



ORDINARY MEETING OF COUNCIL

To be held at 5pm on

Tuesday 19 November 2019

Council Chambers

11 Manning Street, KIAMA NSW 2533

Order of Business

- 1 Apologies
- 2 Acknowledgement of Traditional owners
- 3 Confirmation of Minutes of Previous Meeting
- 4 Business Arising From The Minutes
- 5 Declarations of Interest
- 6 Tabling of petitions and other documents
- 7 Public Access Summary
- 8 Mayoral Minute
- 9 Minutes of Committees
- 10 Public Access Reports
- 11 Report of the General Manager
- 12 Report of the Director Environmental Services
- 13 Report of the Director Corporate and Commercial Services
- 14 Report of the Director Engineering and Works
- 15 Report of the Director Blue Haven
- 16 Reports for Information
- 17 Addendum To Reports
- 18 Notice of Motion
- 19 Questions for future meetings
- 20 Confidential Summary
- 21 Confidential Reports
- 22 Closure

Members

His Worship the Mayor
Councillor M Honey
Councillor A Sloan
Deputy Mayor
Councillor M Brown
Councillor N Reilly
Councillor K Rice
Councillor W Steel
Councillor D Watson
Councillor M Way
Councillor M Westhoff

COUNCIL OF THE MUNICIPALITY OF KIAMA

Council Chambers
11 Manning Street
KIAMA NSW 2533

13 November 2019

To the Chairman and Councillors:

NOTICE OF ORDINARY MEETING

You are respectfully requested to attend an **Ordinary Meeting** of the Council of Kiama, to be held in the **Council Chambers, 11 Manning Street, KIAMA NSW 2533** on **Tuesday 19 November 2019** commencing at **5pm** for the consideration of the undermentioned business.

Yours faithfully



Kerry McMurray
General Manager

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**AGENDA FOR THE
ORDINARY MEETING OF KIAMA MUNICIPAL COUNCIL
TUESDAY 19 NOVEMBER 2019**

1 APOLOGIES

2 ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

"I would like to acknowledge the traditional owners of the land on which we meet, the Wadi Wadi people of the Dharawal nation, and pay my respect to Elders past and present."

3 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

3.1 Ordinary Council on 22 October 2019

Attachments

- 1 Minutes - Ordinary Council - 22/10/19 [↓](#)

Enclosures

Nil

RECOMMENDED

That the Minutes of the Ordinary Council Meeting held on 22 October 2019 be received and accepted.



MINUTES OF THE ORDINARY MEETING OF COUNCIL

commencing at 5pm on

TUESDAY 22 OCTOBER 2019

Council Chambers
11 Manning Street, KIAMA NSW 2533

Item 3.1

Attachment 1

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

MINUTES OF THE ORDINARY MEETING OF THE COUNCIL OF THE MUNICIPALITY OF KIAMA HELD IN THE COUNCIL CHAMBERS, KIAMA, ON TUESDAY 22 OCTOBER 2019 AT 5PM

PRESENT: Mayor – Councillor M Honey,
Deputy Mayor – Councillor A Sloan,
Councillors M Brown, N Reilly, K Rice, W Steel, D Watson,
M Way and M Westhoff

IN ATTENDANCE: General Manager, Acting Director Environmental Services,
Acting Director Engineering and Works, Director Blue Haven
and Acting Manager Strategic Planning

1 APOLOGIES

Nil.

2 ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

The Mayor declared the meeting open and acknowledged the traditional owners:

“I would like to acknowledge the traditional owners of the Land on which we meet, the Wadi Wadi people of the Dharawal nation, and pay my respect to Elders past and present.”

3 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

3.1 Ordinary Council meeting on 17 September 2019

19/383OC

Resolved that the Minutes of the Ordinary Council Meeting held on 17 September 2019 be received and accepted.

(Councillors Westhoff and Brown)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

4 BUSINESS ARISING FROM THE MINUTES

Nil

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

5 DECLARATIONS OF INTEREST**Disclosure of Interest - Councillor Watson**

Councillor Watson declared a non-significant non-pecuniary interest in Item 12.1 Bert Flugelman Painting Donation as he is a member of the Cultural Board. Councillor Watson took part in discussion and voting on this matter.

