



GOVERNANCE POLICY
Community EFTPOS Facility

Policy Number	G1.44
Version Number	3
Issued	July 2017
Last Review	October 2023
Next Review	November 2027
GDS	9.63.1.1

Community EFTPOS Facility

1 PURPOSE

- 1.1 The Community EFTPOS Facility Policy (the Policy) provides a framework for use and availability of The Flinders Ranges Council's (the Council) Community EFTPOS Facility to community and sporting groups and other event organisers for community and other special events.

2 DEFINITIONS

- 2.1 Community and Sporting Groups – Not for Profit Organisations which operate to provide a service to community of the Council.
2.2 Community Event – Event which operates within the community.
2.3 EFTPOS Facility – Electronic Funds Transfer at Point-of-Sale Facility
2.4 Special Event – other special event held within the Council area.

3 SCOPE

- 3.1 The Policy relates to matters in respect of hiring of the Community EFTPOS facility to various community and sporting groups and other event organisers.

4 LEGISLATIVE AND CORPORATE REQUIREMENTS


- 4.1 All relevant Federal and State Government Legislation must be adhered to including *Privacy Act 1988 (Cth)*, *Banking Act 1959 (Cth)* and *Competition and Consumer Act 2010 (Cth)*.
4.2 The Community EFTPOS Facility Policy is to be read and implemented in conjunction with Council's other relevant policies, strategies and documents, including:
4.2.1 Customer Service Goals Policy;
4.2.2 Special Event Permit Conditions.

5 POLICY STATEMENT

- 5.1 Council acknowledges that appropriately managed and operated community events contribute to vibrant and active towns, and the importance of addressing the ability to have electronic financial facilities available at community events.
5.2 In supporting the usage of the Community EFTPOS Facility, Council will use the Policy to guide the hiring of the said facility. The Policy will provide direction to encourage the adoption of appropriate hiring conditions and practices to limit potential negative impacts.
5.3 The Policy includes a range of desired conditions Council will seek to have included on the hire agreement.

6 APPLICATION OF POLICY

- 6.1 The processes and guidelines of the Policy will be applied in response to Council receiving a request for hire of the Community EFTPOS Facility for an approved community or special event, or upon receipt of a complaint concerning the hiring

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of the Community EFTPOS Facility.

6.2 This policy is to be applied in conjunction with the attached forms and Administration Procedure.

7 CONSIDERATION OF APPLICATIONS

7.1 Criteria to be considered when assessing an application:

- The applicant must be a resident of the Council area or acts on behalf of a community or sporting group of the Council area;
- The applicant has been informed of, and accepted in writing, the charges and any additional transfer fees associated with the use of the Community EFTPOS Facility;
- The applicant is responsible for the machine until it is returned to Council and acknowledges the replacement fee if lost or damaged;
- The applicant has completed a special event permit where appropriate; and
- The applicant has completed and signed a Community EFTPOS Facility hire agreement.

7.2 In the event that a complaint against the decision on the proposed hire of the Community EFTPOS Facility is received from a community member or community or sporting group, the hire application will be reviewed by Council's Chief Executive Officer (CEO) in accordance with this policy.

7.3 If the complainant or community or sporting group is not satisfied with the CEO's review decision, the matter can be referred to Council who will determine whether or not to hire the Community EFTPOS Facility in accordance with this Policy.

7.4 Any review procedure will have due regard to the history of the hirer, the likely external impacts of the proposal, and any comments received during the complaint handling.

8 COMPLAINT HANDLING

8.1 Any complaints regarding the application of this policy will be considered in the first instance by Council's Director, Finance and Administration.

9 RESPONSIBILITIES

9.1 The Director, Finance and Administration will be responsible for this policy.


10 AVAILABILITY OF POLICY

This Policy will be available for inspection at the Council Offices during ordinary business hours at no charge and a copy may be purchased for a fee as set annually by the Council.

Copies of this policy will also be available from the Council's website www.frc.sa.gov.au

11 REVIEW

11.1 To be reviewed within 12 months after a General Election, in line with legislation and any legislative changes or by resolution of Council.

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Adopted by Council 17 October 2017
Resolution 191/2017

Review Date	Version Number	Change	Resolution
15 August 2017	Draft 1	Released for Public Consultation	149/2017
17 October 2017	v1	Adopted by Council	191/2017
19 October 2021	2	Formatting, addition of "other special events", update of positions and change of order of wording	246/2021
17 October 2023	3	Reference to Bendigo Bank removed	283/2023