

|   |  |                       |               |
|---|--|-----------------------|---------------|
|  | <h1>Local Business Development Policy</h1> | <b>Version No</b>     | 3.3           |
|   |  | <b>Issued</b>         | 17 April 2007 |
|   |  | <b>Current Review</b> | March 2021    |
|   |  | <b>Next Review</b>    | March 2024    |

|                                       |  |
|---------------------------------------|--|
| Name of Council                       | Wudinna District Council   |
| File reference                        | 9.63   |
| Responsibility:                       | Economic and Community Development   |
| Policy Level                          | Discretionary  |
| Minutes reference:                    | 20 April 2021 – 10.5.1   |
| Next review date:                     | Council will endeavour to review this Policy every 4 years, including within 6 months following a general Council election   |
| Applicable Legislation:               | Local Government Act 1999<br>Aged Care Act 1997 (Commonwealth)<br>Community Titles Act 1996<br>Planning Development and Infrastructure Act 2016  |
| Related Plans, Policies & Procedures: | Wudinna District Council Corporate Plan 2018 – 2022<br>Wudinna District Council Corporate Action Plan 2018-2022<br>Services Standards Policy<br>Social Media Policy<br>Public Consultation Policy<br>Complaints Policy & Procedure<br>Mobile Vendor Policy<br>Procurement & Disposal Policy<br>Outdoor Dining Policy<br>Committees of Subsidiaries Policy<br>Wudinna District Council By-law No. 2 – Moveable Signs (2016) |
|                                       |  |

## INDEX

| Clause     | Title                                       | Page |
|------------|---|------|
| 1          | Purpose                                     | 1    |
| 2          | Scope                                       | 2    |
| 3          | Policy Statement                            | 2    |
| 4          | Availability of Policy                      | 5    |
| Appendix 1 | Discretionary Rates Rebate Application Form | 7    |

### 1. PURPOSE

Wudinna District Council is proactive in supporting economic and business activity as a key contributor to growing and developing a vibrant community in which there is quality infrastructure, services and spaces.

The initiatives outlined in this Policy form the basis of Councils priorities in stimulating economic activity and working with business until the next review.

Council involvement in economic development is underpinned by the South Australian Local Government Act 1999 and the Wudinna District Council Corporate Action Plan 2018 – 2022.

This Policy sets out Council's commitment to servicing and growing local business, including the provision of incentives for business development in the area. Council will ensure that performance against this Policy is monitored on a regular basis.

|   |  |                       |               |
|---|--|-----------------------|---------------|
|  | <h2>Local Business Development Policy</h2> | <b>Version No</b>     | 3.3           |
|   |  | <b>Issued</b>         | 17 April 2007 |
|   |  | <b>Current Review</b> | March 2021    |
|   |  | <b>Next Review</b>    | March 2024    |

## 2. SCOPE

This policy applies to;

- 2.1 Existing businesses, community groups and organisations operating within the Wudinna District Council Local Government Area.
- 2.2 Potential business operators, investors residents or groups planning to establish a business within the Wudinna District Council Local Government Area.

## 3. POLICY STATEMENT

A function of the South Australia Local Government Act 1999 is “to promote its area and to provide an attractive climate and locations for the development of business, commerce, industry and tourism”.

Wudinna District Council Corporate Plan 2018 – 2022 sets out Councils strategic priorities in developing the local economy and working with business.

*Goal 9: Economic Affairs – An environment that fosters and supports business and commercial opportunities and activities.*

Agriculture, tourism and the associated service sectors are of high importance to our regional economy. The future success of the region in economic terms will continue to depend on the ability to maintain existing business, whilst seeking to diversify our economic base through value adding.

The following outcome and strategies have been developed to achieve this goal.

### **Outcome 9.1. Sustainable business and tourism**

- Strategy 9.1.1 Policies and plans that actively support the development and attraction of business and tourism to the area.
- Strategy 9.1.2 Establishment of the Wudinna Council area as a focus for excellence in agriculture, local tourism and mining.
- Strategy 9.1.3 The development of the local tourism industry to its fullest potential.
- Strategy 9.1.4 Minimise “Dollar Leakage” from the district.
- Strategy 9.1.5 Maximise external investment in the region.
- Strategy 9.1.6 Build “Community Capacity” (i.e. the community’s ability to lead, resource, manage and achieve local community and economic development).
- Strategy 9.1.7 Apply principles of a “triple bottom line” (Environmental, Social and Economic Sustainability) to all development and community activity.
- Strategy 9.1.8 Investigate ability and identify prospective locations for utilisation of Native Vegetation clearance financial offsets within the Council area

To deliver against these strategies, a number of resources are in place.