Disclosure of Interest - Councillor Watson

Councillor Watson declared a non-significant non-pecuniary interest in item 16.3 Cancellation of the 2019 Gerringong Christmas Street Parade as he is on the organising committee for the Parade. Councillor Watson took part in discussion and voting on this matter.

6 TABLING OF PETITIONS AND OTHER DOCUMENTS

Councillor Reilly tabled a letter from Jamberoo Valley Ratepayers and Residents Association (JVRRRA) to Councillor Reilly which documents the events surrounding receipt of Councillor Reilly's email (to the JVRRRA) dated 7 February 2019 regarding progress on the Hyam's Creek footbridge and commenting on the Kiama Independent article published on 22 February 2019.

7 PUBLIC ACCESS SUMMARY

Name	Item No.	Subject
John McKibbin Brendan Dallas	12.2	10.2019.90.1 - Lot 138 DP 14188 - 92 Renfrew Road Warri Beach – Demolition of existing garage and shed and construction of detached dual occupancy, swimming pool, garage and 2 Lot Torrens Title subdivision
Karen Renkema-Lang	12.4	Endorsement of Community Participation Plan

8 MAYORAL MINUTE**8.1 Mayor's Giving Tree****19/384OC****Resolved** that Council endorse the Mayor's Giving Tree appeal.

(Councillors Honey and Watson)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

19/385OC

Resolved that at this time Council bring forward and deal with Item 17.1 of the Addendum to Reports.

(Councillors Reilly and Steel)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

17.1 Passing of Monique Dare-Ward

19/386OC

Committee recommendation that Council note Ms Dare-Ward's passing with regret and recognise her significant service to the community as a past Councillor.

(Councillors Honey)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

Councillors paid their respect to Ms Dare-Ward and extended their condolences to the family. This was followed by a minute's silence.

9 MINUTES OF COMMITTEES

9.1 Minutes: Australia Day Committee - 17 September 2019

19/387OC

Resolved that the Minutes of the Australia Day Committee Meeting held on 17 September 2019 be received and accepted.

(Councillors Westhoff and Way)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING**22 OCTOBER 2019****9.2 Minutes: Destination Kiama Tourism Advisory Committee – 23 September 2019****19/388OC**

Resolved that the Minutes of the Destination Kiama Tourism Advisory Committee Meeting held on 23 September 2019 be received and the recommendations detailed below be accepted:

1. That Destination Kiama provide support to the Institute of Interesting Ideas – Spring Series to the value of \$3,000 for the out of area marketing of these events, dependent on the appropriate milestone payments, deliverables and post event reporting is agreed to and supplied.
2. That Destination Kiama provide support to the 2020 Johnny Warren Memorial Cup being held on 7-9 February to the value of \$2,400, inclusive of the requested in kind support (e.g. waste services, toilet cleaning), dependent on the appropriate milestone payments, deliverables and post event reporting is agreed to and supplied.
3. That Destination Kiama provide support to the 2020 Wind and Waves Festival being held on 13- 15 March to the value of \$10,000 for this event, dependent on the appropriate permits and approvals being obtained and the milestone payments, deliverables and post event reporting is agreed to and supplied.
4. That Destination Kiama provide support to the 2020 KissArts Festival being held 25 – 26 April to the value of \$10 000 plus in kind support, including use of The Pavilion (restricted), Waste Services, Reserve Hire but excluding DA costs, dependent on the appropriate permits and approvals being obtained and milestone payments, deliverables and post event reporting is agreed to and supplied.
5. That Destination Kiama provide support to the 2020 SurfLife Festival being held on 1-2 May to the value of \$5,000 for the out of area marketing of this event, plus in kind support including use of the Gerringong Town Hall for two days, Reserve Hire for South Warri for two days and Waste Services and cleaning for two days. To be dependent on the appropriate permits and approvals being obtained, and the milestone payments, deliverables and post event reporting is agreed to and supplied.
6. That Destination Kiama provide support to the 2020 Kiama I Do being held on 24 May to the value of \$2,000 for the marketing of this events, dependent on the appropriate milestone payments, deliverables and post event reporting is agreed to and supplied.
7. That Destination Kiama provide support to the 2020 Kiama Skatifest being held on 12-12 July to the value of \$8,500 for this event inclusive of in-kind services, dependent on the appropriate permits and approvals being obtained and the milestone payments, deliverables and post event reporting is agreed to and supplied.
8. That Destination Kiama provide support to the 2020 Jamberoo Music Festival being held on 18-19 July to the value of \$8,000 for the out of area marketing of this event, dependent on the appropriate permits and approvals being

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

obtained and the milestone payments, deliverables and post event reporting is agreed to and supplied.

