

30 March 2020

At the conclusion of the Environment Committee



Cultural and Community Committee

Agenda

1. **Disclosures of Interest**

Cultural and Creative Sub-Committee

2. **Memorandum of Understanding - ANZAC Day 2020-2022**
3. **Public Exhibition - Draft Archives Collection Management Policy**

Healthy Communities Sub-Committee

4. **Public Exhibition - Draft Mobile Voluntary Services Policy and Guidelines**

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As part of our democratic process, the City invites members of the community to speak directly to Councillors during Committee meetings about items on the agenda.

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To enable the Committee to hear a wide range of views and concerns within the limited time available, we encourage people interested in speaking at Committee to:

1. Register to speak by calling Secretariat on 9265 9310 or emailing secretariat@cityofsydney.nsw.gov.au before 12.00 noon on the day of the meeting.
2. Check the recommendation in the Committee report before speaking, as it may address your concerns so that you just need to indicate your support for the recommendation.
3. Note that there is a three minute time limit for each speaker (with a warning bell at two minutes) and prepare your presentation to cover your major points within that time.
4. Avoid repeating what previous speakers have said and focus on issues and information that the Committee may not already know.
5. If there is a large number of people interested in the same item as you, try to nominate three representatives to speak on your behalf and to indicate how many people they are representing.

Committee meetings can continue until very late, particularly when there is a long agenda and a large number of speakers. This impacts on speakers who have to wait until very late, as well as City staff and Councillors who are required to remain focused and alert until very late. At the start of each Committee meeting, the Committee Chair may reorder agenda items so that those items with speakers can be dealt with first.

Committee reports are available at www.cityofsydney.nsw.gov.au with printed copies available at Sydney Town Hall immediately prior to the meeting. City staff are also available prior to the meeting to assist.

Item 1.

Disclosures of Interest

Pursuant to the provisions of the City of Sydney Code of Meeting Practice and the City of Sydney Code of Conduct, Councillors are required to disclose pecuniary interests in any matter on the agenda for this meeting.

Councillors are also required to disclose any non-pecuniary interests in any matter on the agenda for this meeting.

This will include receipt of reportable political donations over the previous four years.

In both cases, the nature of the interest must be disclosed.

Written disclosures of interest received by the Chief Executive Officer in relation to items for consideration at this meeting will be laid on the table.

Item 2.

Memorandum of Understanding - ANZAC Day 2020-2022

File No: X012633

Summary

A Memorandum of Understanding (MOU) between the City of Sydney (City), The Returned and Services League of Australia (NSW Branch) (RSL NSW), the Dawn Service Trust Inc. (the Trust) and the State of New South Wales (the State) proposes to provide a commitment between the State and the City, RSL NSW and the Trust to cooperate in the organisation and staging of ANZAC Day services (ANZAC Day Dawn Service, the ANZAC Day March, the Commemoration Service and the Sunset Service) from 2020 through to 2022.

These arrangements enable the City to work collaboratively with the State, RSL NSW and the Trust to deliver the annual events, which are acknowledged by all parties as significant events as part of the veteran landscape and an appropriate way to commemorate and acknowledge ANZAC Day in Sydney.

The scope of the agreement includes the principles, roles and responsibilities that each of the four agencies (the City, NSW Department of Premier and Cabinet (DPC), the Trust, and RSL NSW) will cooperate under regarding the organisation and facilitation of the annual ANZAC Day events.

Implementing the Memorandum of Understanding has the potential to:

- clearly define the responsibilities of the City and associated agencies in regard to support, coordination and facilitation of ANZAC Day events, including associated costs;
- maintain the ongoing cooperative relationship with the associated agencies and other parties in regard to the organisation and facilitation of ANZAC Day events; and
- highlight the significance of, and demonstrate the City's commitment to the ongoing facilitation of ANZAC Day events in Sydney now and in to the future.

Due to the current COVID-19 situation, on 16 March 2020; RSL NSW decided to cancel all public ANZAC Day commemoration services across the state. However, the Memorandum of Understanding is still necessary in order to effectively facilitate future ANZAC Day events.

Recommendation

It is resolved that:

- (A) Council approve the terms of the Memorandum of Understanding as shown at Attachment A to the subject report;
- (B) authority be delegated to the Chief Executive Officer to finalise and enter into the Memorandum of Understanding with The Returned and Services League of Australia (NSW Branch), the Dawn Service Trust Inc. and the State of New South Wales as shown at Attachment A to the subject report;
- (C) Council note the funding implications for the implementation of ANZAC Day services as detailed in the subject report.

Attachments

Attachment A. Draft Memorandum of Understanding

Background

1. The City is involved in ANZAC Day Events and Ceremonies both in a participative role and that of coordination and facilitation. This has been undertaken in conjunction with the Department of Premier and Cabinet, Dawn Services Trust (the Trust) and RSL NSW who are the primary agencies involved in a range of events that take place annually on 25 April.
2. The City has previously provided support towards the facilitation of ANZAC Day ceremonies and events in the form of pre and post-event cleaning, lighting coordination, removal of infrastructure and equipment, access to power, provision of banners, access to the venue sites, and cash grants to assist with the cost of event facilitation.
3. The development of a Memorandum of Understanding between all agencies has been undertaken in order to clearly define the roles and responsibilities of each party in relation to the coordination and facilitation of the event and financial commitments specifically in relation to Hostile Vehicle Mitigation (HVM).
4. Roles and responsibilities of key stakeholders have been defined and outline the support and coordination required from the City and other stakeholders.
5. The Memorandum of Understanding will cover the official NSW ANZAC Day Dawn Service, Martin Place; ANZAC Day March, Sydney CBD; the Commemoration Service at the ANZAC Memorial, Hyde Park South and the Sunset Service, Martin Place Cenotaph.

Key Implications

Strategic Alignment - Sustainable Sydney 2030 Vision

6. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. This report is aligned with the following strategic directions and objectives:
 - (a) Direction 7 - A Cultural and Creative City - the Memorandum of Understanding demonstrates the City's recognition of the significance and ongoing commitment to the facilitation and support of ANZAC Day Events.
 - (b) Direction 10 - Implementation through Effective Governance and Partnerships - The implementation of the Memorandum of Understanding cements the continued partnerships with the three other agencies and demonstrates good governance through the clear allocation of roles and responsibilities.

Organisational Impact

7. Given the City already participates in the coordination and facilitation of ANZAC Day activities including providing financial contributions and value-in-kind support, there are no new organisational impacts.

Risks

8. The Trust and RSL NSW have cited an inability to carry out the event without the City's support both in a practical sense and financially.
9. There is also a reputational risk that the City may be perceived as having a disregard for the significance of ANZAC Day were it not to be actively involved at a similar level to other agencies.

Social / Cultural / Community

10. ANZAC Day is a socially significant day in that it commemorates those service men and women who served in conflict on behalf of Australia. There is a community expectation that ANZAC Day traditions in the form of the dawn service and ANZAC Day parade be held annually as part of this commemoration and day of reflection.

Environmental

11. There are no relevant environmental impacts or outcomes which are affected as a result of agreeing to the Memorandum of Understanding

Economic

12. Whilst the significance of ANZAC Day is commemoration, the day and associated events do attract a high level of foot traffic in to the City which has a natural flow on effect for local businesses.

Budget Implications

13. Under the terms of the Memorandum of Understanding, the City agrees to contribute one third of the budget, up to a maximum of \$60,000 (including GST) annually towards the Hostile Vehicle Mitigation of ANZAC Day for the 2020, 2021 and 2022 events.
14. A further \$10,000 (excluding GST) annually to the Dawn Services Trust to assist in the implementation and delivery of the events and 150 veteran's themed banners for up to two weeks (pending availability) to the value of approximately \$30,000 Value in Kind.
15. These amounts had previously been budgeted and provided through a grant from the City. Given the nature of this agreement, sufficient funding has now been included in the 2019/20 operating budget and future year forward estimates.

Relevant Legislation

16. Local Government Act 1993.
17. Anzac Memorial (Building) Act 1923.
18. RSL NSW Act 2018.

Critical Dates / Time Frames

19. The critical relevant dates are 25 April 2020 or prior in preparation for the coordination of this year's ANZAC Day events.

Public Consultation

20. Consultation has been undertaken with the external agencies involved in order to develop the Memorandum of Understanding and the Roles and Responsibilities of Key Stakeholders.

DAVID RIORDAN

Director, City Services

Peter Rugg, Manager Venue Management

Attachment A

Draft Memorandum of Understanding

of the Anzac Day Dawn Service. The State manages event logistics, security, infrastructure and operations.

- B. RSL NSW organises and stages the Anzac Day March in Sydney, the Commemoration Service at the Anzac Memorial in Hyde Park South and the Sunset Service at the Martin Place Cenotaph with the assistance of the State and the City as set out in Attachment A to this MOU. RSL NSW retains creative and artistic control of, and manages, these events.
- C. All parties acknowledge the significance of the Event for the community of NSW, and the importance of appropriately commemorating and acknowledging Anzac Day in Sydney.
- D. All parties acknowledge the Event's importance in achieving economic, strategic marketing and community impact for Sydney and New South Wales.
- E. All parties acknowledge the contribution of, and agree to work cooperatively with, other agencies in relation to the Event, including NSW Police Force, Transport for NSW, NSW Health and NSW Ambulance.
- F. Attachment A outlines the roles and responsibilities of the parties, along with those of other stakeholders.

TERMS OF MOU:

1. Commitment to Comply with MOU

- 1.1 The parties agree that this MOU is a firm commitment between the State, the City, RSL NSW and the DST to cooperate in the organisation and staging of the Event. In addition, the State commits to facilitating the cooperation and support of all Agencies in the organisation and staging of the Event. While this MOU is not a legally binding contract and nothing contained within it creates any legally binding obligations, the parties will comply with this MOU's terms, in their true spirit and intent, for the Term.

2. Term of MOU

- 2.1 This MOU will commence on the date it is signed by the last of all parties and will continue until 30 June 2022 (**Term**), unless extended by written agreement of the parties.
- 2.2 The parties will, during the Term, review the operation and effectiveness of the MOU each year by way of a meeting between the parties of the MOU. The review will include, but is not limited to:
 - (a) The structure, operation and composition of the operational planning forums for the Event;
 - (b) The scope and effectiveness of the public communications campaign; and

- (c) The scale of the Event and the costs associated with its production by all parties and the Agencies.

3. General Principles

- 3.1 The parties will cooperate with each other to support the staging of the Event, and the State will facilitate the cooperation and support of agencies.
- 3.2 The DST and RSL NSW will use their best endeavours to progressively provide the State, the City, and relevant agencies, in a timely manner, with the content of the Event, so that they may plan their operations and activities accordingly.
- 3.3 All parties will use reasonable endeavours to make the Event accessible to people with a disability, and to communicate the Event accessibility arrangements in relevant communication mediums.
- 3.4 All parties will use their best endeavours to minimise the impact of the Event on the costs and operations (whether commercial or otherwise) of the City, the State, and relevant agencies.
- 3.5 The State acknowledges its continuing overall responsibility to provide information, support, coordination and planning for transport services, emergency and health services, policing and public safety, in relation to the Event.
- 3.6 The DST and RSL acknowledge their responsibility to provide information and cooperation to agencies that provide transport, emergency, health and policing services to the Event.
- 3.7 The DST and RSL NSW will produce relevant Event documentation which can be provided on request to the State and the City. The DST and RSL NSW will provide the State and the City with a post-event report through a presentation at annual debrief and will use reasonable endeavours to ensure information specifically requested by the State and the City is included in the report. All documentation and reports provided under clause 3.8 constitutes confidential information under this MOU.
- 3.8 All parties acknowledge the importance of collecting data related to the Event, in order to ensure the ongoing success of the Event. The parties agree to use reasonable endeavours to collect and share data about the Event and Event attendees.
- 3.9 The State classifies the Event as Commemorative and provides the DST and RSL NSW with a full exemption from the charges of NSW Police Force, the Roads and Maritime Services (traffic services only) and NSW Ambulance for the Event.
- 3.10 The State and the City agree that the contents of this MOU may only be amended, altered or modified by written agreement signed by all parties.
- 3.11 The parties will:

- (a) Unless specifically stated in Attachment 1, bear their own costs in performing their responsibilities in relation to the Event;
- (b) Subject to clause 1.3 of Attachment 1, coordinate in relation to risk mitigation and insurance requirements in relation to the Event; and
- (c) Each obtain insurance policies appropriate to the performance of their responsibilities in staging the Event.

4. Coordination Arrangements

- 4.1 For matters of significance related to the Event, the Department of Premier and Cabinet and Office for Veterans Affairs will represent the State and the agencies at Dawn Service Trust meetings and meetings with the City.
- 4.2 The Department of Premier and Cabinet will convene the Government Coordination Centre for the event.

5. Event Media and Public Communication

- 5.1 RSL NSW will lead the Event Media and Communications Strategy and manage the media presence at the Dawn Service, the March, the Commemoration Service and the Sunset Service.
- 5.2 The State will lead an integrated whole-of-government public communications framework directed to both attendees of, and residents and businesses impacted by, the Event and will work with all stakeholders to provide a consistent and agreed set of key messages. These messages will be discussed and promulgated at the relevant Event Communication Group Forums, which are held monthly and chaired by the State.
- 5.3 Where the DST and RSL NSW provide logo recognition for the State and the City, the State and the City must promptly advise of the correct logo to be used and approve the logo where it is to appear in Event collateral and on the Event website. Similarly, the State and the City are to be advised of correct logo use by the DST and RSL NSW with respect to their logos and logo recognition.

