Shea

1. That Council enter into a settlement agreement with Council’s recyclable waste processing services contractor (which incorporates both amendments to Council’s current recyclable waste processing services contract and entering into a container refund scheme recovery sharing arrangement) on the terms and conditions specified generally, and referred to, in the confidential report of the Health, Environment & Waste Manager dated 19 February 2020.

2. That the Chief Executive Officer be delegated the power to negotiate and sign the settlement agreement, as detailed in Clause 1 above.

3. That the Finance Manager be requested to include the outcomes of the settlement agreement, as detailed in Clause 1 above, in the Future Budgets Register for a budget amendment in 2019/2020, and for future consideration along with other budget matters, as part of the 2020/2021 budget process.

4. That, upon the expiry of the Recyclables Waste Processing Services Contract No. LWS/777/2009, the Corporate Governance Manager be requested to place the confidential report of the Health, Environment & Waste Manager dated 19 February 2020 and associated background papers into the public records.

*Carried*

10.2 **Future of the Divisional Infrastructure and Capital Improvements Program**

**Statement from the Interim Administrator:**

"At today's meeting, I have considered and resolved three matters relating to Councillor discretionary funding. I would like to make a statement in relation to these decisions.

Firstly, to the Community Benefit Fund.

As I mentioned in committee last week, changes to the Local Government Act and associated Regulation have mandated a much lower maximum threshold for Councillor discretionary funds from 30 March this year.

For Logan City Council, the new limit for Community Benefit Funds from 2020/2021 will be approximately $171,000 each year to be shared by all Councillors and the Mayor.

Previously, approximately half a million dollars each year (in total) was available to the Mayor and Councillors for distribution as Community Benefit Funds.

"
In order to comply with the new threshold, today I have repealed several policies including the ‘Mayor’s and Councillors’ Community Benefit Fund Policy’.

However, I have endorsed a new Community Benefits Fund policy and Grants to Community Organisations Policy that will ensure the original financial benefit to the community is not lost.

Secondly, to Item 10.2 - The 'Divisional Infrastructure and Capital Improvements Program' (also known as DICIP).

Since 2009, each Councillor has had discretionary control over a sum of money for minor Divisional infrastructure projects. Over the past 11 years, what was originally a modest sum has increased to almost one million dollars per Councillor per year to spend at their discretion on divisional capital works.

Early in my tenure here, I was advised that these funds required allocation to specific projects. But rather than distributing this funding throughout the financial year (as was often the case in the past), I made the decision to allocate funds for all projects at once, based on previously identified priorities and known requirements. This gave the relevant work teams the enormous benefit of being able to schedule the works into a planned delivery program.

The result for ratepayers was tangible, with projects now able to be properly sequenced, and staff resources, materials and labour being used more efficiently and effectively.

That being said, I believe that the amount of funding available for Councillors to spend at their discretion is in excess of community expectations. I am led to believe that Logan may in fact have one of the largest DICIP-type funds of any Council in Queensland.

Given the intense scrutiny of late regarding certain federal grants, I believe a fair-minded person may question the appropriateness of a Councillor having sole discretion over four million dollars of rate-payer funds to spend in their own division on capital works each term.

I also question the suitability of some of the program areas that were funded through DICIP - particularly footpaths, gravel road improvements and traffic safety. This is essential infrastructure for any local government, and should be delivered using a prioritised and planned approach - not at the discretion of a single Councillor.

Additionally, proposed legislative reforms will require Council to consult with the community in the preparation of the annual budget. A move from Councillor discretion towards one that includes community consultation will deliver a more open and objective capital funding process and will instil greater public confidence in respect to infrastructure provisions.
I would also like to note that given the rapidly growing pace of this city, divisional boundaries will likely continue shifting for many decades to come. Persisting with a divisional approach to this funding will inevitably result in an uneven distribution of minor infrastructure, with some areas potentially over-serviced, while others may miss out altogether.

The needs of the city vary widely from one area to another, and a more strategic, prioritised and planned approach should be taken to this funding - one that amounts to almost $48 million each 4-year term.

As such, I have decided to repeal the existing DICIP Policy and now allocate these funds to the COMPES (Capital and Operational Major Projects and Enhancements Schedule) under the respective programs outlined in the report.

Funding will be now determined through a city-wide prioritisation process for resolution for the full financial year as part of the annual budget.

So just to be clear, this process will still require Councillor input. Councillors are the community's representatives and the articulation of democracy, and they undoubtedly have a strong understanding of their residents' needs. What this process is designed to achieve is a better balance between investment in genuine priorities across the city, while still meeting the desires of local communities. Most importantly, this needs to be done as part of a budget process so that proper planning and resourcing can be allocated and so ratepayers get better value for their money.

Lastly, to Item 9.1.

I understand that money received from annual lease and licence fees associated with telecommunications towers was also available to Councillors as discretionary funds. In keeping with the budget and program-based approach adopted for DICIP, a similar method will be used for allocating these funds. The exception is for a small amount to be set aside to fund annual compliance checks and minor maintenance tasks associated with those facilities."

Resolution Number: 19/2020

Moved By Interim Administrator - T O'Shea
1. That the policy titled 'Divisional Infrastructure and Capital Improvements Program', as attached to the report of the Corporate Governance Manager dated 19 February 2020, be repealed.

2. That the Guidelines for Divisional Infrastructure and Capital Improvements Program, as attached to the report of the Corporate Governance Manager dated 19 February 2020, be repealed.

3. That the Corporate Governance Manager be requested to update Council’s Policy Register in accordance with Clause 1 above.
4. That the Finance Manager create the capital programs in the Capital and Operational Major Projects and Enhancements Schedule (COMPES), as detailed in Table 1 of the report of the Corporate Governance Manager dated 19 February 2020.

5. That a supplementary report be prepared for Council’s Committee of the Whole to enable consideration of individual program funding levels during budget deliberations detailing the continuing the commitment to minor infrastructure by allocating the funding denoted for 2020/2021 financial year to the new programs.

6. That the managers of branches with new Capital Programs, as detailed in the report of the Corporate Governance Manager dated 19 February 2020, establish prioritisation processes and procedures for project delivery in their respective new capital programs compliant with the objectives around future overall network planning, proactive delivery, and transparent governance.

Carried

11. Petitions

There were no Petitions to discuss.

12. Consideration of Notified Motions

There were no Consideration of Notified Motions to discuss.

13. General Business

13.1 Recognition of Betty Milne-Ward

Statement from the Interim Administrator:

"This morning, I would like to acknowledge Betty Milne-Ward who holds the unofficial record for attending the most Council and Committee meetings in the history of the City of Logan.

As our most diligent ‘observer’ Betty has attended an estimated 450 Council meetings and no less than 2,500 committee meetings of the former Beaudesert Shire Council and more recently Logan City Council.

Betty started attending meetings of the Beaudesert Shire Council in 1981 - almost 40 years ago!

I strongly believe that one of the best expressions of democracy is in engaged citizenry. If we had more people like Betty amongst us, all our Governments – local, state and federal – would, no doubt, be delivering outcomes that better reflected the wants and needs of the people they represent.
In recognition of Betty's enduring interest and engagement in our local government, it was my great honour and privilege to present her with a small gift and Certificate of Appreciation."

The Interim Administrator of the Logan City Council, Tamara O'Shea, invited Ms Milne-Ward to the stage to receive the gifts of appreciation.

The meeting responded with a round of applause.

The meeting concluded at 10:24 am, 19 February 2020.

The Interim Administrator of the Logan City Council, Tamara O'Shea
City Governance Committee
Meeting Recommendations

Date: 25 February, 2020
Time: 9:00 am

Present
Interim Administrator - T O'Shea

In Attendance
A/Chief Executive Officer - S Trinca
Director of Organisational Services - R Strachan
Director of Innovation & City Transformation - S Bourke - 9.00 am - 9.11 am
Corporate Governance Manager - S McDonald
Administration Manager - K Sullivan
Finance Manager - C Bugg
Plant Fleet Services Manager - T Brayley
A/Strategic Projects Manager - A Stapleton
A/People & Culture Manager - K Wilson
Advocacy Program Leader - B Rogan
A/Senior Project Planning Advisor - D Paltmann - 9.02 am - 9.12 am
A/Meetings Services Coordinator - K Reddy

1. Welcome

The Interim Administrator of the Logan City Council, Tamara O'Shea, welcomed attendees to the City Governance Committee. She declared the meeting open at 9.00 am.