9. That Destination Kiama provide support to the 2020/21 Kiama Bodyboard King Pro, to the value of \$6,000 per year for the 2020 and 2021 event/s, dependent on the appropriate milestone payments, deliverables and post event reporting is agreed to and supplied.
10. That Destination Kiama provide support to the 2020 Sharkskin NSW IRB Competition to the value of \$3,000 to the Gerringong SLSC for their bid to host a round of these events, plus in kind support (TBC) dependent on the appropriate milestone payments, deliverables and post event reporting is agreed to and supplied.
11. That the Post Event Reports attached to this report are accepted.
12. That Destination Kiama congratulate the local Short Term Holiday Rental sector for continuing to provide a quality service to our visitors.
13. That Destination Kiama support 34 Degrees South in becoming an outlet for Visitor Information in Gerringong, inclusive of the provision of signage at both this above mentioned business and also at Natural Necessity to direct traffic across the Park.
14. That Council writes to the Jamberoo Residents and Ratepayers Association seeking a meeting to discuss the proposed event signage.

(Councillors Brown and Steel)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

9.3 Minutes: Economic Development Committee - 25 September 2019

19/389OC

Resolved that the Minutes of the Economic Development Committee Meeting held on 25 September 2019 be received and accepted.

(Councillors Watson and Reilly)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

9.4 Minutes: Kiama Local Traffic Committee - 1 October 2019

19/390OC

Resolved that the Minutes of the Kiama Local Traffic Committee Meeting held on 1 October 2019 be received and the recommendations therein be accepted.

(Councillors Way and Rice)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

COMMITTEE OF THE WHOLE

19/391OC

Resolved that at this time, 5.15pm, Council form itself into a Committee of the Whole to deal with matters listed in the reports as set out below:

- Report of the General Manager
- Report of the Director Environmental Services
- Report of the Director Corporate and Commercial Services
- Report of the Director Blue Haven
- Reports for Information
- Addendum to Reports

(Councillors Way and Rice)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

10 PUBLIC ACCESS REPORTS

19/392OC

Committee recommendation that at this time, 5.16pm, Council bring forward and deal with the matters pertaining to the Public Access Meeting.

(Councillors Way and Westhoff)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

12.2 10.2019.90.1 - Lot 138 DP 14188 - 92 Renfrew Road Werri Beach – Demolition of existing garage and shed and construction of detached dual occupancy, swimming pool, garage and 2 Lot Torrens Title subdivision

19/393OC

Committee recommendation that Council defer Development Application number 10.2019.90.1 under Section 4.16 of the Environmental Planning and Assessment Act, 1979 to allow consideration of the amended plan.

(Councillors Way and Watson)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

12.4 Endorsement of Community Participation Plan

19/394OC

Committee recommendation that Council:

1. Endorse the Kiama Community Participation Plan subject to the following amendment:
That the word “dwelling” is removed from 8.1a) to read:
 - a) All development applications (including designated) with the exception of the following:
 - Single storey outbuildings (including single storey additions and alterations) that comply with the relevant height, floor space ratio, setback and cut and fill requirements
 - Subdivision of existing buildings (i.e. the subdivision of an existing dual occupancy etc.)
 - Changes from one commercial use to another, excluding changes for licensed premises.
2. Upload the endorsed Plan to both Council’s website and the NSW Planning Portal
3. Endorse the amendments to Chapter 2 of the Kiama DCP 2012 and place notice in The Bugle within 28 days of Council meeting
4. Notify the Precinct Committees, Ratepayers Associations and individuals who made submissions of Council’s endorsement of the Plan.