6. Confidentiality

- 6.1 Where a party to this MOU elects to provide confidential information to another party, the party receiving the information undertakes to treat all confidential information of the other party as confidential and not to disclose the confidential information to any person (except its employees, contractors, agents and professional advisers and then only to such extent as is necessary), unless required by law, without the prior written consent of the relevant party. Each party will use confidential information only for the purpose for which it is provided.

7. Other promotion of the Event

- 7.1 All parties agree that nothing in this MOU precludes the State and any agency from broadly promoting the Event for the benefit of Sydney and New South Wales

generally, provided such promotion is not inconsistent with this MOU or any Agency Agreement brought to the parties' attention by the State.

8. Reconstitution of agencies

8.1 A reference in this MOU to an agency which has ceased to exist or has been reconstituted, amalgamated or merged, or to functions of which have become exercisable by any other person or body in its place, will be taken to refer to the person or body established or constituted in its place by which its said functions have become exercisable.

SIGNED BY AMY PERSSON)
Executive Director, Partnerships and Engagement)
Department of Premier and Cabinet, for and on)
behalf of the Crown in right of the State of New)
South Wales, in the presence of:)

Witness Name..... Witness Signature.....

SIGNED BY MONICA BARONE)
Chief Executive Officer,)
for and on behalf of the Council of the City of)
Sydney, in the presence of:)

Witness Name..... Witness Signature.....

SIGNED BY JEFF O'BRIEN)
State Secretary,)
for and on behalf of the Returned and Services League)
of Australia New South Wales Branch,)
in the presence of:)

Witness Name..... Witness Signature.....

SIGNED BY RAY JAMES)
President,)
for and on behalf of the Dawn Service Trust Inc.)
in the presence of:)

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Item 3.

Public Exhibition - Draft Archives Collection Management Policy

File No: X002609.001

Summary

The City of Sydney manages a large and diverse archive of items including documents, maps and photographs. It also selectively acquires archives from other institutions and individuals when they have a relationship to the City's local government area.

This year, the City introduced a new archives management system, 'Archives and History Resources', to manage and provide public access to its collection of over 1 million items. The system is a significant improvement in the provision of public access. Users can find archives within the system and, if they are digitised, can download them without the need to submit a request to the City.

The greater visibility resulting from the release of this system means that, for the first time, the City needs to have a separate and robust collection management policy to explain its full range of archives policy positions.

The new policy:

- educates the community and staff about the purpose and value of the City Archives;
- informs them about what steps the City takes to identify, safeguard, and preserve archival resources;
- supports equitable access and the 'right to know' by defining why certain information is released to the public;
- provides the criteria and conditions for the acquisition of records from the community.

The principles in the policy are in line with the City's obligations to manage archives in accordance with the State Records Act 1998.

Recommendation

It is resolved that:

- (A) Council endorse the draft Archives Collection Management Policy, as shown at Attachment A to the subject report for public exhibition for a minimum of 14 days;
- (B) authority be delegated to the Chief Executive Officer to make minor editorial amendments prior to the exhibition of the draft Archives Collection Management Policy;
- (C) should no amendments be required following public exhibition, Council adopt the draft Archives and Collection Management Policy as shown at Attachment A to the subject report; and
- (D) authority be delegated to the Chief Executive Officer to make and approve minor housekeeping and editorial amendments to the adopted Archives and Collection Management Policy, as may be required from time to time.

Attachments

Attachment A. Draft Archives Collection Management Policy

Background

1. The City of Sydney manages its own archives and selectively acquires from other institutions and individuals when they have a relationship to the City's local government area. However, the City has never had a formal Archives Collection Management Policy.
2. Key archival principles and policies have until now been incorporated within the Records Management Policy. During the review of the Records Management Policy in 2018, it was determined that a separate publicly available policy was required.
3. The release of Archives and History Resources, the City's new archives management system, has led to greater public access to the City Archives. With increased opportunities for self-service, it is important to communicate a clear policy position particularly in relation to what records are released and why.
4. The draft Archives Collection Management Policy, in similar fashion to the Information Access Policy, is directed toward the community and, as such, needs to be endorsed by Council.
5. In particular, the Policy provides an open and transparent framework to:
 - (a) communicate the scope of the Collection and how permanent value is determined by the City;
 - (b) identify that records will be considered to be part of the City Archives Collection 10 years after the designated trigger date. Provisions in privacy legislation provide exemption for information in an archive. Provisions in copyright legislation enable more information in archives to be available for access and reproduction;
 - (c) specify the City's unique collecting parameters for archives acquired from the community. Communicating the criteria for collection enables the public to understand when the City will consider their donations or offers of purchase. Having documented and endorsed criteria also assists the City's archivists decide what to accept into the collection and communicate the reasons for these decisions. Collection policies are common in collecting archives and libraries for these reasons; and
 - (d) outline how access to the City's Archives will be provided.
6. The Policy will be supported by associated staff processes and procedures.

Key Implications

Strategic Alignment - Sustainable Sydney 2030 Vision

7. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. This policy is aligned with the following strategic directions and objectives:
 - (a) Direction 10: Implementation through Effective Governance and Partnerships - Objective 10.5.2 - Action 2 of the City's Delivery Program 2017- 2021 states: Public access to information - Provide clear, accurate and accessible information about our operations, policies, projects and programs to the community. The Policy sets out the principles by which the City intends to achieve this objective.
 - (b) Direction 7: A Cultural and Creative City. Provision of greater access to the City's archives enables users to see, appreciate and share the diversity of community traditions, lifestyles and heritage.

Risks

8. The adoption, publication and application of the policy will support transparency and consistency in the exercise of the City's archival and information access functions and will consequently reduce risks arising from the exercise of those functions. Access decisions expressed in this policy state what has been existing practice for many years.

Social / Cultural / Community

9. Members of the community will be clearly informed regarding the purpose of the City Archives, what is involved in managing the collection, its collecting parameters and the reasons behind what is released to the public.

Budget Implications

10. The implementation of this Policy will not require any additional resources.

Relevant Legislation

11. State Records Act 1998 (NSW).
12. Privacy and Personal Information Protection Act 1998 (NSW).
13. Government Information (Public Access) Act 2009 (NSW).
14. Local Government Act 1993 (NSW).
15. Copyright Act 1968 (Cth).

Public Consultation

16. Feedback will be sought from the community via public exhibition of the draft Archives Collection Management Policy.

SUSAN PETTIFER

Director, People, Performance and Technology

Janet Villata, City Archivist

Attachment A

<p>Draft Archives Collection Management Policy</p>

Archives Collection Management Policy

Purpose

The Archives Collection Management Policy details the City of Sydney's ("City") commitment to maintaining its archives. It provides a standard and accountable framework for the acquisition, arrangement and description, storage and management of archives in the City Archives ("Collection"), and its use by staff and the public.

Scope

This policy applies to:

- members of the public or organisations who offer archives to the City
- members of the public or staff using items from the Collection.

The City's Records Management Policy outlines the responsibilities of staff and contractors in creating records of the City's business, including those that will become part of the Collection.

Definitions and interpretation

Term	
Archive	means a record that has been identified as having permanent value for retention as part of the Collection.
City archive	means a City of Sydney business record which is not designated as a state archive , but has been determined by the City Archivist to be a record of permanent value.
City of Sydney business record	means a record, in any format, created, maintained or received by the City in the course of its business operations. A small percentage will be determined to have permanent value and will form the core of the Collection.
Community archive (or "acquired archive")	means a record that has not originated from the City's business. It has been acquired from a member of the public, a community group or an organisation operating within the City's local government area (or otherwise associated with the area) through purchase or donation and accepted into the Collection.

Term	
Deaccessioning	means the process by which items are permanently removed from the Collection.
Ephemera	means information originally designed to be useful for a short time e.g. pamphlets, posters, tickets, menus, postcards, badges, and stickers, a selection of which is retained as a community archive .
Record	<p>means:</p> <ul style="list-style-type: none"> (a) information created, received, and maintained as evidence and information by the City in pursuance of its legal obligations or in the transaction of business (as defined in AS ISO 15489-2002 Records Management Part 1: General) (b) any document or other source of information compiled, recorded or stored in written form or on film, or by electronic process, or in any other manner or by any other means (as defined in the State Records Act 1998 (NSW)) (c) metadata (being descriptive information that gives a record context and meaning). <p>A record includes, without limitation, City of Sydney business records.</p>
State archive	<p>means a record designated as a state archive, under a relevant retention and disposal authority issued by the State Archives and Records Authority of NSW, due to its state or national significance.</p> <p>The criteria for determining what should be State archives in retention and disposal authorities can be found in the State Archives and Records Authority of NSW's Building the Archives Policy.</p>
Sydney Reference Collection	means a collection of published material on the City's local government area and wider Sydney.
Trigger	means an event from which a date for transfer (or change in status) to archives is calculated. Examples include: the date a key decision was made in the business process or the last significant action taken on a record.

Policy statement

Commitment to keeping the Archives in the City's control and custody

The City affirms the role of archives as articulated in the preamble to the Constitution of the International Council on Archives, which states:

“Archives constitute the memory of nations and societies, shape their identity and are a cornerstone of the information society. By providing evidence of activities and decisions they provide continuity to organizations and justification of their rights, as well as those of individuals and states. By guaranteeing citizens' right of access to official information and to knowledge of their history, archives are fundamental to democracy, accountability and good governance.”

The City recognises its Collection is an important asset. It has made a long-standing commitment to keep and maintain the Collection under our control and custody and to continually grow the Collection.

As part of this commitment, the Archives team:

- manages the Collection according to industry standards
- aims for openness and transparency with due consideration to privacy and confidentiality when making archives in the Collection available to the public
- employs professionally qualified staff and experienced archivists
- maintains a volunteer workforce supervised by archivists to catalogue and transcribe archives and conduct research
- ensures [State archives](#) are managed in line with the State Records Act 1998 (NSW) (“State Records Act”).

Framework for managing the Collection

The City Archives Collection

The City keeps and maintains the Collection, which comprises items under three broad categories:

- City of Sydney business records
- Community archives
- Sydney Reference Collection.

A digital-first approach

Where items have been created digitally, but exist in both physical and digital form, the Archives will take custody of the digital formats. In exceptional cases, it will take custody of the archive in both formats. An example of such an exception is when the physical version has a structural or aesthetic element that is not present in the digital version (as is the case for some publications).

When records are considered to be in the Collection

All records created or maintained by the City that are identified as having permanent value are considered to be in the Collection on the date that is 10 years after a designated [trigger](#) for that series of records takes place. Some records of high community interest and low risk, or which is already in the public domain, may become part of the Collection and available to the public before they are 10 years old.

For records to become part of the Collection there does not always have to be a physical transfer. For example, digital records can remain in the system they were *created in, and have a change in status only*.

[Community archives](#) (archives not originating from the City), are considered to be in the Collection from the date the City receives them.

Once an item has been identified as being in the Collection:

- it is protected and cannot be added to, amended, or destroyed
- if physical, it must be viewed in the Archives Search Room and it cannot be taken outside the Archives Search Room by staff or researchers (except for copying or storage purposes or as part of a loan agreement)
- it can be copied under the exemption in Part 3, Division 5 of the *Copyright Act 1968* (Cth).

City of Sydney business records with permanent value

The City uses legally-binding disposal authorities issued by the State Archives and Records Authority of NSW to determine retention periods for [City of Sydney business records](#).

The main disposal authority the City uses is the *General Retention and Disposal Authority – Local Government Records* (being Part 2 of GA39).

City of Sydney business records that are of permanent value and are part of the Collection include:

- records designated as [state archives](#)
- records designated as [city archives](#)
- major publications produced by the City including those printed or released to the public digitally (e.g. via the City's websites).

Acquisition of community archives

Assessment of suitability

Items offered to the Archives are assessed against [criteria and conditions for suitability](#) to determine if they will be accepted into the Collection. The following factors are also considered in determining if the item is appropriate for the Collection or more suitable for collection by other institutions:

- provenance
- condition
- quality
- format
- nature or subject matter.

Transfer of ownership

The City's preferred approach for the acquisition of physical items into the Archives is by transfer of ownership.

On rare occasions, the Archives team may choose to copy some physical items and return the originals to the donor. This may occur where physical ownership cannot be transferred and the items provide exceptional historical value or insight for a subject not currently represented in the Collection.

Arrangements are to be detailed in a donor agreement between the City and the donor.

Purchase

On rare occasions where an item is of particularly high interest or value, the City Archivist may:

- authorise the purchase
- make recommendations to the Manager, Information Management or the Chief, Data and Information Management for the purchase of such item.

Actions taken in such transactions must be in line with the City Delegations Register. All acquisitions must be documented by way of a transfer agreement and follow the City's procurement practices and policies as well as the *Local Government Act 1993* (NSW).