2. Acknowledgement of Country

The Interim Administrator of the Logan City Council, Tamara O'Shea, opened the meeting by acknowledging the Traditional Custodians of the land on which the meeting was gathered, including Elders past, present and emerging.

3. Leave of Absence

There was no leave of absence recorded.
Statement from the Interim Administrator

"Before we address the reports for today, I would like to briefly mention that on Saturday 22 February, the Electoral Commission of Queensland published the Notice of Election for the next local government quadrennial elections to be held on Saturday, 28 March 2020. As such, we are now in what is known as Caretaker Period which comes with it restrictions and limits on the types of decisions that can be made by Council during this time.

Under the Local Government Act, during the caretaker period Council is prohibited from making decisions:

- about the appointment, remuneration or termination of a chief executive officer
- to enter into a contract greater than $200,000 or 1% of the local government’s net rate and utility charges
- significant procurement activities, such as establishing preferred supplier arrangements, or establishing exceptions to obtaining quotes or tenders when entering into a contract
- to make, amend or repeal local laws
- to make, amend or repeal a local planning instrument under the Planning Act 2016.

In addition to these core legal obligations, Council, under its own Caretaker Policy and Procedures, has determined that it will not consider any new major policies, significant changes to policy and or major new projects during the caretaker period.

I can confirm that all items being considered at this round of committee meetings satisfy the requirements of both the legislation and Council's policy in relation to decisions during the Caretaker Period."

4. Strategic Projects

4.1 2019-2020 Operational Plan Report (Quarter 2)

Director of Innovation & City Transformation - S Bourke left the meeting at 9:11 am.

A/Senior Project Planning Advisor - D Paltmann left the meeting at 9:12 am.

Moved Interim Administrator - T O'Shea

1. That the 2019/2020 Quarterly Operational Plan Report, as attached to the report of the Chief Executive Officer dated 25 February 2020, be endorsed.

2. That the recommendations to extend the target date of two projects, and change the name of one project as detailed in Table 'B' of the report of the Chief Executive Officer dated 25 February 2020, be endorsed.

3. That the recommendation to defer the delivery of one project to the 2020/2021 financial year as detailed in Table 'D' of the report of the Chief Executive Officer dated 25 February 2020, be endorsed.

4. That the recommendation to discontinue two projects as detailed in Table 'E' of the report of the Chief Executive Officer dated 25 February 2020, be endorsed.

Carried
5. **Director of Innovation and City Transformation**

5.1 **Australian Local Government Association - 2020 National General Assembly of Local Government**

*Moved* Interim Administrator - T O'Shea

1. That the motion titled 'Review the Environment Protection and Biodiversity Conservations Act (EPBC) Offsets Policy', as attached to the report of the Director of Innovation & City Transformation dated 25 February 2020, be endorsed.

2. That the motion titled 'Collective Impact Model', as attached to the report of the Director of Innovation & City Transformation dated 25 February 2020, be endorsed.

3. That the Director of Innovation & City Transformation be requested to ensure that the motions, as detailed in Clause 2 above, be submitted to the Australian Local Government Association for consideration at the 2020 National General Assembly for Local Government by 27 March 2020.

4. That the Mayor or their delegate be nominated to attend the 2020 National General Assembly for Local Government to be held in Canberra from 14 - 17 June 2020, as detailed in the report of the Director of Innovation & City Transformation dated 25 February 2020.

*Carried*

6. **Finance**

6.1 **Sale of Land for Overdue Rates 2020**

*Moved* Interim Administrator - T O'Shea

1. That, pursuant to section 140(2) of the *Local Government Regulation 2012*, Council sell the land described in the schedule, as attached to the confidential report of the Finance Manager dated 25 February 2020, for overdue rates and charges.

2. That the Chief Executive Officer be delegated authority to take all further steps under Chapter 4, Part 12, Division 3 of the *Local Government Regulation 2012* to effect sale of the land (including, for avoidance of doubt, the power to end sale procedures before auction for reasons other than those stipulated in section 141(3) of the *Local Government Regulation 2012*), as detailed in Clause 1 above.

3. That the confidential report of the Finance Manager dated 25 February 2020 and associated background papers be deemed confidential and be treated as such in accordance with sections 171 and 200 of the *Local Government Act 2009* and that the documents remain confidential.

*Carried*
6.2 Executive Financial Performance Report January 2020

Moved Interim Administrator - T O'Shea
That the Financial Statements for the period ending 31 January 2020, as attached to the report of the Finance Manager dated 25 February 2020, be endorsed.

Carried

6.3 Covering Report - Write off Sundry Debt Ledger 143554

Moved Interim Administrator - T O'Shea
1. That the decision to write off the debt held against debtor 143554 as detailed in the report of the Finance Manager dated 25 February 2020, be supported.

2. That the confidential report of the Finance Manager dated 25 February 2020 and associated background papers be deemed confidential and be treated as such in accordance with sections 171 and 200 of the Local Government Act 2009 and that the documents remain confidential.

Carried

6.4 Covering Report - Acquisition of Land for Overdue Rates 2020

Moved Interim Administrator - T O'Shea
1. That, pursuant to section 149(1) of the Local Government Regulation 2012, Council acquire the land described in this report of the Finance Manager dated 25 February 2020, for overdue rates and charges.

2. That the Chief Executive Officer be delegated authority to take all further steps under Chapter 4, Part 12, Division 3 of the Local Government Regulation 2012 to effect the acquisition of the land and the subsequent removal of the land from the land record, as detailed in the report of the Finance Manager dated 25 February 2020.

3. That the confidential background papers, as attached to the report of the Finance Manager dated 25 February 2020, be deemed confidential and be treated as such in accordance with sections 171 and 200 of the Local Government Act 2009 and that the documents remain confidential.

Carried
7. **Administration**

7.1 **Covering report - Proposed Lease of Council Land in Cedar Grove - 25 February 2020**

**Moved** Interim Administrator - T O'Shea

1. That the Interim Administrator of the Logan City Council apply the exception in section 236(1)(b)(ii) of the Local Government Regulation 2012 and approve the grant of a lease over Council property located in Cedar Grove, as detailed in the confidential report of the Administration Manager dated 25 February 2020.

2. That the Administration Manager be requested to negotiate the lease, as detailed in Clause 1 above, on terms considered satisfactory to Council.

3. That the Administration Manager be requested to administer the lease granted under Clause 1 above, during its term.

4. That, at the discretion of the Administration Manager, the Corporate Governance Manager be requested to place the confidential report of the Administration Management dated 25 February 2020 and associated background papers into the public records.

**Carried**

8. **Corporate Governance**

8.1 **Additional Review of Policies for Transparency and Accountability**

**Moved** Interim Administrator - T O'Shea

1. That the Mayor’s and Councillors’ Civic Allowances Policy (Id 5985245), as attached to the report of the Corporate Governance Manager dated 25 February 2020, be repealed.

2. That the Corporate Governance Manager be requested to update Council’s Policy Register in accordance with clause 1 above.

**Carried**

10. **Late Reports**

10.1 **New Policy - Chain of Responsibility**

**Moved** Interim Administrator - T O'Shea

1. That the proposed new 'Chain of Responsibility Policy', as attached to the report of the People and Culture Manager dated 25 February 2020, be adopted.

2. That the Corporate Governance manager be requested to update Council’s Policy Register in accordance with Clause 1.

**Carried**

1. **Welcome**

The Interim Administrator of the Logan City Council, Tamara O'Shea, welcomed attendees to the City Infrastructure Committee. She declared the meeting open at 2.00 pm.