(Councillors Rice and Reilly)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

11 REPORT OF THE GENERAL MANAGER

11.1 External Legal Services Panel

19/395OC

Committee recommendation that Council endorses the External Legal Services Panel selected by the Illawarra Shoalhaven Joint Organisation evaluation team, effective from 1 October 2019 for a period of two-years (to 31 September 2021), with an option to extend the panel for a further two-year period, up to 31 September 2023.

(Councillors Rice and Westhoff)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

11.2 Request for in-kind donation: Australia Day 2020

19/396OC

Committee recommendation that Council provide in-kind support for the provision of waste services, road occupation including advertising, native title (if applicable) and sponsorship of \$1,000 to Gerringong Lions Club, Kiama Downs Surf Club, Kiama Rotary and Jamberoo Red Cross for the Australia Day 2020 breakfasts. Further, that the community groups be advised Council would appreciate appropriate recognition of Council's support of the event on behalf of the community.

(Councillors Westhoff and Brown)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

11.3 Internal Reporting Policy (NSW Public Interest Disclosures Act 1994)

19/397OC

Committee recommendation that Council adopts the Internal Reporting Policy (NSW Public Interest Disclosures Act 1994)

(Councillors Watson and Brown)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

11.4 Councillor Access to Information, Staff and Premises Policy

19/398OC

Committee recommendation that Council adopts the Councillor Access to Information, Staff and Premises Policy.

(Councillors Reilly and Westhoff)

For: Councillors Brown, Honey, Reilly, Rice, Steel, Watson, Way and Westhoff

Against: Councillor Sloan

11.5 Amended Code of Meeting Practice

19/399OC

Committee recommendation that Council:

1. amend the final sentence in Section 4.1 of the Code of Meeting Practice to read:

Any matters for discussion exclude business relating to the minutes of the previous council meeting and reports relating to nominations for council committees. Further, for committee minutes included in Reports for Information only recommendations requiring Council determination can be discussed at the public forum.

2. places the amended Code of Meeting Practice on public exhibition for 28 days
3. receives a further report giving consideration of any comments received during the exhibition period and putting forward a final Code of Meeting Practice for adoption.

(Councillors Rice and Brown)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

12 REPORT OF THE ACTING DIRECTOR ENVIRONMENTAL SERVICES

12.1 Bert Flugelman Painting Donation

Disclosure of Interest - Councillor Watson

Councillor Watson declared a non-significant non-pecuniary interest in this matter as he is a member of the Cultural Board. Councillor Watson took part in discussion and voting on this matter.

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

19/400OC

Committee recommendation that Council accept Kay Fugleman's donation of her father, Bert Flugelman's painting, of a coastal view from Jamberoo Mountain.

(Councillors Watson and Reilly)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

12.3 Kiama Local Strategic Planning Statement – Phase 2 Update

19/401OC

Committee recommendation that Council:

1. Receive and note this progress report on the development of the Kiama Local Strategic Planning Statement.
2. Agree that the technical papers be uploaded on Council's website as a record of the information that was discussed at the community workshops.

(Councillors Rice and Sloan)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

13 REPORT OF THE DIRECTOR CORPORATE AND COMMERCIAL SERVICES

13.1 Statement of Investments - September 2019

19/402OC

Committee recommendation that Council receive and adopt the information relating to the Statement of Investments for September 2019.

(Councillors Brown and Westhoff)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

19/403OC

Committee recommendation that at this time Council bring forward and deal with item 17.2 Expressions of interest – Request for borrowings for Surf Beach Holiday Park redevelopment.

(Councillors Reilly and Rice)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

17.2 Expressions of interest - Request for borrowings for Surf Beach Holiday Park redevelopment

19/404OC

Committee recommendation that Council:

1. receive the report on Expressions of Interest – Request for Borrowings from suitable lending institutions to fund the Surf Beach Holiday Park Redevelopment.
2. delegate authority to the General Manager to negotiate and approve the best rate from banks.
3. delegate authority to the Mayor and General Manager to sign all necessary documentation to establish the Loan Funding Agreement.
4. provide security to the successful financial institution in the form of a charge over the income of Council as per the Local Government (General) Regulation 2005 section 229.

(Councillors Brown and Steel)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

14 REPORT OF THE ACTING DIRECTOR ENGINEERING AND WORKS

Nil.