What is collected from the public, community or other organisations

The criteria for acquiring physical and digital items for the Collection from the public, community or other organisations may include:

- items documenting and providing a unique insight into social, community, business, or personal activities that occur within the City's local government area
- items of significant historical, cultural, or public interest, with regard to any of the following criteria:
 - items resulting from activities within the City's local government area – primarily since the inception of City of Sydney Council and particularly if they record involvement with the City
 - items generally about the local government area but not directly involving the council
 - items referencing people of significance from the City's local government area
 - items of significance to the local area but which originate in neighbouring local government areas
 - items that enhance the scope and understanding of the Collection or have a significant relationship to other items in the Collection
- selected [ephemera](#) that provide an insight into the diverse and changing character of the City's local government area and the everyday concerns and conditions of the City's residents, businesses, and community groups.

Items collected may include documents, photographs, publications, and other material in physical or digital format.

What is not collected from public, community, or other organisations

The criteria for items (physical and digital) that are not considered for the Collection can include:

- items that are already represented in the Collection that are of a similar or better standard or quality
- copies of items where the donor is retaining the original – exceptions may be made by the City Archivist where an item of particular significance is not otherwise available
- items that already exist in other cultural collections or better meet their collecting scope of that collection
- artefacts or objects which may be more suitable for a museum collection
- published items such as newspapers, news clippings, or journals readily available elsewhere
- copies or collations of copies of items that exist in other collections

- items or collections that are available for purchase, with the exception of publications for the [Sydney Reference Collection](#) or [material of particularly high interest or value](#)
- items in poor physical condition or of low digital quality, such as low resolution images
- large collections where the quantity involved is not practical for the City Archives to manage indefinitely
- items in a format not suitable for long-term preservation
- items with a low level of data quality or accuracy
- unidentifiable photographs or close up photographs taken of people without consent obtained to use their image
- unsolicited donations that do not meet the Collection criteria – these may be returned to the donor or, if no contact information is provided, disposed of.

Exceptions

Exceptions may be considered by the City Archivist for items of particular significance despite a failure to meet the general criteria to be included in the Collection. Exceptions can include:

- digital photographs at low resolution where no other copy exists
- published items containing significant annotation relevant to the collection, or items such as newspaper clippings, etc. which reflect a particular topic related to the City
- non-archival items which may otherwise be of significance to the Sydney local government area (on some occasions these may be referred to other areas for assessment and possible collection, such as the Civic Collection)
- items of significance that may not otherwise be considered for collection but are at risk of loss
- artefacts and objects that are small and are closely associated with archives in the Collection.

Sydney Reference Collection – published works

The Archives team also collects published material such as books and journals relating to aspects of the local government area, which form part of the Sydney Reference Collection. The scope may more broadly relate to Sydney rather than just the City's local government area. Acquisition of items (physical or digital) may include:

- non-fiction works where the key subject matter is related to the City's local government area, or more broadly to Sydney
- publications from other organisations
- biographies of Sydney personalities

- periodicals relating to or originating in Sydney
- fictional works based mostly in Sydney
- fiction and non-fiction written or edited by a local resident of Sydney
- publications produced by local businesses.

Deaccessioning from the collection

Where items no longer fall within the collecting criteria outlined in this policy, they may be deaccessioned by the City Archivist.

Deaccessioning will only happen if items meet any of the following criteria:

- they are no longer required as State archives under a disposal authority
- they do not fall within the acquisition criteria of this policy
- they are in such poor condition that the allocation of resources for continuing storage and conservation is not warranted
- it is impractical to store them
- they duplicate another record in the Collection and are of lesser significance or in poorer condition than the other record
- they can be better managed by another organisation
- they are transferred to other responsible organisations when council boundaries change
- they are irreparably damaged, destroyed, lost, or stolen with no prospect of retrieval
- their ownership is disputed
- they are available in another format and can be authorised for destruction under the relevant retention and disposal authority. Methods for disposal of deaccessioned archives are determined by the City Archivist, with regard to the City's Asset Disposal Policy. They may include, where relevant:
 - return to the donor
 - donation or transfer to another suitable collecting institution
 - destruction.

Provision of access to archives

Wherever possible the Archives team provides access to the Collection. Equitable access to information and historical resources can stimulate curiosity, encourage innovation and growth, accountability and good governance and allow communities to feel connected. It provides opportunities for discovery, knowledge and learning, and enables the celebration of identity and the diversity of our history and culture through citizens participating in research and historical cultural production.

Digital access

The City is committed to making its archival resources available via its website wherever possible to enhance public access. The Archives team actively pursues the digitisation of the archives to encourage self-service. Both descriptive information and digital images are made available in the archives catalogue.

Search room access

Access to view physical archives is provided through the Archives Search Room at Town Hall House. Access is by appointment only. All visitors to the Archives Search Room must agree to conditions of access and visitors may be asked to show photographic identification.

Access to original archives are restricted once digitised copies are available. Any exceptions must be approved by the City Archivist.

Access directions and restrictions

All records that originated from within the City that are in the Collection are covered by access directions under the Part 6 of the State Records Act.

Access directions under the State Records Act that close archives to public access do not prevent entitlements for access under the *Government Information (Public Access) Act 2009* (NSW) or other legislation. Special access, such as access to personal information for research purposes, requires approval by the City Archivist.

Access restrictions as part of donor conditions may occasionally apply to archives that have been acquired from the public. Some restrictions (or the redaction of certain content) may also be applied to meet obligations under the *Privacy and Personal Information Protection Act* (NSW) or *Copyright Act 1968* (Cth) and other relevant legislation.

Promotion and display of the Collection

The Archives team promotes its existence and access to its Collection in many ways, including offering exhibitions, presentations and through social media. Presentations may be provided to community groups by arrangement if they are within the local government area and within normal business hours.

The Archives team welcomes visits by community groups by appointment.

Arrangement and description of archives

The arrangement and description of the Collection must conform to the Australian Series System for Archives Control and relevant standards and guidelines by the State Archives and Records Authority of NSW.

The Archives team maintains a system for controlling the Collection that conforms to relevant industry standards and legislative requirements to enable effective management, preservation and access of the archives.

Storage, conservation, and preservation of digital and physical archives

The storage of the Collection conforms to relevant standards issued by the State Archives and Records Authority of NSW, including the Standard on the physical storage of State records.

Some archives may be withheld from public access to ensure their safe custody and proper preservation. These archives are not open to public access under the State Records Act while the direction is in force (see s.59 of the Act). An archivist can restrict access due to conservation issues for individual records. The City Archivist has the authority to restrict access to an entire series of archives.

If archives are restricted due to conservation issues, the City Archivist may, in exceptional circumstances, approve a request from a member of the public willing to pay for conservation treatment. The City Archivist determines the appropriate level of conservation work required for the record to be safely viewed or copied.

Loan of archives to other organisations

The City Archivist has the authority to determine if it is suitable to loan items from the Collection to other approved organisations for exhibition or other purposes. Three months' notice must be provided for a loan and it must be to one venue only. Applicants for the loan of the original archives must enter into and meet all of the conditions and obligations set out in its archives loan agreement with the City.

Responsibilities

City staff and Councillors

Responsibilities for City staff and councillors for making and keeping records and acquiring, designing or reviewing business systems containing records are outlined in the City's Records Management Policy.

Archivists will:

- assist in the acquisition, design, and review of business systems when the systems may contain records required as state archives or city archives
- appraise City records, including those in decommissioned business systems so they can be either transitioned into the Collection or recommended for destruction (which is to be authorised by the City Archivist)
- describe and manage archives in accordance with relevant standards and legislative requirements, or supervising volunteers to do the same
- provide access to archives
- determine whether to accept small donations (less than one standard archive box)
- determine whether archives are closed to public access due to fragility.

City Archivist will:

- determine which records are of permanent value as [city archives](#)
- decide whether to accept larger donations (more than one standard archive box)
- decide whether to purchase items for the Collection within their financial delegation
- recommend purchase of items for the Collection over their financial delegation
- determine exceptions to the acquisition criteria for particular items or sub-collections
- authorise special access to items that is contrary to access directions, such as for academic research purposes
- close an entire series or group of archives to public access due to their fragile condition
- authorise the loan of archives to other organisations, such as for exhibition purposes
- authorise the disposal of the City of Sydney business records which are of temporary value
- authorise deaccessions that result in the removal and disposal of items from the Collection.

Note: The destruction of State records that are deaccessioned from the Collection will be undertaken in accordance with both this policy and the Records Management Policy and procedures.

Manager, Information Management and Chief, Data and Information Management will:

- approve the purchase of items for the Collection in line with the Delegations Register.

References

Laws and standards

- State Records Act 1998 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Government Information (Public Access) Act 2009 (NSW)
- Local Government Act 1993 (NSW)
- Copyright Act 1968 (Cth)

Policies, procedures and guidelines

- Records Management Policy
- Records Management Procedures
- Access to Information Policy
- Information Access Guidelines
- State Archives and Records Authority of NSW:
- Standard on Records Management
- Standard on the Physical Storage of State records
- Policy on Digital Records Preservation
- General Retention and Disposal Authority – Local Government Records
- History Policy
- Cultural Policy

Approval status

This policy was approved by Council on [insert date].

Ownership and approval

Responsibility	Role
Author	Janet Villata, City Archivist
Owner	Janet Villata, City Archivist
Endorser	City of Sydney Executive
Approver	City of Sydney Council

Item 4.

Public Exhibition - Draft Mobile Voluntary Services Policy and Guidelines

File No: S111435

Summary

Mobile voluntary services operate across the City of Sydney local area providing food, showers and other services to vulnerable communities. The City recognises and values the contribution made by mobile voluntary services within the inner city in supporting people experiencing homelessness, food insecurity and disadvantage.

In 2007, Council adopted the City's Mobile Free Food Services Policy and Voluntary Accord to better coordinate the provision of mobile voluntary services operating in the local area, and minimise issues that can be associated with their operation, such as vermin and noise.

In December 2016, Council requested a ten-year review of the Mobile Free Food Services Policy and Voluntary Accord. Since that time, City staff have provided briefings to Council on progress on three occasions, 30 April 2018, 3 September 2018 and 4 November 2019. City staff have been working with a range of government authorities and stakeholders to develop a collaborative approach to the provision of mobile voluntary services.

To assist in the review of the Mobile Free Food Services Policy and Voluntary Accord, the City conducted a study of mobile voluntary services and service users across the City's local area. The findings of this research were reported to Council in November 2019 as an attachment to the draft Homelessness Action Plan, which was recently on exhibition.

The research supported the development of the attached draft Mobile Voluntary Services Policy and Guidelines, which are proposed to replace the existing Mobile Free Food Services Policy and Voluntary Accord following a period of public exhibition.

During April and May 2019, researchers interviewed 21 mobile voluntary service operators, and 112 people who access these services. The research identified that mobile voluntary services play an important and valuable role for the community, with most service users accessing the services on most days, and most rating the services highly.

The research found only 47 per cent of the service users who completed the survey were currently experiencing homelessness. Of those, 32 per cent were sleeping rough, and 15 per cent were staying in crisis accommodation, emergency temporary accommodation, or with family and/or friends. The remaining 46 per cent of the users of mobile voluntary services who were surveyed reported living in social housing, and use the services for connection to community, and to assist with access to fresh food and a range of services.

The attached draft Mobile Voluntary Services Policy and Guidelines were developed in collaboration and consultation with NSW government agencies and local homelessness service providers. A program of education, redirection and advocacy will support the implementation of the draft policy and guidelines to improve quality of service delivery.

Subject to approval by Council, the draft Mobile Voluntary Services Policy and Guidelines will be placed on public exhibition for a minimum of 28 days to allow an opportunity for the community, along with service providers and other stakeholders, to provide feedback.

Recommendation

It is resolved that:

- (A) Council endorse the draft Mobile Voluntary Services Policy and Guidelines, as shown at Attachments A and B to the subject report, for public exhibition for a minimum of 28 days.
- (B) authority be delegated to the Chief Executive Officer to undertake minor editorial amendments prior to the exhibition of the draft Mobile Voluntary Services Policy and Guidelines.