2. **Acknowledgement of Country**

The Interim Administrator of the Logan City Council, Tamara O'Shea, opened the meeting by acknowledging the Traditional Custodians of the land on which the meeting was gathered, including Elders past, present and emerging.

3. **Leave of Absence**

There was no leave of absence recorded.
Statement from the Interim Administrator

"Before we address the reports for today, I would like to briefly mention that on Saturday 22 February, the Electoral Commission of Queensland published the Notice of Election for the next local government quadrennial elections to be held on Saturday, 28 March 2020. As such, we are now in what is known as Caretaker Period which comes with it restrictions and limits on the types of decisions that can be made by Council during this time.

Under the Local Government Act, during the caretaker period Council is prohibited from making decisions:

- about the appointment, remuneration or termination of a chief executive officer
- to enter into a contract greater than $200,000 or 1% of the local government’s net rate and utility charges
- significant procurement activities, such as establishing preferred supplier arrangements, or establishing exceptions to obtaining quotes or tenders when entering into a contract
- to make, amend or repeal local laws
- to make, amend or repeal a local planning instrument under the Planning Act 2016.

In addition to these core legal obligations, Council, under its own Caretaker Policy and Procedures, has determined that it will not consider any new major policies, significant changes to policy and or major new projects during the caretaker period.

I can confirm that all items being considered at this round of committee meetings satisfy the requirements of both the legislation and Council's policy in relation to decisions during the Caretaker Period."

4. Road Infrastructure Planning

4.1 01 Crocus Street, Daisy Hill - Permanent Road Closure (Part of Nature Strip - frontage only)

Moved Interim Administrator - T O'Shea
That the Road Infrastructure Planning Manager be requested to write to the Land Administration Officer, Department of Natural Resources, Mines and Energy, and notify them that Council has no objection to the permanent closure of the road reserve in front of Lot 71 on RP105585, provided the matters, as detailed in the report of the Road Infrastructure Planning Manager dated 25 February 2020, is granted.

Carried

Meeting terminated at 2.05 pm, 25 February 2020.
City Planning, Economic Development & Environment Committee

Meeting Minutes

Date: 26 February, 2020
Time: 9:00 am

Present
Interim Administrator - T O'Shea
A/Chief Executive Officer - S Trinca
Director of Strategy & Sustainability - D R Hansen
Economic Development & Strategy Manager - D Radich
Health, Environment & Waste Manager - M Asnicar
Investment Attraction & Place Management Program Leader - T Ryan
A/Meetings Services Coordinator - K Reddy

1. **Welcome**
   The Interim Administrator of the Logan City Council, Tamara O'Shea, welcomed attendees to the City Planning, Economic Development & Environment Committee. She declared the meeting open at 9.00 am.

2. **Acknowledgment of Country**
   The Interim Administrator of the Logan City Council, Tamara O'Shea, opened the meeting by acknowledging the Traditional Custodians of the land on which we are gathered, including Elders past, present and emerging.

3. **Leave of Absence**
   There was no leave of absence recorded.
Statement from the Interim Administrator

"Before we address the reports for today, I would like to briefly mention that on Saturday 22 February, the Electoral Commission of Queensland published the Notice of Election for the next local government quadrennial elections to be held on Saturday, 28 March 2020. As such, we are now in what is known as Caretaker Period which comes with it restrictions and limits on the types of decisions that can be made by Council during this time.

Under the Local Government Act, during the caretaker period Council is prohibited from making decisions:

- about the appointment, remuneration or termination of a chief executive officer
- to enter into a contract greater than $200,000 or 1% of the local government’s net rate and utility charges
- significant procurement activities, such as establishing preferred supplier arrangements, or establishing exceptions to obtaining quotes or tenders when entering into a contract
- to make, amend or repeal local laws
- to make, amend or repeal a local planning instrument under the Planning Act 2016.

In addition to these core legal obligations, Council, under its own Caretaker Policy and Procedures, has determined that it will not consider any new major policies, significant changes to policy and or major new projects during the caretaker period.

I can confirm that all items being considered at this round of committee meetings satisfy the requirements of both the legislation and Council's policy in relation to decisions during the Caretaker Period."

4. Economic Development & Strategy

4.1 Global Connections Update

Moved

Interim Administrator - T O'Shea

1. That the report of the Economic Development and Strategy Manager dated 26 February 2020, providing an update on the range of work conducted and outcomes achieved to date under the Global Connections Strategy 2016-2021, be noted.

2. That it be noted, Stage 1 of the City of Logan’s new Economic Development Strategy, to be delivered in 2020, will re-examine Council’s approach to international relations and essential activities to replace the current Global Connections strategy (expiring 2021), subject to Council endorsement, as detailed in the report of the Economic Development & Strategy Manager dated 26 February 2020.

Carried
5. **Late Reports**

5.1 **Logan Whitewater Park - Business Case**

**Moved**

Interim Administrator - T O'Shea

1. That the Economic Development & Strategy Manager proceed to invite Expressions of Interest to identify private sector interest in the project and potential delivery models for the Logan Whitewater Park.

2. That the Economic Development & Strategy Manager be requested to submit the Whitewater Park Business Case for assessment to the appropriate Queensland and Commonwealth government agencies for consideration.

**Carried**

Meeting terminated at 9.13 am, 26 February 2020.
1. **Welcome**

   The Interim Administrator of the Logan City Council, Tamara O'Shea, welcomed attendees to the City Lifestyle Committee. She declared the meeting open at 2.00 pm.

2. **Acknowledgement of Country**

   The Interim Administrator of the Logan City Council, Tamara O'Shea, opened the meeting by acknowledging the Traditional Custodians of the land on which the meeting was gathered, including Elders past, present and emerging.

3. **Leave of Absence**

   There was no leave of absence recorded.
Statement from the Interim Administrator

"Before we address the reports for today, I would like to briefly mention that on Saturday 22 February, the Electoral Commission of Queensland published the Notice of Election for the next local government quadrennial elections to be held on Saturday, 28 March 2020. As such, we are now in what is known as Caretaker Period which comes with it restrictions and limits on the types of decisions that can be made by Council during this time.

Under the Local Government Act, during the caretaker period Council is prohibited from making decisions:

- about the appointment, remuneration or termination of a chief executive officer
- to enter into a contract greater than $200,000 or 1% of the local government’s net rate and utility charges
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In addition to these core legal obligations, Council, under its own Caretaker Policy and Procedures, has determined that it will not consider any new major policies, significant changes to policy and or major new projects during the caretaker period.

I can confirm that all items being considered at this round of committee meetings satisfy the requirements of both the legislation and Council’s policy in relation to decisions during the Caretaker Period."

4. Parks

4.1 Memorial Benches in Cemeteries

Moved Interim Administrator - T O'Shea

That the Parks Manager continue to manage requests for memorial benches in cemeteries on a case by case basis within the current Policy – ‘Cemeteries’, as detailed in the report of the Parks Manager dated 26 February 2020.

Carried

Meeting terminated at 2.06 pm, 26 February 2020.
9.1 REVIEW OF MARKETING AND EVENTS POLICIES

REPORT OF: Marketing & Events Manager

REPORT OVERVIEW

PURPOSE OF REPORT

The purpose of this report is to propose amendments to the following policies:

- Advertising in Council Publications (Print and Electronic Media)
- Signage for Logan City Council
- Incoming Sponsorship and Promotions
- Outgoing Sponsorship and Promotions
- Use of Council Logos and Branding.

Criteria: Policy

CORPORATE PLAN PRIORITY

Next Generation Governance

REPORT DETAILS

BACKGROUND

The Marketing and Events Branch recently undertook a review of its existing policies and procedures with the aim of strengthening its governance and integrity frameworks.

Further work has been undertaken to remove procedural information out of the policy and into a standalone procedure document. This is in line with the new corporate standard for policies.