### **3.1 Business Support Resources**

#### **Staff**

Council employs an Economic and Community Development Manager to work with the community to progress its business and economic development strategy as outlined in the 2018 – 2022 Wudinna District Council Corporate Action Plan.

|   |  |                       |               |
|---|--|-----------------------|---------------|
|  | <h2>Local Business Development Policy</h2> | <b>Version No</b>     | 3.3           |
|   |  | <b>Issued</b>         | 17 April 2007 |
|   |  | <b>Current Review</b> | March 2021    |
|   |  | <b>Next Review</b>    | March 2024    |

The Economic and Community Development Manager is available:

- 3.1.1 To work with and provide administrative support to the operations of Wudinna and District Business and Tourism Committee, to progress an agenda of brand development, marketing, event development business excellence, leadership and input into relevant community projects;
- 3.1.2 To assist groups and organisations in the development of grant proposals to State and Federal Government agencies and other external organisations; and
- 3.1.3 To work on specific projects in collaboration with groups in the community with an economic development agenda as agreed by Council such as the Wudinna and District Visitor Information Centre and Minnipa Progress Association.

### Advertising Opportunities for Local Businesses

Panelled Signage (Wudinna Western Town Entrance): Local businesses can advertise on panelled signage located at Wudinna's western town entrance for a nominal annual fee. Annual fees are payable at the commencement of the financial year.

Advertising Bays (Kyancutta and Minnipa): Council will consider written applications from local businesses to locate signs within the advertising bays at Kyancutta and Minnipa. The top of any such signs are to align with the level as established by Council. Overall area of the sign face is to not exceed 2 metres square.

Interested businesses can make application for available advertising spaces by writing to Council at PO Box 6, Wudinna, 5652, or emailing [admin@wudinna.sa.gov.au](mailto:admin@wudinna.sa.gov.au).

Moveable signs may be erected in accordance with Council's By-Law No. 2 (Moveable Signs 2016).

### Township Amenity, Wudinna (Council Motion Feb 2006)

Council will consider assistance to business houses within Wudinna for improvements to footpath areas adjacent their premises. A written project description needs to be lodged with Council for assessment, where appropriate.

### Rates & Fees Holiday (Council Motion Dec 2007)

Council has adopted a holiday on general rates (including separate rates but not services charges), development fees and waste control system fees, for a period of 3 years as a proactive move to enhance services available to the community and to expand the range and/or number of businesses operating in the district.

Proposed business owners can apply to Council for a 'Rates and Fees holiday' before the business becomes eligible for payment of rates or fees using Councils 'Discretionary Rates Rebate Application Form' (see Attachment 1).

This form must be lodged before the 15 June to be eligible for the ensuing financial year.

The rates holiday may be granted by Council, subject to the following conditions:

1. The land on which the business is to be located has to be owned or co-owned by at least one of the business owner/s;
2. The title on which the business is to be located must not be shared with an existing business and the business must not be carried out from a dwelling;
3. The business must not be purchased as a going concern or within 6 months of closure of an identical business;
4. At the time of the application, the business owner/s must not already operate an established business of the same or a similar type in the district, either jointly or individually;
5. The application is not made as a result of the expansion or relocation of an existing business;
6. The holiday cannot be applied retrospectively;
7. The Rates and Fees Holiday will discontinue if the business ceases to operate.

|   |  |                       |               |
|---|--|-----------------------|---------------|
|  | <h2>Local Business Development Policy</h2> | <b>Version No</b>     | 3.3           |
|   |  | <b>Issued</b>         | 17 April 2007 |
|   |  | <b>Current Review</b> | March 2021    |
|   |  | <b>Next Review</b>    | March 2024    |

In the interest of promoting economic growth, and notwithstanding the above conditions, Council may grant a rates and fees holiday at its discretion, based on the merits of an individual case.

### 3.2 Policy Guidelines

The following policies are in place to assist Council to work with local business.

- 3.2.1 Moveable Signs By-Law #2
- 3.2.2 Mobile Vendor Policy
- 3.2.3 Outdoor Dining Policy
- 3.2.4 Procurement & Disposal Policy
- 3.2.5 WHS Contractor Management Policy

Copies of these and other Council policies can be found on Council's website [www.wudinna.sa.gov.au](http://www.wudinna.sa.gov.au)

### 3.3 Business Consultation and Feedback Mechanisms

Engagement and consultation with the business community and response to complaints will be provided in accordance with Councils Public Consultation Policy and Complaints Policy and Procedure.