Attachments

Attachment A. Draft Mobile Voluntary Services Policy

Attachment B. Draft Mobile Voluntary Services Guidelines

Background

1. Mobile voluntary services operate across the City of Sydney local government area providing food, showers and other services to vulnerable communities. These services have been operating in the City for many years, and have historically been delivered from vans and other vehicles.
2. The services are operated by predominantly volunteer and/or faith-based community groups. These groups are driven by compassion and a goal to provide vulnerable and disadvantaged groups, including people experiencing homelessness, with sustenance and opportunities for human engagement.
3. Mobile voluntary services respond to a perceived need and the desire to give their volunteers a chance to provide support to vulnerable people. Only some of the services operating in the local area are currently linked to formal social services, though most are well utilised by the most vulnerable in our community.
4. On 13 February 2019, the Lord Mayor and Premier of NSW signed a joint commitment, along with the leaders of major non-government organisations, to join the Institute of Global Homelessness Vanguard Cities movement.
5. The partners to the collaboration committed to reduce rough sleeping in the City of Sydney by 25 per cent by 2020. The collaboration also committed to reducing street sleeping across NSW by 50 per cent by 2025. These targets will be achieved through a range of interventions and programs, and the provision of affordable housing and pathways to housing.
6. Whilst rough sleeping remains an issue in the inner city, the City recognises and values the contribution made by mobile voluntary services in supporting people at risk of or experiencing homelessness, food insecurity and disadvantage.
7. There has long been, and remains, a lack of effective collaboration between mobile voluntary services, the City and partners, with a corresponding lack of clear regulatory or legislative instruments that uniformly apply to the activities of mobile voluntary services. For example, the Food Act 2003 does not apply to mobile voluntary services, as they do not sell food, but rather provide it as a charitable act.
8. As a landowner and placemaker, the City is uniquely placed to bring together mobile voluntary services, agencies and partners to improve the response to vulnerable groups, and improve the amenity and safety for all people using the public domain.
9. In October 2007, Council adopted the current Mobile Free Food Services Policy and Voluntary Accord. The policy and accord were developed to assist in improving coordination of the mobile voluntary services operating in our local area, and to minimise issues, which can be associated with their operation.
10. Since 2007, there has been a significant increase in the number of mobile voluntary services operating within the City's local area – from nine in 2007 to more than 40 in 2019. This is not linked to an increase in the number of people requiring services.
11. With the increase in the number of mobile voluntary services operating in the area, there has been a rise in the number of reported amenity issues, resident and community complaints, and concerns associated with the operation of some mobile voluntary services.

12. Reported issues and concerns include:
 - (a) excessive noise from the operation of services;
 - (b) rubbish, waste and littering, including dumping of food, clothing, blankets and bedding, which attracts rats and other vermin;
 - (c) inappropriate, unsafe or unauthorised use of public places, including illegal parking, and use of outdoor cooking facilities;
 - (d) instances of undignified giving, such as waking people to feed them, leaving food at people's side while they sleep, and requesting photographs from service users;
 - (e) concerns about the provision of unsafe food to vulnerable service users, many of whom have compromised health or immune systems;
 - (f) operation of uncoordinated service delivery that is not targeted to need, and
 - (g) missed opportunities to link service users with specialist support.
13. On 12 December 2016, Council resolved to request that the Chief Executive Officer initiate a ten-year review of the Mobile Free Food Services Policy and Voluntary Accord, in part to address these concerns.
14. City staff have provided briefings to Council on progress of this review on three occasions, 30 April 2018, 3 September 2018 and 4 November 2019.
15. Throughout this process, City staff have been working collaboratively with a range of government authorities and stakeholders in designing a collaborative approach to working with mobile voluntary services. Stakeholders include NSW Department of Communities and Justice, NSW Police, NSW Health, NSW Food Authority, St Vincent's Homeless Health, and Homelessness NSW.
16. To successfully develop a collaborative approach to mobile voluntary services, and provide a robust review of the Mobile Free Food Services Policy and Voluntary Accord, the City and partners identified that research was needed to provide an evidence base and shared understanding of the needs and circumstances of the people accessing mobile voluntary services to respond to the issues, concerns and opportunities raised by community, partners, mobile voluntary services and service users.
17. In designing the scope of the research project and a joint approach to engaging with mobile voluntary services, City staff have been working collaboratively with government authorities and stakeholders.
18. During 2019, the City conducted a study of mobile voluntary services and service users across the City's Local Government Area. The findings of this research were reported to Council in November 2019 as an attachment to the draft Homelessness Action Plan, which was recently on exhibition.
19. The research supported the development of the attached draft Mobile Voluntary Services Policy and Guidelines, which will replace the existing Mobile Free Food Services Policy and Voluntary Accord following a proposed period of public exhibition.

20. The research also informed the development of a planned program of engagement and engagement with mobile voluntary services to support the implementation of the draft Mobile Voluntary Services Policy and Guidelines, pending Council approval.
21. The research:
 - (a) identified the services operating, including times of operation, frequency and location, the type/s of support offered;
 - (b) investigated the reasons charities are motivated to provide services, and;
 - (c) provided an overview of the circumstances of people who access the services, and how they would like to receive support in future.
22. All known services operating in the City of Sydney local government area were approached to take part in the research, with approximately half agreeing to take part.
23. During April and May 2019, researchers interviewed 21 services (out of approximately 40 to 50 services), and 112 people who access the mobile voluntary services.
24. Services and service users were interviewed across five key hotspot locations over a spread of days and times that intersected with peak operation of mobile voluntary services.
25. The research identified that:
 - (a) mobile voluntary services serve an important role in the community:
 - (i) most organisations are providing food, along with other free items such as blankets, clothing, toiletries and books;
 - (ii) the 21 services interviewed deliver approximately 4,400 confirmed occasions of service per week, for example a meal, a blanket or a shower;
 - (iii) the majority of service users rated the services highly, with over half saying they use the services on most days, and;
 - (iv) 83 per cent of service users are happy accessing food on the street.
 - (b) 46 per cent of the service users who completed the survey reported they were living in social housing. The remaining 47 per cent reported they were currently experiencing homelessness. Of those who reported they were homeless, 32 per cent were sleeping rough, while 15 per cent reported staying in crisis accommodation, emergency temporary accommodation, or with family and/or friends.
 - (c) the research found people use mobile voluntary services for a wide variety of reasons. These include not having enough money for food, being unable to access appropriate kitchen facilities, or not having sufficient cooking skills to cook for themselves, through to wanting to connect with friends and community.
 - (d) users of mobile voluntary services are vulnerable and financially disadvantaged, with 90 per cent reporting they were not in paid employment at the time of the survey, and 87 per cent receiving a government benefit.

- (e) the research found 78 per cent of service users reported at least one vulnerability factor such as mental health, disability, or drug and alcohol misuse.
 - (f) the research also found mobile voluntary service providers have low levels of first aid and food safety training and can find it challenging to manage anti-social behaviour. In addition, a lack of coordination of services has resulted in overcrowding of services, and service clusters at certain times and in some locations.
 - (g) service users reported they experience a number of issues associated with the services including poor food quality and a lack of diverse food options, long wait times, poor food hygiene, and security concerns.
26. The research provides an evidence base that has informed the development of the attached draft Mobile Voluntary Services Policy and accompanying set of guidelines to ensure the efforts of valuable mobile voluntary services are going where they are most needed.
27. The draft Mobile Voluntary Services Policy outlines the City's role in working with mobile voluntary services and managing public places, the legislative and regulatory framework and service delivery principles mobile voluntary services should operate within.
28. If the draft Mobile Voluntary Services Policy and Guidelines are adopted by Council following public consultation, this will rescind the existing Mobile Free Food Services Policy and Voluntary Accord from 2007.
29. The draft Mobile Voluntary Services Guidelines also set out the City's expectations of mobile voluntary services operating in our local area under the following headings:
- (a) service delivery targeted to need;
 - (b) specialist support and safety;
 - (c) safe and nutritious food, and;
 - (d) responsible use of public places.
30. The draft Mobile Voluntary Services Policy and Guidelines were developed in collaboration and consultation with a range of stakeholders and partner organisations, and will provide clarity for mobile voluntary service operators, and service users, of the City's expectations regarding the operation of mobile voluntary services. This will help to improve outcomes for service providers and service users, and reduce issues and complaints.
31. The City will continue to work closely with mobile voluntary service providers to ensure they understand, and are engaged with, the findings of the research, and the City's approach.
32. Public exhibition of the draft Mobile Voluntary Services Policy and Guidelines will ensure the documents meet the needs of all stakeholders. Service providers in particular will be encouraged to provide feedback during the exhibition period.

33. Once the policy and guidelines are finalised, the City will undertake a program of education and engagement with mobile voluntary services, stakeholders and partners, relevant organisations, businesses, residents, and land owners and managers to support the implementation of the draft policy and guidelines to achieve the following outcomes:
- (a) improved coordination of services, targeted to need, (which may result in some services electing to operate in areas of need outside the City of Sydney local government area);
 - (b) improved safety standards and linking of service users to appropriate support and referral;
 - (c) improved food safety practices by service operators;
 - (d) improved nutrition for service users, and;
 - (e) a reduction in current issues including waste generation, inappropriate waste disposal (and related vermin), illegal parking, obstruction of footpaths and noise.
34. The planned program of engagement and education will feature:
- (a) interagency meetings hosted by the City to discuss relevant issues and to improve coordination and service delivery;
 - (b) training sessions provided to mobile voluntary services and their volunteers on topics to improve food safety, service standards and volunteer safety;
 - (c) place-based interventions to improve service coordination in hot spot areas and to redirect services to areas of need;
 - (d) potential technological solutions that enable mobile voluntary service providers and service users to understand where and when services will be operating in real time e.g. an online interactive map on the City's corporate website that depicts where and when mobile voluntary services are operating;
 - (e) working with partners to advocate for the Food Act 2003 to be updated to cover the activities of mobile voluntary services and thereby ensure service users have access to safe food, and;
 - (f) working with individual services to assist them in finding alternative ways to offer support to vulnerable communities, including food programs offered closer to home for those people who are housed, and programs that encourage connection with neighbours and the local community.
35. The City is also working with partners including FoodLab and TAFE NSW to develop a range of hire options, food programs and food based education programs to be offered through City Community Centres and venues for hire to support people without access to appropriate cooking facilities, nutritional information or cooking skills.

Key Implications

Strategic Alignment - Sustainable Sydney 2030 Vision

36. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. The draft Mobile Voluntary Services Policy and Guidelines articulate how the City will meet the following strategic directions and objectives:
- (a) Direction 5 - A Lively and Engaging City Centre;
 - (i) 5.1 The city centre has safe and attractive public spaces for people to meet, rest and walk through at all times of the day or night: Cleanliness, safety and high levels of amenity are a feature of the city centre;
 - (b) Direction 6 - Vibrant Local Communities and Economies;
 - (i) 6.4 There is equitable access to community facilities and places, parks and recreational facilities to support wellbeing in daily life: Residents and visitors can enjoy quality places and spaces where they can take part in cultural life and build connections with people from a range of backgrounds;
 - (ii) 6.5 The community has the capacity, confidence and resilience to adapt to changing circumstances: Communities naturally pull together and support each other in times of change and of stress and crisis;
 - (c) Direction 10 - Implementation through Effective Governance and Partnerships;
 - (i) 10.6 Strategic partners and collaborators support the delivery of Sustainable Sydney 2030: Collaboration and integration occurs with federal, state and other local governments for the benefit of our city.

Organisational Impact

37. In the 2019/20 financial year a new Senior Social Programs Officer position was funded to work with mobile voluntary services and promote the guideline principles. This funding was allocated within existing resources.

Social / Cultural / Community

38. Mobile voluntary services are an important element within the range of services provided to people facing disadvantage, including people experiencing homelessness in the City of Sydney. Of the service users surveyed during the research period 86 per cent rated highly, the services provided by mobile voluntary services.
39. The City encourages people to do something good for their community through volunteering. Volunteering can assist people to make social connections, reduce social isolation and improve self-esteem.
40. Provision of information, along with improved education and engagement will ensure mobile voluntary services are delivered in line with best practice, going to areas of most need, and providing the best possible support to people facing disadvantage, including those who are homeless or at risk of homelessness, and those living in social housing without access to appropriate cooking facilities, or without appropriate cooking skills.

41. Improvements in service delivery practices will ensure volunteers working with mobile voluntary services will have an improved experience, and see enhanced outcomes for service recipients. Improved service delivery practices will also minimise instances of service duplication and overcrowding of services, enable services to connect service users with appropriate supports, limit waste generation (and associated vermin), and reduce instances of illegal parking, obstructed footpaths and noise, especially in high pedestrian volume and residential areas.

Environmental

42. Each year, the City removes from the public domain a substantial amount of unwanted and abandoned items such as food waste, blankets, clothing, mattresses and other goods. Many of these items are left by mobile voluntary services, or are unwanted items provided to service users.
43. The dumping of food, clothing, blankets and bedding attracts bird life and vermin, creating unsanitary conditions for people sleeping rough, residents, businesses and visitors. Abandoned items must be disposed of by the City.
44. The draft Mobile Voluntary Services Policy and Guidelines promote the responsible use of public places by explicitly stating that mobile voluntary services must not litter or dump rubbish, waste or leave donations of goods in public spaces.
45. Whilst the sustainability outcomes for this project are primarily in the area of social sustainability, there are substantial potential co-benefits, such as a reduction in the amount of waste generated (including food waste), reduced food miles, and associated emissions.
46. There are also opportunities for the City to work with service providers to reduce or eliminate the use of single-use packaging, noting this will need to be considered in association with goals of ensuring improved food safety for those using these services.

Economic

47. Improving the amenity of the public domain will assist in maintaining Sydney's reputation as a welcoming, safe and inclusive place to live, visit and do business.
48. Working with mobile voluntary service providers to reduce waste, and pass on excess, or unwanted food from cafés and restaurants is an example of the circular economy.
49. Moving towards a more circular economy could deliver benefits such as reducing pressure on the environment, improving the security of the supply of raw materials, increasing competitiveness, stimulating innovation, and boosting economic growth.

Budget Implications

50. There are sufficient funds in the City's operating expenditure budget for 2019/20 and future year forward estimates to continue to provide the existing level of City support for Mobile Voluntary Services.
51. Any opportunities for significant additional investment in major initiatives will be subject to budget processes and Council approval.