DISCUSSION

The following policies have been reviewed in order to remove the procedural information, which is operational, and to ensure the policies are more strategic in nature:

- Advertising in Council Publications (Print and Electronic Media) - policy amended and an associated procedure has been developed.
- Signage for Logan City Council - policy amended and an associated procedure has been developed.
- Incoming Sponsorship and Promotions and Outgoing Sponsorship and Promotions - a combined procedure has been developed for these policies.
- Use of Council Logos and Branding - policy amended and an associated procedure has been developed.

CONCLUSION

Attached in the background papers are the amended policies and the new procedures (attached for information only).
RECOMMENDATIONS

IT IS RECOMMENDED:-

1. That the following amended policies, as attached to the report of the Marketing & Events Manager dated 4 March 2020, be adopted:-
   
   (a) Advertising in Council Publications (Print and Electronic Media);
   
   (b) Signage for Logan City Council;
   
   (c) Incoming Sponsorship and Promotions;
   
   (d) Outgoing Sponsorship and Promotions; and
   
   (e) Use of Council Logos and Branding.

2. That the Corporate Governance Manager be requested to update Council’s Policies Register in accordance with Clause 1 above.
1. Policy Purpose

The purpose of this policy is to ensure advertising placed in Council publications is appropriate and acceptable to the community’s expectations. The policy applies to paid space and space provided for free to organisations external to Council.

2. Scope

This policy applies to all councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

3. Policy Statement

Council accepts paid advertising from internal and external parties for its various publications, mail-outs and electronic media channels, social media, signage and digital platforms which inform and educate the community about issues, events and projects that Council considers are in the public interest.

Logan City Council reserves the right to reject or refuse any advertising that is not considered suitable for Council-produced Publications, Electronic Media, Websites, Social Media, Signage (any form) and Digital Platforms.

Advertising in Council Publications (Print and Electronic Media) Procedure

All decisions and/or actions made under this policy must be made in accordance with the Advertising in Council Publications (Print and Electronic Media) Procedure (Id: 13544417).

4. Definitions

The following definitions apply to this policy and the associated procedures.

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
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<tbody>
<tr>
<td>Advertising</td>
<td>Defined by the Local Government Regulation 2012 as ‘promoting, for the payment of a fee, an idea, goods or services to the public’.</td>
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   (b) Making the decision to offer advertising in Council publications and media .................. 3
   (b) Advertising rates card to be developed ..................................................................... 3
   (c) Prior to acceptance of advertising ............................................................................. 4
   (e) Use of an agency to procure advertising ..................................................................... 4

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1 **Objective**
To ensure advertising placed in all forms of Council publications, online media and signage is appropriate and acceptable to the community's expectations.

2 **Requirements**

(a) **General**

(i) All advertising is to be approved by the Marketing & Events Manager or delegate before it is published, either in print or online.

(ii) Responsibility for content accuracy rests solely with advertisers. The acceptance and placement of advertisements is not a recommendation or endorsement by Logan City Council of the advertiser's products or services and each advertiser is solely responsible for any representations made in connection with its advertisement.

(iii) Logan City Council will not accept advertising that, in its opinion, is not in good taste, including advertising for illegal or objectionable products or services, or advertising that is offensive to any individual or group of individuals based on age, colour, national origin, race, religion, gender, sexual orientation, or physical or mental incapacity.

(iv) Advertising will not be accepted if it promotes any of the following: alcohol, firearms, ammunition, gambling, pornography, tobacco, or any form of advertising that can be interpreted as political.

(v) Logan City Council prefers to work with advertisers who share Council's vision.

(vi) Logan City Council maintains a separation between advertising content and editorial content.

(vii) It is the responsibility of advertisers to comply with all commercial advertising laws and regulations.

(b) **Making the decision to offer advertising in Council publications and media**

(i) The sale of advertising only be considered where it provides a true financial benefit to Council.

(ii) The income from advertising shall be used to offset costs and contribute to program outcomes.

(iii) The proposal to offer advertising should be identified and approved as part of the original proposal to create the publication or online media.

(iv) Advertising provided as part of a sponsorship agreement shall be calculated at commercial rates, and represented in the agreement at that value.

(v) Council officers may only solicit advertising after gaining approval for advertising from both their manager and the Marketing and Events Manager.

(vi) Unsolicited advertising proposals will be considered on the basis of appropriate association for council, economic return/benefit, must satisfy all policy requirements and be considered by the Marketing and Events Manager before any negotiation takes place.

(b) **Advertising rates card to be developed**

(i) A rates card for advertising shall be developed with pricing representing the commercial value of advertising space, based on comparisons with similar media.

(ii) The total amount of advertising to be sold (offered) in a medium will be pre-determined after consultation with the Marketing and Events Manager.

(iii) The rates card should price advertising by the size and placement in the advertising medium.
(iv) The rates card clearly shall state that ‘applications for advertising are subject to final Council acceptance’.

(v) Discounted rates bulk or long term bookings should be calculated in advance and published on the rates card.

(c) **Prior to acceptance of advertising**

When an advertising proposal/application is received the following actions will be taken.

(i) A check with relevant program areas to ensure there is no conflict of interest with Council.

(ii) There is a clear separation between advertising and editorial content.

(iii) That sponsors and advertisers are clearly identified in advertising to avoid confusion.

(d) **Reviewing the advertisement**

Advertising shall not receive final acceptance until the content is reviewed to ensure that it complies with all policy and procedural requirements.

(e) **Use of an agency to procure advertising**

(i) An advertising agency or agent may be hired to solicit advertising only if authorised by the Marketing and Events Manager.

(ii) The agency will be provided with a copy of the policy and procedure and will be required to adhere to the principles intent and conditions of the policy and this procedure.

(iii) The agency will develop and receive council approval of a rates card.

(iv) An advertising agency is not permitted to represent itself as Council’s agent.

(v) All proposals provided through an agency will be subject to final acceptance by the Marketing and Events Manager.

(vi) Payments to the agency for services will be from Council only and will not include commissions from advertisers.

3 **Definitions**

Definitions for terms used within the procedure can be found in the Advertising in Council Publications and Electronic Media Policy (DM: 13471419).
1. **Policy Purpose**

   The purpose of this policy is to ensure uniform guidelines are implemented for Council signage throughout the city.

2. **Scope**

   This policy applies to all councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

3. **Policy Statement**

   This policy is to be used for the placement of all signage in or on the Council’s facilities, to clarify the distinction between the Council’s work facilities and community facilities, and ownership of these facilities by the community. This policy is to be used for the placement of all signage containing a Council Logo for Logan City Council, either on Council’s facilities or for the purpose of conducting Council business across the City of Logan.

   **Signage for Logan City Council Procedure**

   All decisions and/or actions made under this policy must be made in accordance with the Signage for Logan City Council Procedure (DM: 13511600).

4. **Definitions**

   Not applicable.
## Amendment History

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| File       | TBA     | Document Id: | 13511600 |

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1 Procedure

The following procedure is to be undertaken for this policy:

(a) The signage policy is set to control the quality and volume of signs produced inside the Council’s administration centre, and the Council’s other buildings, and to keep signage to an appropriate minimum with a clear focus for the community. The signage policy is set to provide brand consistency across all signage and to control the quality and volume of signs produced across Council and for Council-related business across the city.

(b) Council officers from the Marketing and Events branch will be responsible for specifying branding requirements for signage in accordance with the Use of Council Logos and Branding Policy.

(c) In relation to the administration centre, signage must comply with the following:

(i) No handwritten signs will be erected on any walls for public viewing within the administration centre, except where emergency situations shall dictate otherwise, and then only with the approval of the Chief Executive Officer.

(d) In relation to other facilities, signage must comply with the following:

(i) All signage requirements for the Council’s facilities shall be referred in the first instance to the Marketing & Events Manager for approval of style and placement.

(ii) All temporary or permanent signage requirements for the administration centre shall be directed to the Marketing & Events Manager for approval of style and placement to the Administration Manager for implementation with the exception of signs related to emergency services, and/or are controlled by specific legal requirements.