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

15 REPORT OF THE DIRECTOR BLUE HAVEN

15.1 Workplace Surveillance Policy

19/405OC

Committee recommendation that Council adopt the Kiama Council Workplace Surveillance Policy.

(Councillors Sloan and Watson)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

16 REPORTS FOR INFORMATION

19/406OC

Committee recommendation that the following Reports for Information listed for the Council's consideration be received and noted

- 16.1 Annual tabling of Designated Persons Returns
- 16.2 Anzac centenary commemorative logo on the Kiama lighthouse
- 16.4 Changes to penalties available to councils for code of conduct breaches by Councillors - Office of Local Government
- 16.6 Clause 4.6 Variations to LEP Development Standards - 1 July to 30 September 2019
- 16.7 Community Achievement Award, Megan Dalley Award and Robert East Award winners
- 16.8 Councillor Rice report - Healthy Cities Steering Committee
- 16.9 Illegal Dumping Compliance Officer's Quarterly Report – 1 July to 30 September 2019
- 16.10 Kiama Urban Strategy - Dwelling Approval Update
- 16.11 Launch of Your Council website - Office of Local Government
- 16.12 L'Etape Australia 2020 secured by Destination Kiama
- 16.13 Naming of Sporting Field - John Hanigan Oval
- 16.14 Newly released lots to dual occupancy
- 16.16 Parking Statistics - September 2019
- 16.17 Review of Local Government election costs
- 16.18 Minutes: Kiama Liquor Accord - 27 February 2019
- 16.19 Minutes: Kiama Liquor Accord - 22 May 2019
- 16.20 Minutes: Kiama Liquor Accord - 21 August 2019
- 16.21 Minutes: Kiama Liquor Accord - Annual General Meeting - 21 August 2019
- 16.22 Minutes: Central Precinct meeting - 27 August 2019 and 24 September 2019

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

16.23 Minutes: Jamberoo Valley Ratepayers and Residents Association - 1 October 2019

16.24 Minutes: North Precinct meeting - 11 September 2019

16.25 Minutes: South Precinct meeting - 19 September 2019.

(Councillors Brown and Westhoff)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

16.3 Cancellation of the 2019 Gerringong Christmas Street Parade

19/4070C

Committee recommendation that Council

1. notes the President of the Gerringong Bowling Club, Cherie Burton, has confirmed that the Gerringong Christmas Street Parade will go ahead this year, subject to statutory approvals, under the auspice of the Gerringong Bowling Club and alongside local community groups including, Gerringong Sunrise Rotary, Gerringong Lions, Gerringong Rural Fire Service and The Gerringong Association.
2. thanks all those who have worked so hard to ensure this popular community event continues, in particular Emily Vaughan, Liz Atkins, Julia O'Keefe, Hayley Alchin, Sarah McLachlan, Jamie Barnes, Shane Wicks, Rotary members Steve Smith and Pat Crowley, RFS member Don Watson, Lions Club member Mark Westhoff and those from the Gerringong Bowling Club Cherie Burton, Luke Richards, Nicole Vernon-Rogers and Phillip Vernon Rogers.
3. acknowledges and thanks the work and efforts of the Gerringong Sunrise Rotary who has had previous carriage of this event and wish them well in their new direction in expanding the Christmas Village Markets.
4. on behalf of the Gerringong community, thank Gerringong Bowling Club and Clubs NSW for their generous cash contribution and resources to date.
5. request that the relevant traffic management study be submitted to the next traffic committee for deliberation with recommendations to then be ready for consideration for Council at its November meeting.
6. request that all other relevant applications for approvals for this parade be submitted to the relevant body for due consideration and determination in a timely manner to ensure the parade will run on Saturday, 21 December 2019.
7. calls on all Gerringong and Gerroa residents, along with their friends and families and visitors to support and enjoy the 2019 Gerringong Street Parade.

(Councillors Brown and Westhoff)

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

16.5 Christmas / New Year - annual close down period

19/408OC

Committee recommendation that Council endorse:

1. the annual close down period for the Christmas and New Year period 2019-2020
2. the February 2020 Council meeting being held on 11 February and no ordinary meeting being held in January 2020.