Relevant Legislation

52. Local Government Act 1993:

- (a) under Section 68 and Section 626 it is an offence to undertake certain activities without an approval; and
- (b) under Section 632 it is an offence to act otherwise than in accordance with signage erected by Council in public parks.

53. Protection of the Environment Operations Act 1997:

Under the Protection of the Environment Act 1997, the City has the authority to issue fines for littering or dumping where it is demonstrated that items are 'waste' and have a 'harmful element'.

54. Road Transport Act 2013; Road Transport Legislation Amendment (Penalties and Other Sanctions) Act 2018:

Under this legislation, the City has the authority to issue fines for illegal parking or other breaches of road rules.

55. Work Health and Safety Act 2011.

56. Work Health and Safety Regulation 2017:

In some circumstances, work health and safety laws apply to volunteers and volunteer associations.

57. Food Act 2003

Currently does not apply to these services because they are not selling food. Advocacy is proposed to extend the operation of this legislation to mobile voluntary services.

Public Consultation

58. The draft Mobile Voluntary Services Policy and Guidelines builds on the City's current strategies, plans and policies, and draws on day-to-day experience, working with partner agencies, networks and community members to support those accessing mobile voluntary services in our local area.

59. To identify immediate and longer term priorities and desired outcomes, the City:

- (a) reviewed the existing City of Sydney Mobile Free Food Services Policy and Voluntary Accord;
- (b) analysed research data, and existing City of Sydney data and trends relating to customer complaints and concerns;
- (c) consulted with providers of mobile voluntary services, and users of those services;

- (d) consulted with a range of stakeholders, including residents, City staff, and partner organisations including NSW Department of Communities and Justice, NSW Police, NSW Health, NSW Food Authority, St Vincent's Homeless Health, and Homelessness NSW.
 - (e) reviewed best-practice approaches to the provision of mobile voluntary services, and engaged with City staff members, and organisations, including government agencies and specialist homelessness services to identify priorities and key actions.
60. If approved by Council, the draft policy and guidelines will be placed on public exhibition for a minimum of 28 days to allow an opportunity for the community and other stakeholders to provide feedback. Known stakeholders will be contacted by the City to encourage submissions on the policy and guidelines.

EMMA RIGNEY

Director City Life

Nelson Tilbrook, Senior Social Programs Officer

Attachment A

Draft Mobile Voluntary Services Policy

Mobile Voluntary Services Policy

Purpose

The purpose of this policy is to:

- Describe the ways in which the City of Sydney (the City) works with and advises mobile voluntary services;
- outline legislation that is relevant to the operations of mobile voluntary services in public places, and;
- detail service delivery principles that the City expects mobile voluntary services to follow when delivering services in public places in the City's local government area.

Background

Mobile voluntary services are an important element within the range of services provided to people facing disadvantage, including people experiencing homelessness in the City's local government area.

Mobile voluntary services operate at times when many other services are unavailable. They also represent an opportunity for service providers to engage with disadvantaged people, and provide the opportunity for them to be linked with appropriate supports that can lead to potential pathways to secure housing.

Scope

This policy applies to the operation and management of all mobile voluntary services operating on public land as defined by the *Local Government Act 1993* and certain roads under the *Roads Act 1993*.

This policy also applies to City employees and contractors carrying out activities outlined in this policy.

Definitions

Term	Meaning
Littering	It is an offence under the <i>Protection of the Environment Operations Act 1997</i> to deposit litter in or on any place not used as a lawful receptacle for waste. This applies whether or not the material has any value when or after being left in the place.

Term	Meaning
Mobile voluntary service	<p>A service, group or program that provides food and material support, social contact, and access to spiritual support to people who are homeless as well as other disadvantaged groups.</p> <p>Services are typically volunteer led, however some services have professional oversight or are delivered by professional not-for-profit organisations working in the homelessness sector.</p> <p>Mobile voluntary service refers to the fact that these services are not provided from a building or other fixed place but are provided from vans or other vehicles.</p>
Offensive noise	<p>Is defined in the <i>Protection of the Environment Operations Act 1997</i> as noise:</p> <ul style="list-style-type: none"> a) that, by reason of its level, nature, character or quality, or the time at which it is made, or any other circumstances: <ul style="list-style-type: none"> i. is harmful to (or is likely to be harmful to) a person who is outside the premises from which it is emitted, or ii. interferes unreasonably with (or is likely to interfere unreasonably with) the comfort or repose of a person who is outside the premises from which it is emitted, or b) that is of a level, nature, character or quality prescribed by the regulations or that is made at a time, or in other circumstances, prescribed by the regulations.
Public place	<p>Is defined in the <i>Local Government Act 1993</i> as:</p> <ul style="list-style-type: none"> a) a public reserve, public bathing reserve, public baths or public swimming pool, or b) a public road, public bridge, public wharf or public road-ferry, or c) a Crown reserve comprising land reserved for future public requirements, or d) public land or Crown land that is not: <ul style="list-style-type: none"> i. a Crown reserve (other than a Crown reserve that is a public place because of paragraph (a), (b) or (c)), or ii. a common, or iii. land subject to the <i>Trustees of Schools of Arts Enabling Act 1902</i>, or iv. land that has been sold or leased or lawfully contracted to be sold or leased, or e) land that is declared by the regulations to be a public place for the purposes of this definition. <p>Note that public reserve is defined to also include public parks as outlined in the <i>Local Government Act 1993</i>.</p>

Term	Meaning
Public road	<p>Is defined in the <i>Roads Act 1993</i> as:</p> <ul style="list-style-type: none"> a) any road that is opened or dedicated as a public road, whether under this or any other Act or law, and b) any road that is declared to be a public road for the purposes of this Act. <p>Is defined in the <i>Local Government Act 1993</i> as a road which the public are entitled to use.</p>
Safe food	Is defined in the <i>Food Act 2003</i> as food that has been produced, manufactured, handled and transported in a way that does not cause physical harm to a person who consumes it.
Service provider	Refers to individuals or groups that deliver a mobile voluntary service. They may be paid employees or volunteers.
Service user	Refers to people who access mobile voluntary services. Some service users may be homeless and sleeping rough. Some may be seeking support because they face other forms of disadvantage, such as low income, rental stress and or job insecurity.
Waste	<p>Defined in the <i>Protection of the Environment Operations Act 1997</i> as including:</p> <ul style="list-style-type: none"> a) any substance (whether solid, liquid or gaseous) that is discharged, emitted or deposited in the environment in such volume, constituency or manner as to cause an alteration in the environment, or b) any discarded, rejected, unwanted, surplus or abandoned substance, or c) any otherwise discarded, rejected, unwanted, surplus or abandoned substance intended for sale or for recycling, processing, recovery or purification by a separate operation from that which produced the substance, or d) any processed, recycled, re-used or recovered substance produced wholly or partly from waste that is applied to land, or used as fuel, but only in the circumstances prescribed by the regulations, or e) any substance prescribed by the regulations to be waste. f) A substance is not precluded from being waste for the purposes of this Act merely because it is or may be processed, recycled, re-used or recovered.

The City's role

The City takes a compassionate approach to responding to homelessness in Sydney. We support the guidelines of the NSW [Protocol for Homeless People in Public Places](#), which acknowledges that, like all other members of the public, people experiencing homelessness have an equal right to be in public places.

The City aims to ensure that public places in our city are safe, amenable, and can be used and enjoyed by everyone, including people who are homeless. The City's role is to:

- ensure equitable access to public places;
- balance the needs of all users of public places including mobile voluntary services, people experiencing homelessness, pedestrians, local residents and businesses;
- provide public places that are clean, safe with high level amenity;
- encourage responsible behaviour by all people in our public places, whilst acting to ensure that disadvantaged people are not discriminated against and are treated with compassion and respect;
- investigate and respond to community feedback and complaints about the improper use of public places, and;
- consider appropriate action using the City's regulatory powers and the City's Compliance Policy to ensure that public places are safe and accessible to all users.

Policy Statement

The City recognises and values the contribution made by mobile voluntary services within the inner city in supporting people experiencing homelessness, food insecurity and disadvantage.

The City will work with mobile voluntary services to facilitate the delivery of effective and responsible services that meet the needs and rights of service users, while using public places in a responsible and respectful manner.

The City will work with mobile voluntary services to encourage them to provide services in accordance with the following service delivery principles.

Service Delivery Principles:

Mobile voluntary services should:

- Be offered in a manner that upholds the rights, dignity and autonomy of the service user;
- work with the City of Sydney and other services in a coordinated effort to offer services that are delivered at the times and locations needed;
- provide service users with relevant information regarding specialist support, where required;
- provide safe and nutritious food;
- use public places responsibly and minimise the impact of the service operations on local residents and businesses;
- be delivered using approaches that reduce reliance on crisis services over time and support the empowerment of service users, and;
- be delivered in accordance with the City of Sydney's Mobile Voluntary Services Guidelines.

Mobile voluntary services must:

- Be delivered in accordance with all relevant legislation including requirements for parking, temporary structures, noise and waste, and where required with appropriate permits.

To facilitate effective and responsible service delivery by mobile voluntary services, the City will:

- provide guidelines that set out the expectations and responsibilities of mobile voluntary services;
- work with mobile voluntary services to improve coordination to ensure that services meet the needs of the service users, including encouraging services to operate in different ways, and at different locations, and times where relevant and appropriate;
- implement and evaluate strategies to build the capacity of mobile voluntary services to provide services that are safe and targeted to need;
- encourage mobile voluntary services to use public places in appropriate ways that respect and balance the needs of all users, and where required with appropriate approvals;
- encourage practices that work within the principles outlined in the City's Mobile Voluntary Services Guidelines;
- encourage service users to seek alternative and sustainable means of accessing food in the longer term that are less reliant on crisis food services;
- monitor community feedback about the operation of mobile voluntary services, and work constructively with mobile voluntary services and the community to minimise any negative impacts;
- where appropriate, take appropriate action in accordance with the City's regulatory powers and the City's Compliance Policy:
 - Under the *Protection of the Environment Operations Act 1997*, the City has the authority to issue fines for littering or dumping where it is demonstrated that items are 'waste' and have a 'harmful element'
 - Under the *Roads Act 1993*, the City has the authority to issue fines for illegal parking or other breaches of road rules.

Responsibilities

The City's Manager Social Programs and Services is responsible for implementing strategies in collaboration with other key stakeholders to encourage and facilitate effective and responsible service delivery by mobile voluntary services.

The Manager City Rangers, along with NSW Police, is responsible for the enforcement of parking controls in the City's local government area.

The Manager City Rangers is also responsible for issuing penalties in relation to the management of public places.

The Manager Cleansing and Waste is responsible for keeping the City's roads, lanes and footpaths clean. This includes emptying garbage bins and ashtrays, collecting syringes, picking up items that have been illegally dumped, and removing posters, stickers and graffiti.

The review of this Policy is the responsibility of the Manager Social Programs and Services.

Consultation

This policy has been developed in consultation with the following organisations:

- NSW Police
- NSW Department of Communities and Justice
- NSW Health
- NSW Food Authority
- St Vincent's Homeless Health Service

References

Laws and standards

- Local Government Act 1993
- Food Act 2003
- Roads Act 1993
- Protection of the Environment Operations Act 1997

Policies, procedures and guidelines

- Compliance Policy
- Mobile Voluntary Services Guidelines
- Prosecution and Civil Enforcement Policy
- NSW Protocol for Homeless People in Public Places

Approval status

Council approved this policy on XXX2020.

Approval history

Stage	Date	Comment	TRIM Reference
Original Policy	[] 2020	Replaces Mobile Free Food Services Policy 2007.	

Stage	Date	Comment	TRIM Reference
Next review	March 2024		

Ownership and approval

Responsibility	Role
Author	Senior Social Programs Officer
Owner	Manager Social Programs and Services
Endorser	City of Sydney Executive
Approver	City of Sydney Council

DRAFT

Attachment B

Draft Mobile Voluntary Services Guidelines



Mobile Voluntary Services Guidelines

Guidelines
2020



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FOOD

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FOOD

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Introduction

Mobile voluntary services

Mobile voluntary services are an important element within the range of services provided to people facing disadvantage, including people experiencing homelessness in the City of Sydney's local area.

They operate at times when many other services are unavailable. They also represent an opportunity to engage with disadvantaged people and provide the opportunity to link them with appropriate supports that can lead to potential pathways to secure housing.

The City of Sydney recognises the valuable role of mobile voluntary services in supporting disadvantaged people.

Mobile voluntary services typically provide food and material support, social contact, and access to spiritual support to people who are experiencing homelessness as well as people experiencing other disadvantage.

Mobile voluntary services refers to services that are not provided from a building or other fixed places but are provided from vans or similar types of vehicles.

Services are typically volunteer led. However, some services have professional oversight or are provided by professional not-for-profit organisations working in the homelessness sector.

Purpose of guidelines

These guidelines provide mobile voluntary services with information about their legislative obligations and best practice approaches to meet the needs of the people they aim to support.

They also outline the compliance framework in which these obligations are enforced, and describe the City's approach to managing homelessness in public spaces while balancing the needs of all users of public space.