(e) Where the Council’s logo is used all signage must be approved by the Marketing and Events Manager or delegate prior to any production or installation of signage.

2 Definitions

Definitions for terms used within the procedure can be found in Signage for Logan City Council Policy (DM: 13511600).

3 References

| Signage for Logan City Council Policy (DM: 13511600) |
Policy Details

<table>
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<tr>
<th>Directorate:</th>
<th>Community Services</th>
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<tr>
<td>Branch:</td>
<td>Marketing and Events</td>
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<tr>
<td>Responsible Manager:</td>
<td>Marketing and Events Manager</td>
</tr>
<tr>
<td>Date adopted:</td>
<td>/2020 (minute number /2020)</td>
</tr>
<tr>
<td>Date for review:</td>
<td>2 years from the date of adoption or date of last review</td>
</tr>
<tr>
<td>Legislative basis:</td>
<td>Section 189 (Expenditure on grants to community organisations) Local Government Regulation 2012</td>
</tr>
<tr>
<td>Related Documents - forms and procedures</td>
<td>Sponsorship and Promotions Procedure (DM: 13455305)</td>
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1. **Policy Purpose**

The purpose of this policy is to establish the framework and guidelines for the development and management of incoming sponsorship and promotional activities for Logan City Council and its related internal and external stakeholders.

The policy requires officers responsible for negotiating or participating in sponsorship and promotional arrangements for and/or on behalf of Council events, programs, activities and facilities to use the incoming Sponsorship and Promotions Policy as the authority for such purposes.

This policy meets the annual reporting requirements under section 189 of the Local Government Regulation 2012, and is consistent with Council’s existing commercial purchasing and tendering policies and procedures.

2. **Scope**

This policy applies to the officers responsible for negotiating or participating in incoming sponsorship and promotional arrangements for and/or on behalf of Council events, programs, activities and facilities, and includes all councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

3. **Policy Statement**

This policy sets a vision for sponsorship practices of Logan City Council that will provide for a holistic approach, aligning efforts with Council’s Corporate Plan priorities.

This policy provides the operating principles and broad direction for Logan City Council’s Sponsorship Advisory Group to oversee its implementation. Reporting to relevant Council committees will be made by the Marketing and Events Manager.

The policy ensures that Logan City Council and its sponsors achieve their desired outcomes whilst adhering to Council guidelines and procedures and retaining appropriate levels of transparency and accountability. The sponsorship and promotions policy will provide the process to:

a) secure additional revenues to assist in the overall delivery of Council’s events, programs, activities and facilities and to offset staging and administration costs

b) maintain affordability for participants of Logan City Council’s events, programs, activities and facilities and add value to their overall experience
c) generate increased funding to support community initiatives and extend the Council’s current program offerings

d) improve the perception of ratepayers of the value for money for Council provided community services

e) assist council in promoting its messages in the marketplace through leveraging sponsors’ media and distribution channels

f) generate greater corporate interest by creating tailored sponsorship properties to suit sponsors’ specific objectives

g) establish a streamlined application and management process for Council and sponsors.

**Sponsorship and Promotions Procedure**

All decisions and/or actions made under this policy must be made in accordance with the Sponsorship and Promotions Procedure (DM: 13455305).

### 4. Reporting

The Marketing and Events Manager will report on sponsorships in accordance with relevant delegations.

### 5. Definitions

The following definitions apply to this policy.

<table>
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<tr>
<td>Incoming Sponsorship</td>
<td>The monetary and non-monetary support received to support Logan City Council’s events, programs, activities and facilities in return for the right to promote a sponsor’s name, image, product or services. Does not include joint ventures, consultancies, hospitality and gifts or donations where the reciprocal benefit provided by Logan City Council does not extend beyond some modest acknowledgement.</td>
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<tr>
<td>Promotion</td>
<td>The process of creating an awareness of the product/service and stimulating demand for the product/service. It includes advertising, publicity and public relations.</td>
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<td>Publication</td>
<td>The general term for a written product used to promote the organisation e.g. annual report etc.</td>
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1. **Policy Purpose**

The purpose of this policy is to establish the framework and guidelines for the development and management of outgoing sponsorship and promotional activities for Logan City Council and its related internal and external stakeholders.

The policy requires officers who are responsible for negotiating or participating in sponsorship and promotional arrangements for and/or on behalf of Council events, programs, activities and facilities to use the Outgoing Sponsorship and Promotions Policy as the authority for such purposes.

This policy guides the allocation of monies from the Community Events Funding Program in accordance with the *Local Government Act 2009* and *Local Government Regulation 2012*, and meets the annual reporting requirements under section 189 of the *Local Government Regulation 2012*. It is also consistent with Council’s existing commercial purchasing and tendering policies and procedures.

2. **Scope**

This policy applies to the officers responsible for negotiating or participating in outgoing sponsorship and promotional arrangements for and/or on behalf of Council events, programs, activities and facilities, and includes all councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

3. **Policy Statement**

This policy sets a vision for outgoing sponsorship practices of Logan City Council that will provide for a holistic approach, aligning efforts with Council’s Corporate Plan priorities.

This policy provides the operating principles and broad direction for Logan City Council’s Sponsorship Advisory Group to oversee its implementation. Reporting to relevant Council committees will be made by the Marketing and Events Manager.

The policy ensures that Logan City Council and its sponsors achieve their desired outcomes whilst adhering to Council guidelines and procedures and retaining appropriate levels of transparency and accountability. The sponsorship and promotions policy will provide the process to:

a) extend the Council’s current program offerings through sponsored events
b) support local not for profit community service providers
c) leverage sponsored organisations’ media and distribution channels
d) generate community interest through sponsorships that complement Council’s strategic objectives

e) guide the allocation of funding provided by Logan City Council to sponsored events through the Community Events Funding Program process

f) support Council’s Corporate Plan Priorities

g) promote Council’s key messages

h) encourage community initiatives and events.

**Sponsorship and Promotions Procedure**

All decisions and/or actions made under this policy must be made in accordance with the Sponsorship and Promotions Procedure (DM: 13455305).

4. **Reporting**

The Marketing and Events Manager will report on sponsorships in accordance with relevant delegations.

5. **Definitions**

The following definitions apply to this policy.

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<td>Outgoing sponsorship</td>
<td>The monetary and non-monetary support provided by Logan City Council in return for the right to recognised as supporting an event or program. It does not include joint ventures, consultancies, hospitality and gifts or donations where the reciprocal benefit provided by Logan City Council does not extend beyond some modest acknowledgement.</td>
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<tr>
<td>Community organisation</td>
<td>As defined in the dictionary schedule of the Local Government Regulation 2012, community organisation means: an entity that carries on activities for a public purpose; or another entity whose primary object is not directed at making a profit. N.B Schedule 1 of the Acts Interpretation Act 1954 defines “entity” to include a person and an unincorporated body</td>
</tr>
<tr>
<td>Community purpose</td>
<td>For the purpose of this policy, &quot;community purpose&quot; is defined as activities that align with Council’s goals and priorities.</td>
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1 Procedure Objective

To ensure sound governance and principles guide officers responsible for negotiating or participating in sponsorship and promotional arrangements for and/or on behalf of Council events, programs, activities and facilities.

Through the Community Events Funding Program (CEFP), Council supports community events and programs through sponsorship. This support facilitates community opportunities that complement our corporate and civic events program. It also allows Council to celebrate our community’s diversity, energy and creativity.

2 Principles

(a) The following general principles will be adhered to by the Logan City Council’s Sponsorship Advisory Group in the development and management of its sponsorship program:

(i) A sponsorship arrangement should not impose or imply conditions that would limit, or appear to limit, Logan City Council’s ability to carry out its functions impartially.

(ii) There should be no real or apparent conflict between the objectives and mission of the sponsor and those of Logan City Council.

(iii) Sponsorship of Logan City Council should not involve explicit endorsement of the sponsor or the sponsor’s products.