#### Consultation

In line with its Consultation Strategy, Council will consult with the community when major procedural or project decisions are to be made that have a significantly impact. Consultation shall include a mix of

1. Direct Email;
2. Posting on Council website and Facebook page or through other approved Social Media platforms;
3. Mail out to key organisations and individuals;
4. Public notice advice in the Granite and/or Regional Newspapers
5. Notices on community noticeboards; and
6. Documents available for inspection at Wudinna District Council Chambers and Minnipa General Store.

Council will also use the Wudinna District Business and Tourism Association, Minnipa Progress Association and any other relevant community groups to disperse business information.

#### Feedback

Council will monitor business feedback via the following methods:

1. Written submissions received as a response to a request for comment
2. Unsolicited written submissions received
3. Level of seriousness / Number of Service Requests received
4. Periodic Household Surveys to Ratepayers
5. Periodic Public Meetings on important / topical issues
6. The Granite
7. Word of Mouth
8. Council's Website [www.wudinna.sa.gov.au](http://www.wudinna.sa.gov.au)
9. Council's Social Media pages

#### General Business Service Request

A person can make a service request about business operations in a number of ways:

1. Complete the 'Online Service Request' form on Council's website
2. Telephone: (08) 8680 2002
3. Fax: (08) 8680 2296
4. Email: [admin@wudinna.sa.gov.au](mailto:admin@wudinna.sa.gov.au)
5. Letter: PO Box 6 Wudinna SA 5652
6. Visit Council's Office at 11 Burton Terrace Wudinna SA 5652.

|   |  |                       |               |
|---|--|-----------------------|---------------|
|  | <h2>Local Business Development Policy</h2> | <b>Version No</b>     | 3.3           |
|   |  | <b>Issued</b>         | 17 April 2007 |
|   |  | <b>Current Review</b> | March 2021    |
|   |  | <b>Next Review</b>    | March 2024    |

All service requests will be recorded in Council's records management system in such a way that the information can also be analysed for service improvement opportunities.

Service Requesters will be advised of the likely timeframe required to investigate and resolve a complaint and regularly updated as to progress where requested.

Employees will be trained to manage complaints efficiently and effectively, and provided with a level of delegated authority appropriate for the nature of service requests they are expected to resolve

### Competitive Neutrality Complaint Handling

1. An internal standing committee (Competitive Neutrality Complaints Committee), has been established by Council to respond to any complaints about members of the business community being put at a disadvantage as a result of Council activity;
2. The Committee comprises of two Elected Members, Chief Executive Officer, Manager Environmental Services. The membership of such committee may be reviewed at any time but within six months of a general election or upon the resignation of an Elected Member of the committee. Where an appointed staff member is unable to be independent in any particular case the Chairman may appoint another as appropriate;
3. Complaints must be received in writing from the complainant detailing the nature of the complaint and how they believe activity by Council is disadvantaging the complainant;
4. The Chief Executive Officer in liaison with the Chairman will make an interim determination as to whether the complaint will be investigated internally or by appointing a person from the independent panel established by the Local Government Association.

If the matter is to be determined internally the complaint is to be dealt with following the procedure.

1. Within five (5) working days from receipt, the complaint must be referred to the internal standing committee which must convene and determine a position on the matter;
2. The complaint will be recorded in the Service Request Register;
3. The complaint will be formally acknowledged in writing;
4. The complainant will be advised who will be dealing with the complaint;
5. The complainant will be provided with a copy of the Local Business Development Policy;
6. The complainant will be provided with a copy of the Complaints Policy and Procedure;
7. The complaint will be investigated within 21 working days from receipt;
8. The complainant will be advised of the result of the investigation and any corrective action taken within 5 days of the conclusion of the investigation; and
9. The outcome will be recorded in the ServiceRequest Register.

Where a complainant is not satisfied with the advice received, the complaint is to be referred to the Competitive Neutrality Panel established by the LGA. The process for handling the review will mirror the original handling of the complaint.

Where the complaint has been addressed through the LGA independent panel process and the complainant is not satisfied with the result, the complaint will be referred to the Australian Competition and Consumer Commission (ACCC) for further consideration.

#### 4. AVAILABILITY OF POLICY

This Policy will be available for inspection at Council's principal office during ordinary business hours and on the Council's website [www.wudinna.sa.gov.au](http://www.wudinna.sa.gov.au). Copies will also be provided to interested members of the community upon request and upon payment of a fee in accordance with Council's Schedule of Fees and Charges.