The City expects that mobile voluntary services will operate in ways that:

- are safe and lawful
- are targeted to need
- respect the dignity and autonomy of service users
- offer safe and nutritious food
- can provide people with relevant information about specialist services
- minimise any impacts of the service operations on local residents and businesses
- are provided in line with legislation for parking, road rules, temporary structures, noise and waste, and with appropriate permits or authorisations.

Where these guidelines apply

These guidelines apply to the operation of mobile voluntary services in any public place owned and/or managed by the City of Sydney within the City's local area, as defined by the *Local Government Act 1993*. Note: public places may include public reserves, public roads, Crown reserves, and public land.

These guidelines should be read together with the City of Sydney's *Mobile Voluntary Services Policy*.

Legislative and regulatory framework

Mobile voluntary services, like any individual or organisation, must comply with the legislation below in all circumstances:

- *Local Government Act 1993*
- *Protection of the Environment Act 1997*
- *Roads Act 1993*
- *Road Transport Act 2013*
- *Road Transport Legislation Amendment (Penalties and Other Sanctions) Act 2018*
- *Work Health and Safety Act 2011 No 10*
- *Work Health and Safety Regulation 2017*

Mobile voluntary services require approvals for the use of public land managed by local government if they:

- engage in a trade or business
- direct or procure a theatrical, musical or other entertainment for the public
- construct a temporary enclosure for the purpose of entertainment
- for fee or reward, play a musical instrument or sing
- set up, operate or use a loudspeaker or sound amplifying device
- give a public address or hold a religious service or public meeting.

Outdoor permits may be required when the operation of mobile voluntary services on land owned and managed by the City of Sydney involves:

- temporary infrastructure (including tables, chairs, BBQs, lighting and marquees)
- amplified sound
- exclusive use of a space
- an activity that restricts access to a space or area
- access for any vehicle in an off street public space
- activities seen as commercial in nature.

Public land owned and managed by other landowners and agencies may also require authorisation.

Non-compliance or breaches of legislation

If the City identifies breaches of relevant legislation, we may take enforcement action, including the imposition of fines. For more information see our [Compliance Policy](#)¹ and [Prosecution and Civil Enforcement Policy](#).²

Service delivery targeted to need

Provide services in areas and times where there is a need

Mobile voluntary services should operate where there is a known need for the service in the area, and be provided in a way that upholds the dignity of service users.

Services should not operate in conflict with the existing range of specialist homelessness services operating in the inner city.

Specialist homelessness services provide a range of services to support people who are experiencing homelessness or at risk of becoming homeless with the aim of breaking the cycle of homelessness.

Things to consider

Before establishing a mobile voluntary service in the inner city, consider:

- Is there an actual need for your service in the area you wish to operate?
- Are there other mobile voluntary services operating in that area?
- Are there homelessness services in that area that provide similar services and supports?
- Are there any partnership opportunities with existing homelessness services or service gaps that need filling?
- If there doesn't appear to be a need in the inner city, are there similar opportunities in your local area?

Approvals

Depending on how, when and where you offer your service, you may need to seek appropriate permissions from the land owner or manager whenever you operate.

The needs and circumstances of people using mobile voluntary services

Before providing new mobile voluntary services, it is important to understand the needs and circumstances of the people you want to assist, and to take into account their preferences.

Research conducted in 2019 provides a picture of the needs and circumstances of the people who access mobile voluntary services in the City's local area.³ At the time:

- 46% were living in social housing
- 32% were sleeping rough
- 15% were staying in crisis accommodation, emergency temporary accommodation, or staying with family or friends.

Almost half of the people surveyed who were using mobile voluntary services were sleeping rough, staying in crisis accommodation, emergency temporary accommodation, or staying with family and/or friends. These people rely on mobile voluntary services for food and other supports and have limited options for obtaining these in other ways.

However, more than half were people who have stable accommodation, and are more likely to be accessing mobile voluntary services because they cannot afford food, have difficulty preparing meals, do not have access to adequate kitchen equipment to cook and enjoy the social aspect of sharing meals.

Targeting services to people living in social housing

Mobile voluntary services can play an important role in supporting people living in social housing to access food and connect with their community.

Social housing is secure and affordable rental housing for people on low incomes with housing needs. It includes public and community housing and housing for Aboriginal and Torres Strait Islander peoples. Social housing provides the largest supply of affordable and secure housing for people on pensions or benefits, or on low incomes.

The NSW Department of Communities and Justice and the City of Sydney can assist identify ways in which volunteers can support people to have meals closer to home, as well as making meals more affordable, and in providing opportunities for social connection within local communities.

This could range from:

- hosting a meal at a local community centre, to
- enabling group shopping trips and cooking in groups to make meals more affordable, to
- meal preparation classes to address skills gaps, to
- mobile voluntary food services operating in and around social housing precincts.

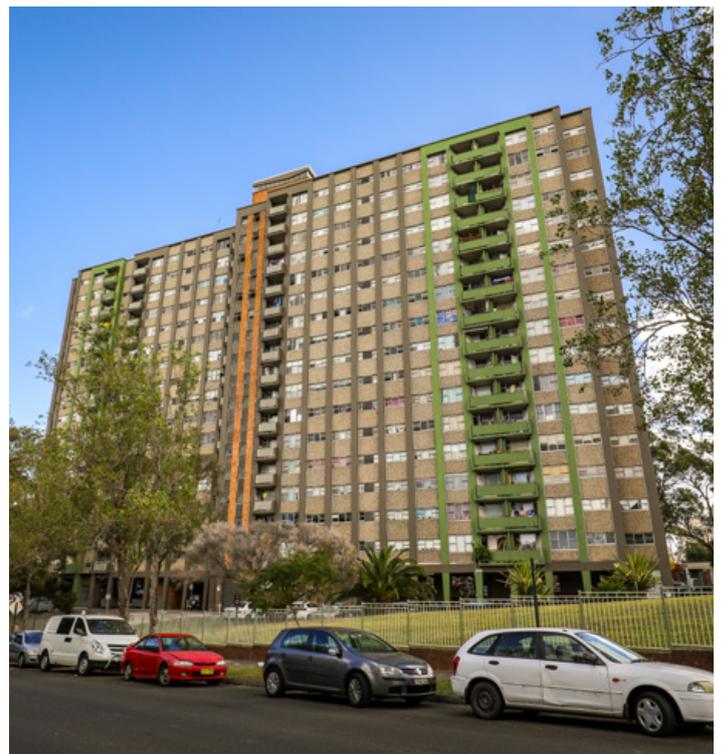
To speak to someone about how your service can support people living in social housing, you can contact:

NSW Department of Communities and Justice

Phone: 02 8303 7600

Website: facs.nsw.gov.au

There are nearly 9,700 social housing tenancies in the City of Sydney local area. The major social housing estates are in Redfern, Waterloo, Surry Hills, Woolloomooloo and Glebe.



Redfern. Photographer: Katherine Griffiths City of Sydney.

Targeting services to the needs of people experiencing homelessness

Mobile voluntary services can play an important role in supporting people experiencing homelessness across greater Sydney.

Homelessness can affect people of all ages, from any section of the community. While for some it may be a temporary situation, for others it can last many years or a lifetime.

A person who is experiencing homelessness may not necessarily be living on the streets. While not as visible, there are an increasing number of people who are experiencing other forms of homelessness. They are living in crisis accommodation, emergency temporary accommodation, boarding houses, or staying with family and/or friends.

Homelessness has traditionally been considered an inner city problem. Historically, numerous homelessness services and charities have operated in the inner city and in areas like Woolloomooloo.

But the face of homelessness is changing. People experiencing homelessness are living in areas all over greater Sydney, as well as in rural and remote areas of NSW, not just the inner city.

In 2016, it was estimated that almost 38,000 people in NSW were experiencing homelessness, with 5,000 or 13% residing in the City of Sydney area.⁴ Of those, less than 10% were sleeping rough.

The City of Sydney's Homelessness Unit has information about the needs of people sleeping rough, including places and times where there is need for mobile voluntary services. While need can change, some parts of the city have enough services in place.

Mobile voluntary services should consult with our Homelessness Unit to determine how to offer support in the most effective way and to avoid over-servicing, waste and duplication.

To speak to someone about how your service can support people experiencing homelessness, contact:

The City of Sydney Homelessness Unit

Phone: 02 9265 9333

Email: homelessness@cityofsydney.nsw.gov.au

Website: cityofsydney.nsw.gov.au/community/community-support/homelessness



Other volunteering opportunities

There are a range of services that exist to assist people experiencing homelessness. You could consider supporting one of these through volunteering or donating goods or money. Our website provides a Volunteer and Goods Donation Directory for people who would like to make a contribution.

Volunteer and Goods Donation Directory

Website: cityofsydney.nsw.gov.au/community/community-support/homelessness/volunteer-and-goods-donation-directory

Homelessness NSW

Homelessness NSW is the peak homelessness body and works with its members to prevent and reduce homelessness across NSW.

Members include small, locally based community organisations, multiservice agencies with a regional reach and large state-wide service providers.

Homelessness NSW can provide information on homelessness, as well as guidance on appropriate volunteering opportunities.

Phone: 02 8354 7600

Website: homelessnessnsw.org.au

Aside from *Homelessness NSW*, you can also talk to *NSW Department of Communities and Justice* and other community groups in your area about other volunteering opportunities.

DO

- ✓ Consider existing services and existing mobile voluntary services operating at particular places in relation to levels of homelessness, before offering a new service
- ✓ Work cooperatively with the City's Homelessness Unit in establishing agreed times and places to operate your service
- ✓ Where a social housing location is being considered, work cooperatively with the NSW Department of Communities and Justice and NSW Police when operating a mobile voluntary service
- ✓ Operate where there is actual need
- ✓ Consider other volunteering opportunities that lead to better outcomes for people experiencing homelessness and food insecurity
- ✓ Respect a request from someone to be left alone or decline your service
- ✓ Respect the physical, social and cultural spaces your service may be operating in

DON'T

- ✗ Wake people up to give them food or other items
- ✗ Leave food next to someone who is sleeping. They may not want it, and it can attract vermin while they sleep
- ✗ Leave food or items out for people to collect
- ✗ Place conditions on people accepting food or donations
- ✗ Photograph or film people accessing services without informed consent
- ✗ Operate late at night – consider the needs of people to have quiet time and sleep
- ✗ Operate at times and places that are already serviced by other mobile voluntary food services
- ✗ Operate without appropriate approvals

Specialist support and safety

Linking service users with specialist support

Helping people with food, practical and material support and social connection is important, but it does not address homelessness, because it does not address the causes of homelessness.

Ultimately, access to secure and affordable housing, with appropriate specialist support, are the biggest factors that will lead to people exiting or avoiding homelessness.

Research conducted in 2019 shows that almost half of the people accessing mobile voluntary services were experiencing homelessness.⁵

Mobile voluntary services can play an important role in providing accurate information and referral pathways to supported and secure housing for vulnerable service users of mobile voluntary services.

Mobile voluntary service staff and volunteers must familiarise themselves with the *Link2home Homelessness Information Line* (Link2home).

Link2home

Link2home is a free NSW Government state-wide telephone service providing information and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are experiencing homelessness or at risk of becoming homeless.

Link2home also provides information about homelessness services across NSW for specialist homelessness service providers and homelessness advocates acting on behalf of clients.

Eligibility: Homeless or at risk of homelessness

Phone: 1800 152 152

Website: facs.nsw.gov.au/housing

Link2home is available 24 hours a day, seven days a week, every day of the year. It has trained staff who can provide information, assessments and appropriate referrals to homelessness support and accommodation services across NSW.

For referral cards please contact *Link2home*.

Responding to complex needs

Research conducted in 2019 highlights a high level of vulnerability among mobile voluntary service users.⁶

At the time, almost half of all people surveyed reported experiencing mental health issues (46%), and a third identified as living with disability (36%). A further third reported they had an alcohol or drug addiction (35%).

It is important that people working and volunteering with mobile voluntary services:

- improve their understanding of mental health issues and appropriate responses
- know how to refer service users to health and/or specialist homelessness services for support
- know how to keep themselves and their service users safe
- know how to report safety issues or concerns to the relevant authorities.

Mental Health First Aid Training

Mobile voluntary services should consider training staff and volunteers in the identification of distress or mental health issues through courses such as Mental Health First Aid.

Mental Health First Aid teaches participants how to assist people who are developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis, until appropriate professional help is received or the crisis resolves.

Such training will ensure mobile voluntary services are able to recognise when someone is in distress, and/or in need of support, and know if and how support should be provided, where it is safe to do so.

Mental Health First Aid Australia also provides a series of [free guidelines](#).

First Aid Training

Mobile voluntary services are encouraged to train staff and volunteers in general first aid.

The Australian Red Cross offers a First Aid Training course designed give you the skills and knowledge required to provide first aid response, life support and management of casualties in a range of situations until medical or other assistance arrives.

Safety

It is in everyone's interests to maintain a safe environment when carrying out volunteering work.

The City recommends that all mobile voluntary services comply with the NSW work health and safety (WHS) legislation as your standard for health and safety.

In some circumstances, work health and safety laws apply to volunteers and volunteer associations. But this isn't always the case.

