

## Catering and Civic Support Policy

Policy Endorsement:	Endorsement required by Council		
Directorate:	Corporate Services		
Responsible Officer:	Manager Communications and Customer Service		
Policy Type:	Discretionary		
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1 <sup>st</sup> Adopted by Council:	9 June 2009 Minute No. 173	Last Adopted by Council:	14 March 2017 Minute No.130
Review Period:	Every 3 years	Next Review:	March 2020

### 1. Purpose

This policy provides guidance on the provision of meals, finger food and beverages for staff meetings or community gatherings and events held during, or after, normal work hours.

The policy also provides guidance on the level of Civic Attendant support required to assist the host officer at community gatherings or events held at either the Dandenong municipal building or Springvale civic site venues both during and after normal work hours.

### 2. Background

The Mayor, Councillors and staff often provide catering for meetings, events and receptions. Variations in standards and expectations arise when there are no clear guidelines on the appropriate level of catering established for staff to follow. The guidelines need to ensure that events are suitably catered and that consideration is given to providing appropriate food over meal times. There are further requirements with the responsible handling of alcohol and the need to establish the types of events where it is appropriate for alcohol to be served. It is important that event organisers are mindful of these issues.

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Event organisers often hold meetings or functions with large numbers of guests, sometimes outside of normal business hours. It is not always practical or desirable for event organisers to undertake all the support activities of leading guests to the right area, attending to security requirements and serving food and drinks, while they are managing the content of an event. These activities need to be handled professionally so the whole event can run smoothly and Council is presented in a positive manner. Guidelines are required to ensure that after hours meeting or events involving external guests are adequately resourced.

### 3. Scope

Council officers will apply these guidelines when organising:

- Councillor Briefing Sessions, Ordinary and Special Meetings or Councillor workshops
- Meetings, consultations or workshops with community members
- Staff meetings over lunch time or after hours
- Staff recognition events
- Internal or external advisory committee meetings
- Official launches and events
- Receptions and formal dinners

Note: Charges may be applicable for external groups/meetings

### 4. References

- Councillor Support, Reimbursement and Accountability Policy – adopted at the Ordinary Council Meeting on 10 August 2015.
- Staff Service Recognition Policy and Code of Practice – endorsed by the Chief Executive Officer updated June 2015.

### 5. Definitions

N/A

## 6. Council Policy

This policy provides an adequate and consistent approach to the provision of food and beverages at all meetings and community events organised by Council officers. The *Catering at Meetings* component sets out the categories of catering to be provided and the *Meeting Type* sets out the range of meetings the various categories apply to.

The *Civic Attendant Support* component outlines a consistent approach to ensure Council officers hosting a meeting or event have attendants to assist them in guiding guests to the right location, presenting and clearing away food and crockery and the responsible serving of alcohol.

It is the responsibility of the Council officer hosting a meeting or community event to ensure these guidelines are followed, and that they liaise with the Civic Facilities team for all functions.

### ***Catering at Meetings***

There are six categories of catering that can be provided at meetings. Outlined below are the six categories, followed by guidelines matching the categories to each meeting type. A 'closest fit' approach would apply where a specific meeting may vary from those listed.

#### Categories of Catering

- Category 1 – Fruit/cheese/savoury platter
- Category 2 – Sandwiches
- Category 3 – Finger Food (a combination of sandwiches and hot and cold selections)
- Category 4 – Buffet meal (Alcohol optional – Director approval required)
- Category 5 – Premium Finger Food including alcohol
- Category 6 – Formal meal including alcohol

### ***Meeting Types***

- All meetings – tea/coffee/cold water will be available and biscuits upon request
- Staff meetings held between 12noon and 1.30pm – category 1 and 2
- Staff meetings held between 6.00pm and 7.30pm – categories 1 and 3
- Staff recognition events – categories 1 - 3
- Advisory committees involving external people – categories 1-3
- Internal committees scheduled for 2.5 hours or longer – category 1 and 2
- Advisory committees, internal committees or informal meetings of Councillors expected to extend beyond 7pm – Category 4
- Community consultation/workshops scheduled for 1.5 hours or less – category 1 and 2

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- Community consultation/workshops scheduled longer than 1.5 hours – category 1 - 3
- Community consultation/workshops scheduled between 6.00pm and 7.30pm – upgrade to category 1 - 3
- Council dinners during/prior to scheduled Councillor Briefing Sessions and Council Meetings – category 4 or 5
- Receptions held on behalf of the Mayor and Councillors – category 4 or 5
- Formal Mayoral Dinner/Reception – category 6

A Council officer organising an event that does not specifically meet the criteria listed above should apply a 'closest fit' approach to determine the catering and beverage level for their event or contact the Civic Facilities Unit for advice.

The Council officer organising the event is responsible for the cost of catering provided. Council maintains a contract of approved caterers which is available on Webstar. Advice on the choice of approved caterer and feedback on a caterer's performance is handled through the Civic Facilities Unit.

Council will not be liable for any risk management issues if a Business Unit supplies their own catering or uses an unapproved caterer. It is the Business Unit's responsibility to ensure safe food handling practices are followed at all times. The Business Unit will be responsible if any issues arise from failing to provide safe food practices.

## ***Civic Attendance Support***

To ensure adequate food handling practices are followed and that Council-organised community events held at either the Dandenong municipal building or Springvale civic site are adequately supported, the following guidelines for organising a Civic Attendant to be present apply:

- All meetings held during normal working hours (8am-5pm) where food is provided – one Civic Attendant required to service the area.
- All after hours internal meetings, receptions or dinners with 30 people or less – one Civic Attendant required
- All after hours internal meetings, receptions or dinners with 31 to 80 people – two Civic Attendants required
- All other internal meetings or larger events are subject to Civic Facilities determining if a Civic Attendant is required and if so, how many are needed.
- If any meetings are held on behalf of external groups after-hours or on weekends, the relevant business unit will be responsible for the Civic Attendant charges.

A Council officer organising a meeting or dinner at any other venue is responsible for ensuring the event is adequately supported by staff from within the Business Unit or by the venue providers.



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## 7. Related Documents

- Councillor Support, Reimbursement and Accountability Policy, August 2015
- Staff Service Recognition Policy and Code of Practice – June 2015