(iv) Where sponsorship takes the form of provision of a sponsor’s product/service, the product/service should still be evaluated for its fitness for purpose against objective operational criteria relevant to Logan City Council’s needs.

(v) It is inappropriate for any representative of Logan City Council to receive a personal benefit from a sponsorship of its events, programs, activities and facilities unless such a benefit is deemed to be appropriate in the course of delivering their job role.

(vi) In most circumstances, the public interest is best served by making Logan City Council sponsorship opportunities widely known.

(b) The following criteria will apply to all requests received for incoming sponsorships:

(i) Proposals must be in writing setting out details of the request and its purpose.

(ii) Council will assess sponsorship proposals to ensure that benefits to the sponsor approximate the tangible and intangible value of the sponsorship.

(iii) Council will assess any risks associated with accepting sponsorships including possible perceived benefits to Council suppliers and potential suppliers.

(iv) Members of Logan City Council’s Sponsorship Advisory Group will declare any possible conflicts of interest when assessing sponsorship proposals.

(c) The following criteria will apply to all requests received from community organisations for outgoing sponsorships:

(i) funding must be allocated in accordance with the Local Government Act 2009, Local Government Regulation 2012 and Council’s ‘Grants to Community Organisations’ policy

(ii) requests can be accepted for non-profit and for-profit community-based purposes

(iii) political parties are ineligible for funding

(iv) requests must be in writing setting out details of the request and its purpose

(v) all applicants must be free of debt with the Council

(vi) funding must be drawn by cheque or electronic funds transfer

(vii) applicants that have applied for, or have already received, funding for the same purpose via any other Logan City Council grant program are ineligible

(viii) all sponsorships must provide a completed event outcome report (acquittal) outlining the community benefit and provide proof of purchase and/or use of the grant for the prescribed purpose, unless specified in the sponsorship agreement. This proof will involve producing
receipt(s) or other documentation. If proof of expenditure for approved purposes cannot be produced, the organisation is to refund the sponsorship monies.

(ix) In accordance with section 189 of the Local Government Regulation 2012, the responsible branch will keep a register of sponsorships to community organisations for disclosure in Council’s annual report.

3 Procedure for Sponsoring Council Events and Programs (Incoming Sponsorship)

(a) Where appropriate, sponsorship of Council events and programs should be sought by calling expressions of interest or canvassing the wider market.

(b) Exceptions to this, where it may be deemed necessary to accept an unsolicited offer or renew an existing agreement, may include such instances as:

(i) sole/limited supplier situations;
(ii) when calling an expression of interest or canvassing other sponsors in the category will threaten the viability of the first offer and/or lead to a lesser end result;
(iii) when there is a reason to believe that no other competitor could provide a better offer;
(iv) when deadlines prohibit the calling of expressions of interest; or
(v) where direct approaches are deemed more effective.

(c) Sponsorship proposals will be reviewed against predetermined criteria which have been published in advance or which are communicated with the organisations being canvassed for sponsorship, and approved by the Marketing and Events Manager.

(d) A sponsorship arrangement is a contract and shall be described in a written agreement. The written agreement or contract should clearly set out:

(i) the benefits, including economic benefits, available to Logan City Council and to the sponsor
(ii) a specific list of sponsorship assets (both tangible and intangible) to be provided by Logan City Council to the sponsor
(iii) pre-determined mutually agreed commercial objectives and any measurement thereof to be put in place
(iv) any personal benefits to the sponsor or related parties – including employees, friends relatives
(v) the form or forms of sponsorship acknowledgement which will be made available
(vi) the scope of uses which the sponsor can make of the sponsorship arrangement
(vii) the term of the sponsorship and any conditions regarding renewal
(viii) consequences of changes which may occur over time
(ix) financial accountability requirements
(x) how value-in-kind sponsorship has been estimated (wholesale or retail)
(xi) option for renewal
(xii) key contact details for both parties

a. any relevant tax requirements (such as Goods and Services Tax) payable by either party as determined by the Australian Tax Office
b. provisions for termination or suspension of the agreement including detailing the grounds for termination, mediation and compensation
c. any special conditions which may apply
d. review periods and related servicing schedule
e. contract execution details e.g. signed and dated by both parties (one record kept with the sponsor and the other with Logan City Council)
All sponsorship arrangements should be approved by the Marketing and Events Manager with relevant Logan City Council representatives, in a form commensurate with the significance of the sponsorship.

Logan City Council will ensure resources are available to enable the promised sponsor benefits to be delivered. Logan City Council will provide sufficient information for the sponsor to evaluate the outcomes of the sponsorship, e.g. by developing measurable objectives for each sponsor.

3.1 Assignment of Logan City Council Sponsorship Rights

3.1.1 Sponsorship Rights that May be Assigned

The following sponsorship rights may be assigned within sponsorship packages:
(a) naming/presentation rights of selected Logan City Council's cultural, recreation and sporting facilities (for example ‘Presented by XYZ’)
(b) naming/presentation rights of Logan City Council's cultural, recreational and other programs and activities
(c) naming/presentation rights of Logan City Council's cultural and recreation events
(d) use of Logan City Council intellectual property (event trademark, imagery etc.) in advertising and promotional activities (only to be used according to Logan City Council’s brand guidelines and with prior consent and approval)
(e) Logan City Council vehicle branding
(f) rate notice inserts
(g) Logan City Council publications and marketing collateral
(h) category exclusivity by product and service class
(i) preferred supply rights for products/services
(j) official designations (supplier status)
(k) temporary signage across events
(l) advertising in official Logan City Council publications
(m) marketing collateral
(n) website – banner ads and links
(o) database access (subject to privacy restrictions)
(p) other sponsorship/partnership opportunities as identified by Logan City Council.

3.1.2 Sponsorship Rights that will not be Assigned

The following sponsorship rights will not be assigned:
(a) Any asset which is not Council executive authorisation to assign sponsorship.

3.1.3 Ineligible Sponsors

Sponsorship from the following companies or product lines will not be accepted from include:
(a) adult products/services
(b) cigarettes/tobacco (as directed by Commonwealth Government legislation)
(c) gambling products and services (with the exception of Springwood Lions which has an ongoing partnership with Council – and funds derived from state-administered Community Benefit and Gambling Benefit Funds)
(d) companies in conflict with the Logan City Council and its related brand positioning and values
(e) companies involved in activities detrimental to the community or environment
(f) companies involved in activities or issues not considered by the general community to be appropriate
(g) companies that are likely to have a conflict of interest with Logan City Council or any of its employees
companies involved in illegal activities
(i) companies likely to bring Logan City Council into disrepute
(j) companies that promote a political agenda
(k) companies with a poor reputation for corporate governance.

Logan City Council retains the right to refuse sponsorship for its programs and activities from any company and/or sponsorship category type.

3.2 Task and Responsibility Protocol

Development of sponsorship sales including proposals will be undertaken by the Sponsorship and Relationship Development Officer, supported by relevant managers. Sponsorship sales will be undertaken in line with the delegation of responsibility as approved by the Marketing and Events Manager.

4 Procedure for the Community Events Funding Program (CEFP) - Outgoing Sponsorship

4.1 Funding the Community Events Funding Program
(a) Council may set aside an appropriation in each new budget for the purpose of meeting emergent requests for financial assistance from eligible community organisations for sponsorships and events.
(b) A dedicated expenditure account will be established within the Marketing and Events Branch budget for this purpose, with funds allocated to this expenditure account in accordance with the annual budget. The allocation adopted by Council in its annual budget must not be exceeded.
(c) Funding must be allocated in accordance with the Local Government Act 2009, Local Government Regulation 2012, Council's 'Grants to Community Organisations' and relevant Council policies, procedures and delegations.
(d) Applications for funding close on 30 June each financial year, or when funds have been exhausted (whichever comes first). Applications received after this date will not be considered in the current financial year, however, will be considered once applications re-open in the new financial year.
(e) Funds must be drawn by electronic funds transfer or cheque.