It is still a good idea for all volunteers and volunteer associations to comply with WHS laws by taking reasonable care for:

- their own health and safety
- the health and safety of others.

For more information about your WHS obligations, please contact *SafeWork NSW*:

Phone: 13 10 50

Email: contact@safework.nsw.gov.au

Website: safework.nsw.gov.au/contact-us

Mobile voluntary services are also encouraged to adopt best practice volunteer management practices where volunteers' contributions are valued and respected.

For more information about volunteering, contact *Volunteering Australia*:

Phone: 02 6251 4060

Email: admin@volunteeringaustralia.org

Website: volunteeringaustralia.org

Reporting safety concerns

All safety concerns should be reported to relevant authorities and services.

Triple zero (000) – calls are free

If you observe a person is in need of urgent medical attention, is at risk of harming themselves or others, or if you have witnessed a serious incident or crime, or a person is behaving in a threatening manner towards you or someone else, you should contact the appropriate emergency service – NSW Police, Ambulance, or Fire Brigade on 000.

The NSW Police Assistance Line 131 444

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the Police Assistance Line.

The Police Assistance Line operates 24 hours a day, 7 days a week.

Phoning 131 444 allows you to report crime over the phone. Once your report is completed by a customer service representative, your information is immediately available to your local police.

When a police response is required, the Police Assistance Line will arrange for police officers to attend.

Child Protection Helpline

If you observe a child or young person at risk of harm, or you are concerned for the safety or welfare of a child or young person, you should contact the Child Protection Helpline.

The Child Protection Helpline is a 24 hours a day, 7 days a week, state-wide call centre staffed by professionally qualified caseworkers to receive and screen all reports about suspected abuse or neglect of a child or young person or those at risk of harm from abuse or neglect.

Any person can report the homelessness of a child under 16 years to the Child Protection Helpline and that of a young person aged 16 to 17 years with their consent.⁷

Phone: 132 111

Website: facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk

Mental Health Triage Line

If you or someone you know needs help, the Mental Health Line offers:

- professional help and advice
- referrals to local mental health services.
- The line is staffed by mental health professionals. They will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed.

They can put you in contact with the most relevant mental health service for children, teens, adults and older people.

The Mental Health Line is available to everyone in NSW and operates 24 hours a day, 7 days a week.

Phone: 1800 011 511

Website: health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx

DO

- ✓ Familiarise staff and volunteers with the Link2home Homelessness Information Line. Make appropriate referrals on behalf of service users to Link2home when required
- ✓ Report any safety concerns via Triple Zero and or the Child Protection Helpline
- ✓ Conduct relevant risk and safety assessments
- ✓ Investigate work health safety obligations under SafeWork NSW
- ✓ Train staff and volunteers to adequately respond to complex needs
- ✓ Ensure your personal belongings are secure in a vehicle and not left out
- ✓ Look out for one another

DON'T

- ✗ Intervene in antisocial behaviours such as arguments, fights or physical altercations
- ✗ Drive or park in an unsafe or illegal way
- ✗ Perform unsafe lifting activities
- ✗ Don't leave sharp knives and other utensils about
- ✗ Box yourself in when setting up a serving area, allow a route out
- ✗ Do not offer support where you are unable to meet the needs of the service user
- ✗ Don't let on as to your personal circumstances
- ✗ Preferably, don't bring young children to the service locations

Safe and nutritious food

Safe food means that it has been produced, manufactured, handled and transported in a way that does not cause physical harm to a person who consumes it.⁸

Safe and nutritious food

Food must be handled, transported, stored and served in a way that does not increase the risk of microbial growth to unsafe levels or increase the risk of contamination. Unsafe levels of microbial growth can negatively impact people's health status.⁹

Everyone, regardless of their social status and circumstances, should be entitled to safe food.

Food safety and vulnerable people

Someone experiencing poor health can be more susceptible to food borne illness than a person experiencing good health. Foodborne illness occurs when an infective dose of a pathogenic bacteria or virus is present in food that is consumed.¹⁰

People experiencing homelessness are at greater risk of infection and gastrointestinal illnesses, as they often have poorer general health.¹¹

Illnesses such as food poisoning can be catastrophic. They are particularly difficult to manage in an unstable environment such as living on the street, when couch surfing, or staying in crisis or temporary accommodation.

This risk is increased dramatically for people experiencing homelessness as a result of their poorer general health and limited access to health screening and preventive medicine.¹²

Vulnerable populations that have limited access to healthy, whole foods are at higher risk of numerous chronic health issues that can be exacerbated by poor nutrition.¹³

People who are experiencing homelessness are at significantly higher risk of long term, harmful health complications resulting from malnutrition and poor dietary intake.¹⁴

Providing unsafe food and unhealthy food can have serious long-term health implications for people experiencing homelessness.

Leaving food next to sleeping people or out for people to collect can create health hazards. It attracts bird life and vermin, in turn creating unsanitary conditions for people sleeping rough. Unwanted items frequently become litter, making the City's public places unpleasant and potentially unhealthy.

All mobile voluntary services must adopt safe food practices and endeavour to provide nutritious food options to their service users.



BBQ. Photographer: Katherine Griffiths City of Sydney.

Complying with NSW Food Regulations

The City of Sydney expects that mobile voluntary services will follow the NSW Food Authority's advice on donating or providing free food and keeping food safe.

Requirements for donating/providing free food

The Food Standards Code and *NSW Food Act 2003* requires that, any group or individual that sells food (whether for charity or not) must follow good hygiene and food handling practices, including proper construction and maintenance of the food premises. This ensures the food being served is as safe as possible.

To ensure the provision of safe food, the City expects mobile voluntary services to meet the same requirements in their service delivery.

The NSW Food Authority outlines the following areas where food safety requirements must be met:

- temperature control
- protecting food from contaminants
- hand washing
- food handler hygiene
- cleaning and sanitising
- pest control

Keeping food safe

Whether you are a business donating food to a charity or a charity distributing food to individuals, always follow standard food safety practices when processing, handling, storing, packing and transporting food:

- Wash hands thoroughly before handling food, especially when handling raw higher risk foods, and after toilet or smoking breaks
- Check the food for spoilage to ensure the food is safe and fit for human consumption
- Check the date marking on food packaging and throw away any food that is past its use-by date
- Observe temperature control requirements of potentially hazardous food. If the food must be kept below 5°C or above 60°C, tell the recipient of the required temperature
- If the food will only be safe to eat for a limited time, tell the recipient of that time period
- Cook food thoroughly
- Store food in clean, covered, food-grade containers
- Separate raw and cooked food and don't use the same utensils for both
- Keep utensils and kitchen areas clean

“They were giving out sweets only. I am diabetic and would like healthy food, like a salad”
– Service user

NSW Food Authority: Resources

The NSW Food Authority have a range of online resources available at: foodauthority.nsw.gov.au/search/resources-alpha

‘Use-by’ and ‘best before’ dates

The NSW Food Authority recommends that food must not be donated or eaten after its ‘use-by’ date because it may be unsafe to eat, even though spoilage may not be visible.

Mobile voluntary services that receive food that will pass its use-by date before distribution are urged to throw the food away.

Food marked as ‘best before’ can be given away after the best before date has passed, provided the food is not damaged, deteriorated or perished.

There may be some loss of quality in food after its best before date but as long as it is otherwise fit for human consumption, it is not illegal to sell or distribute this food, nor should there be any safety risk from eating the food.



Innutritious Food. Photographer: Katherine Griffiths City of Sydney.

Nutritious food and vulnerable people

The provision of safe and nutritious food supports increased physical and mental functioning and is paramount to good health and wellbeing.¹⁵

Food with poor nutritional content, that is high in salt and carbohydrates and low in protein, can present flow on affects in the management of diabetes and oral health needs, as well as increasing risks of heart disease, stroke and kidney disease, all of which can lead to significant disability and death.¹⁶

It is important that mobile voluntary services provide a wide range of nutritious food options when operating.

In addition to providing nutritious food, mobile voluntary services should provide a range of food options that are appropriate to the varying health needs of service users. For example, poor dental health and hygiene is prevalent among vulnerable populations. It is therefore important to offer food that someone with poor dental health and hygiene can eat.



Healthy Food Options. Photographer: Katherine Griffiths City of Sydney.

Nutrition and food safety training

Research shows that food provided by emergency food relief organisations to vulnerable people can be lacking in nutritional quality and potentially inappropriate for consumption.¹⁷

Mobile voluntary services are encouraged to have appropriate food safety and food handling skills. They should consider training staff and volunteers in nutrition and food safety.

Food safety and nutrition training may improve the capacity of mobile voluntary services to respond appropriately to the varied nutritional and dietary needs of individuals. This also helps ensure that food offered is healthy, safe and adequate.

Food safety and nutrition training courses are offered through:

- local TAFE colleges
- Australian Institute of Food Safety

Food nutrition courses are available include:

- the *FoodREDi Community Nutrition Education*
- *Nutrition Education Sustainance Training (NEST)* by OzHarvest, and Nutrition Australia, and the Wholesome Collective.

The NSW Food Authority's website has a comprehensive contact list of registered training organisations in the Sydney region and across NSW.

DO

- ✓ Ensure that healthy, safe and adequate food options are available
- ✓ Comply with the NSW Food Authority requirements and follow food safety practices when processing, handling, storing, packing and transporting food
- ✓ Train staff and volunteers with appropriate food safety and food handling skills

DON'T

- ✗ Leave food out unattended for people to collect and eat later
- ✗ Provide excess food that cannot be stored or kept safely
- ✗ Serve food with poor nutritional content, that is high in salt and carbohydrates and low in protein



Responsible use of public places

Our role in managing public places

The City aims to ensure that public places in our city can be accessed and enjoyed by everyone including people who are experiencing homelessness.

The City aims to:

- ensure that all people can enjoy public places
- balance the needs of all users of public places
- minimise the impacts of the use of public places on pedestrians, local residents and businesses and preserve their right to unobstructed pathways, clean neighbourhoods and quiet enjoyment.

We encourage responsible behaviour by all people in our public places whilst acting to ensure that disadvantaged people are not discriminated against and are treated with compassion and respect.

We support the guidelines of the NSW [Protocol for Homeless People in Public Places](#).¹⁸ We acknowledge that, like all other members of the public, people experiencing homelessness have a right to be in public places at the same time respecting the right of local communities to live in a safe and peaceful environment. We seek to take a compassionate approach to responding to homelessness in Sydney.

The protocol acknowledges the equal rights of all members of the community to access public places. However, people who use public places must do so responsibly, including mobile voluntary services.

Your responsibilities

Mobile voluntary services operating in the City of Sydney's local area must comply with the requirements below and relevant legislation and be responsible operators in the public domain.

Operating in residential areas

To minimise negative impacts on people sleeping rough and residents, the City encourages mobile voluntary services to operate at times that respect the surroundings.

If operating in residential areas, such as Woolloomooloo, the City encourages mobile voluntary services to restrict their operating hours to:

- Monday to Friday: 6pm to 8pm
- Saturday and Sunday: 5pm to 8pm

Mobile voluntary services should plan to be packed up and vacated from the area they are operating by 8.30pm.

Operating in high pedestrian volume areas

If operating in high pedestrian volume areas, such as Martin Place and Central station, mobile voluntary services are encouraged to be respectful of all people using the space, including people sleeping rough. They are encouraged to operate at times other than peak pedestrian times such as peak hour.



Martin Place. Photographer: Katherine Griffiths City of Sydney.

Noise

Neighbourhood noise can give rise to serious environmental amenity issues and can have an impact upon human health.

The Protection of the Environment Operations Act 1997 sets out the definition and the main legal framework for the regulation of unacceptable noise.

Mobile voluntary services should keep noise to a minimum and act in a way that respects local residents and businesses. This includes:

- No amplified sound. Note: the use of amplified may require an approval by the City of Sydney under the *Local Government Act 1993*
- Mobile voluntary services are encouraged to pack up and vacate the area of operation by 8:30pm.

The City together with other regulators including NSW Office of the Environment and Heritage, NSW Police, Property NSW, and Roads and Maritime Services have a key role in managing local and neighbourhood noise complaints by providing an impartial and fair assessment of what level of noise is reasonable, taking into account the average person.

The City has the power to take compliance action, including the issuing of abatement orders, directions or penalties if offensive noise is being caused.

For more information on noise and understanding what your rights and responsibilities are, contact NSW Environment Protection Authority.

Phone: 131 555

Website: epa.nsw.gov.au/your-environment/noise/neighbourhood-noise/preventing-neighbourhood-noise

Good giving – donations that make a difference

Instead of leaving donated goods in public spaces, have a look at the City's [volunteer and goods donation directory](#).

There are many organisations in the local area committed to helping people experiencing homelessness. Many accept goods if you would like to donate non-perishable items to one of these groups.

Rubbish, waste and littering

Mobile voluntary services must not litter or dump rubbish, waste or leave donations of goods in public spaces.

Mobile voluntary services must use available bins. Where there are no bins available or bins are full, services must take all rubbish with them, and not leave anything behind – including leftover or surplus food.

The dumping of food, clothing, blankets and bedding attracts bird life and vermin, creating unsanitary conditions for people sleeping rough. Unwanted items frequently become litter, making the City's public places unpleasant and potentially unhealthy.