**DISCRETIONARY RATES REBATE APPLICATION**

*This is a PRINT ONLY form that can be completed online prior to signature. Lodgement details are outlined below.*

**1. Details of Applicant**

Organisation Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**2. Details of Contact Person:**

Given Names \_\_\_\_\_ Surname: \_\_\_\_\_

Postal Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

**3. Details of Land** *(For multiple properties, please attach a separate listing.)*

Assessment Number: \_\_\_\_\_ Certificate of Title Reference: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Owner/s of Land (if not you): \_\_\_\_\_

**4. Categories of Rebate**

**Discretionary Rebate** *(Section 166 of the Local Government Act 1999)*

*The Council may in its discretion grant a rebate of rates or service charges in any of the following cases.*

**Please indicate which of the following is applicable to your application:**

*(No. 2 if applying for a "Rates & Fees Holiday" according to Councils Local Business Development Policy)*

- 1 the rebate is desirable for the purpose of securing the proper development of the area (or part of the area);
- 2 the rebate is desirable for the purpose of assisting or supporting a business in its area;
- 3 the rebate will be conducive to the preservation of buildings or places of historical significance;
- 4 the land is being used for educational purposes;
- 5 the land is being used for agricultural, horticultural or floricultural exhibitions;
- 6 the land is being used for a hospital or health centre;
- 7 the land is being used to provide facilities or services for children or young persons;
- 8 the land is being used to provide accommodation for the aged or disabled;
- 9 the land is being used for a residential aged care facility that is approved for Commonwealth funding under the Aged Care Act 1997 (Commonwealth) or a day therapy centre;
- 10 the land is being used by an organisation which provides a benefit or service to the local community;
- 11 the rebate relates to common property or land vested in a community corporation under the Community Titles Act 1996 over which the public has a free and unrestricted right of access and enjoyment;
- 12 the rebate is appropriate to provide relief against what would otherwise amount to a substantial change in rates payable by a rate payer due to a change in the basis of valuation used for the purpose of rating, rapid changes in valuations, or anomalies in valuations.

**5. Amount of Rebate Requested**

50%                                  75%                                  100%

**6. Are you applying for a Rates & Fees Holiday under Councils Local Business Development Policy?**

Yes                                  No

*If yes, this application form will be used to assess your business for the purpose of providing a "fee holiday" on development and waste control system fees as well as general rates (refer Councils Local Business Development Policy).*

---

**7. Please specify why you (or your organisation) need financial assistance through a rebate:**  
(If applying for a rates and fees holiday under Councils Local Business Development Policy, please advise the details of the proposed business and the estimated opening date.)

---

**8. Additional Information Required**

The Council requires you to attach the following additional information to this Application:

- Evidence that the land is being used for the purpose for which the rebate is being sought;
- Information as to whether, and if so to what extent, you (or your organisation) will be providing a service within the Council area;
- Whether you have made, or intend to make, application to another Council;
- The extent of financial assistance (if any) being provided by Commonwealth or State agencies;
- Whether you are in receipt of a community grant;
- Evidence of the status of your organisation as a not for profit or charitable tax exempt organisation;
- Any other information that you believe is relevant in support of this Application.

---

**9. Application Forms**

Application forms and all additional information must be submitted to the Council on or before 15 June for the rebate to apply for the following financial year.

A failure to submit application forms by the due date or to provide the additional information required by the Council to assess the application may result in the Council refusing to consider the application.

---

**10. Important Information**

**It is an offence for a person or body to make a false or misleading statement or representation in an application or to provide false or misleading information or evidence in support of an application made (or purporting to be made) under the Act. The maximum penalty for this offence is \$5,000.**

The Council may grant a rebate on rates or charges on such conditions as the Council thinks fit.

**If a person or body has the benefit of a rebate of rates and the grounds on which the rebate has been granted cease to exist, the person or body must immediately inform the Council of that fact and (whether or not the Council is so informed) the entitlement to a rebate ceases. If a person or body fails to notify the Council that a person or body is guilty of an offence and liable to a maximum penalty of \$5,000.**

**The Council may, for proper cause, determine that an entitlement to a rebate of rates under the Act no longer applies.**

Where an entitlement to a rebate of rates ceases or no longer applies during the course of a financial year, the Council is entitled to recover rates, or rates at the increased level (as the case may be), proportionate to the remaining part of the financial year.

---

**11. Declaration**

I declare that the information I have provided on and attached to this application form is true.

**Print Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Position/Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please PRINT this form and lodge before the 15 June**

In person: 11 Burton Terrace, Wudinna

By Mail: PO Box 6, WUDINNA SA 5652

By Fax: 08 8680 2296

**Attachment 2**