4.2 Application and Approval Process
(a) Community organisations must submit requests for funding to Council via the online form, setting out details of the request and its purpose. Forms must be completed accurately and completely, with sufficient detail provided in relation to the funding purpose.
(b) Requests for support from CEFP, when received on the appropriate form, will be assessed by the Sponsorship Engagement Officer to ensure eligibility. The Sponsorship Engagement Officer will also check the funding balance that is available.
(c) Only eligible requests will be forwarded to the Sponsorship Advisory Group for consideration.
(d) The Sponsorship Engagement Officer will advise the Sponsorship Advisory Group of ineligible applications and will communicate this outcome to the applicant.
(e) The Sponsorship Advisory Group is authorised to support, at their discretion, eligible requests for funding under CEFP. The Sponsorship Advisory Group must clearly outline the reasons for their decision to support or not support a request.
(f) Where eligible applications are not supported by the Sponsorship Advisory Group, the Sponsorship Engagement Officer will communicate this outcome to the applicant.
(g) Where eligible applications are supported by the Sponsorship Advisory Group, the Sponsorship Engagement Officer will authorise the processing of the recommended allocations and will communicate this outcome to the applicant.
4.3 Requirements for Eligible Applicants

Eligible applicants must:

(a) declare on the funding request form (and provide supporting evidence where possible), that:
   (i) they are based in Logan City; or
   (ii) the project or activity will be conducted within the boundaries of Logan City and will
        benefit members of the Logan community; and/or
   (iii) the project or activity will not be conducted within the boundaries of Logan City, or
        conducted by a Logan based organisation, but will benefit members of the Logan
        community; and

(b) provide the following with the funding request form:
   (i) an indication of which of the Corporate Plan priorities the event meets. It must meet
       at least one of the priorities.
   (ii) a declaration that any approved funding will be used in a manner that does not cause
        detriment to members of the community, or cause damage to the reputation of Logan
        City Council or Logan City; and
   (iii) a declaration they have, or will ensure, all permits and other approvals relating to the
        funding application are addressed and that there is adequate insurance to cover the
        project; and
   (iv) a declaration that the person signing the application is over 18 and is authorised to
        sign documents on behalf of the applicant organisation (where applicable); and
   (v) a declaration that they will spend and acquit any approved funds within eight (8) weeks
        of the event/funding purpose in accordance with Section 9 of this procedure; and
   (vi) a declaration that the organisation has no overdue debts to Council; and
   (vii) provide sufficient documentation with the funding request form to support the
        request (e.g. quotes, event management plans, traffic management plans, letters of
        support); and
   (viii) ensure the request has been made to Council at least three (3) months prior to the
        event date.

4.4 Eligible Applications

Eligible applications are for events that demonstrate a 'community purpose' as defined in the
'Outgoing Sponsorship and Promotions' policy. An eligible activity must demonstrate a direct
benefit to the greater Logan community.

4.5 Ineligible Applications

Events that are ineligible for support under CEFP include:

(a) Any activities that are deemed to discriminate or encourage discriminating behaviour;
(b) Any activities that are deemed to demonstrate behaviour that does not align with Council’s
    values or strategic intent;
(c) Any activities that market, promote or advertise products in a misleading or deceitful
    manner;
(d) Any activities that produce, promote or distribute materials or services likely to be harmful
    to the community or Council’s reputation;
(e) Private events (e.g. ceremonies, functions);
(f) Payment of charges imposed by Council (e.g. funding of Council’s infrastructure charges or
    concessions for rates and charges);
(g) Payment of debt, addressing bankruptcy, insolvency, or liquidation;
(h) Projects or events conducted or held for the purpose of contributing funds to a non-
    beneficiary;
(i) Funding of prizes, prize money, trophies, purchase of raffle tickets, or bidding on auction
    items;
(j) Donations and awards for commercial or business activities;
Ongoing operational expenses (e.g. insurances, rent, electricity bills and wages);

Applications that are requesting more than 80% of the total event costs;

Costs associated with the running of an organisation. For example salaries, insurance, electricity, rates, telephone, rent. (Public liability insurance costs specific to the event are eligible);

Organisations that have already received funding from Council in the same financial year;

Initiatives that are the focus of other Council grants (e.g. one-off events, environmental and arts projects). For more information see: www.logan.qld.gov.au/community-support/grants;

Events that are for the exclusive benefit of certain customers, members or students except when supporting milestone anniversaries or rare celebration occasions in schools;

Applications for equipment that will be used after the completion of the event;

Events that have occurred before the lodging of the application;

Events that are non-inclusive and serve a particular religious affiliation;

Political activity;

Illegal activity;

Adult products and services;

Cigarettes/tobacco (as directed by Commonwealth Government legislation);

Unmitigated risk to animal welfare, or where there are no animal welfare guidelines;

Any other funding purpose that does not provide a benefit to the wider Logan City community.

4.6 Reasons an Eligible Application may not be Supported

While the Sponsorship Advisory Group are authorised to support eligible requests for funding at their discretion, applications may not be supported for the following reasons:

(a) Other applications have demonstrated a greater community benefit.

(b) Further information was requested by to assist them in making their decision, but insufficient information was provided.

(c) Funding has already been provided for the same event.

(d) Funding for the purpose is available from another source.

(e) The funding purpose does not have a wide enough community benefit.

(f) The Sponsorship Advisory Group allocates funding proportionally throughout the financial year and has insufficient funds available at the time to support the request.

(g) It is not considered that at this time it is in the community's interest to support the application.

(h) Funding has already been provided to the applicant during this financial year.

(i) The funding purpose does not align with the priorities or values of Logan City Council.

(j) While there is a benefit to members of the Logan community, the event will be held outside of the boundaries of Logan City. Preference is given to events that are delivered within the boundaries of Logan City.

4.7 Funding Acquittal

(a) Funds must only be used for the purpose for which the funding was approved. Any changes to the funding purpose must be approved in writing by the Sponsorship Advisory Group or Marketing and Events Manager.

(b) All allocations from CEFP must be acquitted in full within eight (8) weeks of the event.

(c) Funding recipients are required to provide proof of use of the funding for the prescribed purpose. This proof will involve producing receipts or bank statements verifying expenditure of the funds, along with the completion of an event outcome report form. In extenuating circumstances other documentation may be accepted, however, this is at the sole discretion of the Marketing and Events Manager. Any unexpended funds must be returned to Council.
If the funding is not fully acquitted within eight (8) weeks of the event, the recipient must return the allocated funding.

Where funding is not acquitted as described above, applicants will be ineligible to receive further funding from Logan City Council.

5 Sponsorship Advisory Group

5.1 Sponsorship Advisory Group Meetings

The Sponsorship Advisory Group meet monthly on dates set out at the beginning of each new calendar year.

5.2 Membership of the Sponsorship Advisory Group

(a) A Sponsorship Advisory Group will be formed and chaired by the Marketing & Events Manager. To ensure appropriate consultation with the key stakeholders of the organisation and wider organisational buy-in, membership of the Sponsorship Advisory Committee will be as follows:

(i) Director Community Services (or delegate);
(ii) Sport, Leisure and Facilities Manager;
(iii) Libraries and Creative Industries Manager;
(iv) Community Services Manager,
(v) Economic Development & Strategy Manager;
(vi) Marketing and Events Manager;
(vii) Program Leader Events; and
(viii) Sponsorship Engagement Officer.

(b) The Sponsorship Advisory Group will approve all outgoing sponsorships funded by the Community Events Fund.

(c) The Sponsorship Advisory Group will be informed in advance of all incoming sponsorship arrangements and consulted for input prior to any sponsorship agreement being entered into by Council.

(d) Sponsorship approvals, commensurate with the significance of the sponsorship, are managed as follows:

(i) Sponsorships up to $50,000 in value, exclusive of GST, will require the approval of the Marketing & Events Manager, Logan City Council.

(ii) Sponsorships greater than $50,000 exclusive of GST will require the approval of the Director of Community Services.