Even well intentioned donations such as food, blankets, bedding or clothing become waste when they are left in public spaces unattended or without confirmation from those they are intended for that they are needed or wanted. Waste is defined in the *Protection of the Environment Operations Act 1997* to include any discarded, rejected, unwanted, surplus or abandoned substance.

These items are often left without consultation with people sleeping rough. Rough sleepers regularly discard these items or identify them as unwanted.

Each year, the City removes a substantial amount of unwanted items left in the public domain.

Under the *Protection of the Environment Act 1997*, the City has the authority to issue penalties for littering or dumping.



City Cleansing and Waste. Photographer: Katherine Griffiths City of Sydney.



City Rangers. Photographer: Katherine Griffiths City of Sydney.

Parking

Mobile voluntary services must act in line with the road rules and street signs at all times.

At all times mobile voluntary services must park legally and not mount kerbs or footways, even when setting up or packing up.

City Rangers and NSW Police can issue fines for breaches of the *Road Rules 2014*.

Follow signs in public places

Mobile voluntary services must follow the signs erected in public places. For example, if a sign states that no fires or barbecues are allowed in a particular space, this must be followed.

Under the *Local Government Act 1993*, the City can issue penalty notices to mobile voluntary services that do not act according to signs erected by the City of Sydney in public places.

Maintaining access

Mobile voluntary services must respect all people's right to clear and accessible pathways and safe exit from buildings in an emergency.

Mobile voluntary services must not:

- place items on the footway or road in a way that obstructs the footway or road or part thereof
- block or impede pathways
- block emergency and fire exits.

Under the *Local Government Act 1993*, the City can issue penalty notices to mobile voluntary services that place items, such as tables and chairs on the footway or road.

The City can also issue an order requiring mobile voluntary services to remove a public nuisance or impound goods in the public space that are deemed as a public nuisance.



Community BBQ. Photographer: Katherine Griffiths City of Sydney..

Events

Some activities carried out by mobile voluntary services may be considered an event and would require approval by the City, or the relevant landowner.

On land owned and managed by the City, approval is required to hold a festival, street parade, charitable collection, event, or commercial activity which engages the general public.

Outdoor permits may be required when the operation of mobile voluntary services involves:

- temporary infrastructure (including tables, chairs, barbecue, lighting, marquees)
- amplified sound
- exclusive use of a space
- an activity that restricts access to a space or area
- access for any vehicle in an off street public space
- activities seen as commercial in nature.

In these cases, mobile voluntary services must submit an event application form to operate in a park, open space, footway or street in the City of Sydney local government area.

Outdoor event permits are subject to fees.

If approval is granted, mobile voluntary services must comply with the City of Sydney's event guidelines.

For more information, please contact the Outdoor Venues team:

Phone: 02 9265 9333

Email: openspacebookings@cityofsydney.nsw.gov.au

Website: cityofsydney.nsw.gov.au/business/regulations/outdoor-permits



City Cleansing and Waste. Photographer: Katherine Griffiths City of Sydney.



City Cleansing and Waste. Photographer: Brendan Read City of Sydney.

DO

- ✓ Limit hours of operation to recommended times
- ✓ Consider pedestrian volumes
- ✓ Minimise noise
- ✓ Place all rubbish and waste in bins or take with you
- ✓ Adhere to all road rules and street signs in public places
- ✓ Ensure all foot and roadways, and fire and emergency exits, are clear at all times
- ✓ Seek and obtain appropriate event approval permits where required

DON'T

- ✗ Leave rubbish or waste behind after service delivery
- ✗ Leave excess or left over food or food products unattended for people to collect
- ✗ Leave excess clothing, bedding or donations unattended for people to collect
- ✗ Disturb local residents with loud or offensive noise
- ✗ Park contrary to or operate in conflict with road rules or street signs
- ✗ Mount kerbs or gutters or park on foot and pathways
- ✗ Block fire and emergency exits
- ✗ Operate without appropriate event approval permits
- ✗ Set up trestle tables, chairs or barbecues on foot or pathways without appropriate permission



The City aims to ensure that public places in our city can be accessed and enjoyed by everyone including people who are experiencing homelessness.

Key contacts

City of Sydney

The City of Sydney is responsible for responding to homelessness and managing the public domain. In doing this work, City staff work across a range of areas.

Homelessness Unit

The City of Sydney's Homelessness Unit works 7 days a week to reduce homelessness and its impact in Sydney.

If you would like more information about the City's homelessness projects, the issues facing people who are homeless, or wish to operate a mobile voluntary service in our local area, please get in touch:

Phone: 02 9265 9333

Email: homelessness@cityofsydney.nsw.gov.au

Website: cityofsydney.nsw.gov.au/community/community-support/homelessness

Venue management for outdoor events permits

Approval is required to hold a festival, street parade, charitable collection, sporting or team event, commercial activity or product sampling which engages the general public.

In some circumstances, mobile voluntary services may require an event permit to operate in public spaces.

For further information, please contact the City:

Phone: 02 9265 9333

Email: openspacebookings@cityofsydney.nsw.gov.au

Website: cityofsydney.nsw.gov.au/business/doing-business-with-us/regulations/outdoor-permits

Department of Communities and Justice

The Department of Communities and Justice works with children, adults, families and communities across NSW and is responsible for responding to homelessness.

Phone: 02 8303 7600

Website: facs.nsw.gov.au

Link2home Homelessness Information Line

Eligibility: Homeless or at risk of homelessness.

Phone: 1800 152 152

Website: facs.nsw.gov.au

Land and Housing Corporation

The NSW Land and Housing Corporation is responsible for the management of the NSW Government's social housing portfolio. Contact them before operating a mobile voluntary service on land owned or managed by the NSW Government such as a social housing precinct.

Phone: 02 8753 9000

Website: facs.nsw.gov.au

Emergency services

If you observe a person is in need of urgent medical attention, is at risk of harming themselves or others, or if you have witnessed a serious incident or crime you should contact the appropriate emergency service – Police, Ambulance, or Fire Brigade on 000.

Phone: 000

More information

Child Protection Helpline

Phone: 13 21 11

Website: facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk

Homelessness NSW

Homelessness NSW works with its members to prevent and reduce homelessness across NSW. Members include small, locally based community organisations, multiservice agencies with a regional reach and large state-wide service providers. Homelessness NSW can provide information on homelessness, as well as guidance on appropriate volunteering opportunities.

Phone: 02 8354 7600

Website: homelessnessnsw.org.au

Mental Health Triage Line

If you or someone you know needs help, the Mental Health Line offers:

- Professional help and advice
- Referrals to local mental health services.

It is staffed by mental health professionals who will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed.

They can put you in contact with the most relevant mental health service for children, teens, adults and older people.

The Mental Health Line is available to everyone in NSW and operates 24 hours a day, 7 days a week.

health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx

Phone: 1800 011 511

Website: health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx

Needle Clean Up Hotline

If you see a needle in a public place call the hotline.

The hotline is staffed – Monday to Friday: 9am – 4pm – with an answering machine at other times.

Phone: 1800 633 353

NSW Food Authority

The NSW Food Authority regulates and monitors food safety across NSW, and can provide useful resources regarding food safety, including education, training and technical information, and useful on line fact sheets.

Phone: 1300 552 406

Website: foodauthority.nsw.gov.au/industry

Police Assistance Line

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the Police Assistance Line.

The Police Assistance Line operates 24 hours a day, 7 days a week.

Phone: 131 444

SafeWork NSW

SafeWork NSW regulate work health and safety in NSW. They can provide advice on improving work health and safety

Phone: 13 10 50

Email: contact@safework.nsw.gov.au

Website: safework.nsw.gov.au/contact-us

Definitions

Term	Definition
Accessible pathway	<p>The area of the footway maintained for safe and equitable pedestrian circulation. An accessible pathway is free from obstructions and assists in wayfinding and navigation. Also sometimes referred to as the continuous assessable path of travel or clear path of travel.</p> <p>Source: City of Sydney, Inclusive and Accessible Public Domain Draft Guidelines</p>
Amenity	<p>The features and advantages of a locality or neighbourhood which it is considered desirable to preserve or encourage such as beauty or tranquillity</p>
Food insecurity	<p>Food insecurity occurs whenever the availability of nutritionally adequate and safe foods, or the ability to acquire acceptable food in a socially acceptable way, is limited or uncertain.</p> <p>Source: Bazerghi, Chantelle, McKay, Fiona H., & Dunn, Matthew. (2016). <i>The Role of Food Banks in Addressing Food Insecurity: A Systematic Review</i>.</p>
Footway	<p>Means that part of a road as is set aside or formed as a path or way for pedestrian traffic (whether or not it may also be used by bicycle traffic).¹⁹</p> <p>Source: NSW Government, Roads Act 1993</p>
Littering	<p>It is an offence under the Protection of the Environment Operations Act 1997 to deposit litter in or on any place not used as a lawful receptacle for waste. This applies whether or not the material has any value when or after being left in the place.</p> <p>Source: NSW Government, Protection of the Environment Operations Act 1997</p>
Mobile voluntary service	<p>A service, group or program that provides food and material support, social contact, and access to spiritual support to people who are homeless as well as other disadvantaged groups.</p> <p>Services are typically volunteer led, however some services have professional oversight or are delivered by professional not-for-profit organisations working in the homelessness sector.</p> <p>Mobile voluntary service refers to the fact that these services are not provided from a building or other fixed place but are provided from vans or similar types of vehicles.</p>

Term	Definition
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Offensive noise

Means noise:

- (a) that, by reason of its level, nature, character or quality, or the time at which it is made, or any other circumstances:
 - (i) is harmful to (or is likely to be harmful to) a person who is outside the premises from which it is emitted, or
 - (ii) interferes unreasonably with (or is likely to interfere unreasonably with) the comfort or repose of a person who is outside the premises from which it is emitted, or
- (b) that is of a level, nature, character or quality prescribed by the regulations or that is made at a time, or in other circumstances, prescribed by the regulations.²⁰

Source: NSW Government, Protection of the Environment Operations Act 1997

Public place

- (a) a public reserve, public bathing reserve, public baths or public swimming pool, or
- (b) a public road, public bridge, public wharf or public road-ferry, or
- (c) a Crown reserve comprising land reserved for future public requirements, or
- (d) public land or Crown land that is not:
 - (i) a Crown reserve (other than a Crown reserve that is a public place because of paragraph (a), (b) or (c)), or
 - (ii) a common, or
 - (iii) land subject to the Trustees of Schools of Arts Enabling Act 1902, or
 - (iv) land that has been sold or leased or lawfully contracted to be sold or leased, or
- (e) land that is declared by the regulations to be a public place for the purposes of this definition.²¹

Note that public reserve is defined to also include public parks as outlined in the Local Government Act 1993.

Source: NSW Government, Local Government Act 1993

Public road

Means:

- (a) any road that is opened or dedicated as a public road, whether under this or any other Act or law, and
- (b) any road that is declared to be a public road for the purposes of this Act.²²

Source: NSW Government, Roads Act 1993 No 33

Means a road the public are entitled to use.

Source: NSW Government, Local Government Act 1993

Term	Definition
Risk of harm (child or young person)	<p>Risk of harm refers to the likelihood that a child or young person may suffer physical, psychological or emotional harm as a result of what is done (physical, sexual or psychological abuse) or not done (neglect) by another person, often an adult responsible for their care.²³</p> <p>Source: NSW Government, Family & Community Services, Child at risk of harm and neglect</p>
Safe food	<p>Safe food means that it has been produced, manufactured, handled and transported in a way that does not cause physical harm to a person who consumes it.</p> <p>Source: NSW Government, Food Act 2003</p>
Service provider	<p>Refers to individuals or groups that deliver a service that is a mobile voluntary service. They may be paid employees or volunteers.</p>
Service user	<p>Refers to people who access mobile voluntary services. Some service users may be homeless and sleeping rough. Some may be seeking support because they face other forms of disadvantage, such as low income, rental stress and or job insecurity.</p>
Specialist Homelessness Service	<p>Specialist homelessness services are community agencies that provide a range of services to support people who are experiencing homelessness or at risk of becoming homeless with the aim of breaking the cycle of homelessness. Services provided include prevention and early intervention, crisis or transitional accommodation, assistance to sustain housing, and support for people experiencing homelessness as a result of domestic and family violence, mental health or alcohol and other drugs.</p>
Waste	<p>Includes:</p> <ul style="list-style-type: none"> (a) any substance (whether solid, liquid or gaseous) that is discharged, emitted or deposited in the environment in such volume, constituency or manner as to cause an alteration in the environment (b) any discarded, rejected, unwanted, surplus or abandoned substance (c) any otherwise discarded, rejected, unwanted, surplus or abandoned substance intended for sale or for recycling, processing, recovery or purification by a separate operation from that which produced the substance (d) any processed, recycled, re-used or recovered substance produced wholly or partly from waste that is applied to land, or used as fuel, but only in the circumstances prescribed by the regulations (e) any substance prescribed by the regulations to be waste. <p>A substance is not precluded from being waste for the purposes of this Act merely because it is or may be processed, recycled, re-used or recovered.²⁴</p> <p>Source: NSW Government, Protection of the Environment Operations Act 1997</p>

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