(e) Sponsorship agreements are to be signed in line with the Delegations of Authority Sponsorship Agreements DM# 8427002 within Logan City Council.

(f) Management of the incoming sponsorship program will be undertaken by relevant managers with the support of the Sponsorship & Relationship Development Officer (where required) and from a strategic and auditing perspective by the Marketing & Events Manager, Logan City Council.

5.3 Sponsorship Advisory Group Conflicts of Interest

All members of the Sponsorship Advisory Group are required to declare if they have any conflicts of interest in relation to each application received. Where a conflict of interest has been declared, the member must be excused from discussion and assessment of the application.

6 Sponsor Invoicing

The following process is to be followed when invoicing sponsors of Logan City Council:
6.1 Monetary

(a) From Australian companies or overseas companies with an Australian business arm:
   (i) invoicing requirements (timing and amounts) are to be detailed in the sponsorship contract. Tax Invoices (GST included) are to be sent to sponsors as each amount becomes due.

(b) Direct from overseas companies:
   (i) no invoicing is required. On receipt of payment, Logan City Council Finance Branch is to send the GST amount (an eleventh of the total amount) to the ATO.

6.2 Value-In-Kind (VIK)

(a) From Australian companies or overseas companies with an Australian business arm:

(b) VIK invoicing requirements (timing and amounts) are to be detailed in the sponsorship contract. Swapping of matching Tax Invoices (inclusive of GST) needs to then be liaised with the sponsor.

(c) Direct from overseas companies:

(d) No invoicing is required. On receipt of the goods/services, Logan City Council Finance department is to be advised and the necessary accounting entries will be processed.

7 Definitions

Definitions for terms used within the Procedure can be found in the Incoming Sponsorship and Promotions Policy (DM: 13471668) and the Outgoing Sponsorship and Promotions Policy (DM: 13471650).

8 References

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<table>
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<tr>
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<tr>
<td>Outgoing Sponsorship and Promotions Policy (DM: 13471650)</td>
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**Use of Council Logos and Branding Policy**

**Policy Details**

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<th>Directorate:</th>
<th>Community Services</th>
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<td>Marketing and Events</td>
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<td>Responsible Manager:</td>
<td>Marketing and Events Manager</td>
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<tr>
<td>Date adopted:</td>
<td>2020 (minute number /2020)</td>
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<td>Date for review:</td>
<td>2 years from the date of adoption or date of last review</td>
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<td>Legislative basis:</td>
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| Related Documents - forms and procedures | LCC Style Guide 2018 (DM: 13548988)  
LCC Logo User Guide 2018 Snapshot (DM: 13548924)  
Local Law No. 12 (Council Property and Other Public Places) 2003 (DM: 12640159)  
Use of Council Logos and Branding Procedure (DM: 13547626) |

1. **Policy Purpose**

   The purpose of this policy is to ensure consistency in the use of Council's logo and branding. The logo is the community's primary branding tool and the means through which it establishes identity in the community and conveys the authority of the organisation.

2. **Scope**

   This policy applies to all councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

3. **Policy Statement**

   Council's logo can be used by approved community organisations and sporting groups external to Council for publications, correspondence, uniforms, products or promotional material provided approval has been obtained from Council’s Marketing and Events Manager or delegate, a funding or sponsorship arrangement has been approved through Council, the Council logo is used in its original format, all of Council’s brand guidelines are met and the use of the logo is maintained to a high standard at all times.

   Council’s logo can be used by the organisation and organisations external to Council for publications, correspondence, uniforms, products or promotional material.

   **Use of Council Logos and Branding Procedure**

   All decisions and/or actions made under this policy must be made in accordance with the Use of Council Logos and Branding Procedure (DM: 13547626).

4. **Definitions**

   The following definitions apply to this policy.

<table>
<thead>
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<th>TERM</th>
<th>DEFINITION</th>
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<tr>
<td>Brand</td>
<td>Words and/or logo used to refer to a name, term, design, symbol or any feature that directly identifies Council.</td>
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### Document Control

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<th>719459-1</th>
<th>Document Id:</th>
<th>13471751</th>
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### Amendment History

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<td>Marketing &amp; Events</td>
<td>19 February 2020</td>
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## Amendment History

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2  Definitions........................................................................................................................ 3
1 Procedure

(a) The Marketing and Events Manager is the custodian of all logos.

(b) The logo must be used in accordance with Council’s LCC Style Guide 2018 (Id: 13548988) and LCC Logo User Guide 2018 Snapshot (Id: 13548924). A logo cannot be used, either in part, or in full, in another organisation's logo or branding. The logo must be used in accordance with Council’s Style Guide.

(c) Council's logo may be used by external individuals or organisations with prior written authorisation from Logan City Council to indicate official endorsement. Council's logo may be used by external individuals, organisations or sporting associations, but not unless authorised in writing by Logan City Council, and only if that individual, organisation or sporting association has been endorsed by Council (i.e. through a sponsorship, partnership agreement or other funding arrangement). The logo must be provided to the individual, organisation or sporting association by the Marketing and Events branch. All artwork must be approved by the Marketing and Events branch prior to publication, production or distributed for public use.

(d) This may be via Council resolution or through a sponsorship or other funding arrangement. An individual, organisation or sporting association (other than Logan City Council) must not use a symbol, which uses any part of Council’s logo.

(e) All artwork bearing the logo must be approved by the Marketing and Events branch before it is distributed for public use. Any use of Council’s logo by internal Council branches must be approved by the Marketing and Events branch.

(f) Council officers from the Marketing and Events branch will be responsible for specifying branding requirements for signage in accordance with the Use of Council Logos and Branding Policy.

(g) A person (other than Logan City Council) must not use a symbol, which:
   (i) is substantially similar to a council logo; or
   (ii) so nearly resembles a council logo that it is likely to deceive or cause confusion as to whether the symbol is a council logo.

2 Definitions

Definitions for terms used within the procedure can be found in the Use of Council Logos and Branding Policy (DM: 13471751).

3 References

<table>
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</table>
10.1 COUNCIL WINS TWO AWARDS FOR CUSTOMER EXCELLENCE

REPORT OF: Customer Experience & Community Engagement Manager

REPORT OVERVIEW

PURPOSE OF REPORT

The purpose of this report is to advice of the recent awards Council received for customer excellence.

Criteria: Public Record

CORPORATE PLAN PRIORITY

Next Generation Governance

REPORT DETAILS

DISCUSSION

Logan City Council has been announced as the winner of two prestigious awards at the recent Customer Contact Week conference and awards event on the Gold Coast.

Logan was the only local government to be named as a finalist across the 6 award categories. Other finalists included ANZ, Volkswagen, MLC Wealth (Management), Woolworths, Cathy Life (Insurance), Energy Queensland, Stellar Contact Centres and The Coffee Club.

Logan City Council won the award of 'Contact Centre Leader of the Year’. Kylie Green, Council's Corporate Customer Experience Coordinator received this significant honour. Kylie has been instrumental in her efforts to drive and support a strong customer-focused culture across the organisation.

Council also won the 'Best in Customer Experience Transformation' award. This is great recognition for the ongoing commitment Council has made to provide a high level of quality service to our community. It also captures the more recent focus on digital customer service improvement, including Council’s new corporate website. This includes the gold standard certification in plain English content from the Plain Language Pro Program. Logan City Council is the first local government in Australia to receive this level of accreditation.

Council will shortly release its (draft) Customer Experience Strategy 2020 to 2024 for community consultation.
Congratulations to our Excellence Awards Winners!!

CATHAY LIFE
BEST IN CONTACT CENTRE > 100 SEATS

LOGAN CITY COUNCIL
BEST IN CX TRANSFORMATION

ANZ
BEST CONTACT CENTRE CULTURE

VOLKSWAGEN
BEST IN CLASS CONTACT CENTRE > 100 SEATS

MLC WEALTH
BEST TRAINING & DEVELOPMENT PROGRAM

KYLIE GREEN
CONTACT CENTRE LEADER OF THE YEAR

For information.