(Councillors Sloan and Steel)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

16.15 Parking at James Oates Reserve, Minnamurra

19/409OC

Committee recommendation that Council report back on the options to fund additional parking as proposed in Concept 2 for James Oates Reserve, Minnamurra that will increase car parking spaces by an additional 28 spaces at a cost of \$85,000.

Further, as an interim measure, Council line marking of the existing car park be completed before the school holidays in December. The work can be undertaken within the current Engineering and Works budget at \$1,000.

(Councillors Way and Brown)

For: Councillors Brown, Honey, Steel, Watson and Way

Against: Councillors Reilly, Rice, Sloan and Westhoff

RESUMPTION OF ORDINARY BUSINESS

19/410OC

Committee recommendation that at this time, 6.09pm, Council resume the ordinary business of the meeting with all Councillors and Staff present at the adjournment of the meeting being present.

(Councillors Steel and Way)

MINUTES OF THE ORDINARY MEETING

22 OCTOBER 2019

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

ADOPTION OF COMMITTEE OF THE WHOLE REPORT

19/411OC

Committee recommendation that Council formally confirm, adopt and endorse the Committee recommendations made by Council sitting as a Committee of the Whole as detailed in the Committee recommendations numbered 19/392OC to 19/410OC above.

(Councillors Reilly and Rice)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

17 ADDENDUM TO REPORTS

Supplementary items were dealt with earlier in the meeting.

18 NOTICE OF MOTION

Nil

19 QUESTIONS FOR FUTURE MEETINGS

19.1 Council election costs

Councillor Reilly requested a report be brought to Council regarding Council elections and savings that may follow by reducing pre-poll to one week and a reduction in the number of polling places. The matter was referred to the General Manager for investigation and report.

19.2 Thomson Street traffic flow and parking

Councillor Reilly requested a report on the suggestions that he has made regarding traffic flow and parking in Thomson Street, Kiama. The matter was referred to the Director Engineering and Works for investigation and report.

19.3 Correspondence response timeframes

Councillor Sloan requested a report be provided that explains how correspondence response timeframes are tracked and how average response times have been trending. The matter was referred to the Director Corporate and Commercial Services for investigation and report.

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19.4 Brown Street cutting

Councillor Sloan requested an update on the options to return the Brown Street cutting to a two-way road. The matter was referred to the Director Engineering and Works for investigation and report.

19.5 Community Response Policy

Councillor Rice requested a report on the progress of the Community Response Policy. As background, in September 2018 a report on the preparation of a Community Response Policy was requested and in November 2018 it was suggested that the draft policy would be presented to Council June 2019. The matter was referred to the General Manager for investigation and report.

19.6 Footpath adjacent to Kiama Library

Councillor Way requested a report on options to repair the footpath adjacent to the Kiama Library which has become uneven due to damage from tree roots and is now a safety issue for pedestrians. The matter was referred to the Director Engineering and Works for investigation and report.

19.7 2020 skateboarding event

Councillor Brown requested a report on the progress of preparing the surface of the Kiama Skate Park for the 2020 Skatefest. The matter was referred to the Director Engineering and Works for investigation and report.

19.8 Saddleback Mountain Road pedestrian crossing

Councillor Westhoff requested a report on behalf of the Youth Advisory Committee on the possibility of installing a pedestrian crossing on Saddleback Mountain Road from the student parking area to Kiama High School. The matter was referred to the Director Engineering and Works for investigation and report.

20 CONFIDENTIAL SUMMARY**19/4120C**

Resolved that at this time, 6.15pm, Council form itself into a Confidential Committee of the Whole to deal with matters listed in the recommendations as set out below subject to the consideration of any representations relating to such action.

(Councillors Westhoff and Way)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

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The Mayor called for representations regarding issues which had been proposed to be disclosed in Confidential Committee of the Whole. No such representations were received.

20.1 Exclusion Of Press And Public:*19/4130C*

Committee recommendation that in accordance with Sections 10 and 10A of the Local Government Act, 1993 as amended, Council close the meeting of the Confidential Committee of the Whole to the Press and Public to deal with the following matters on the grounds as detailed below.

21.1 AGGREGATION OF RATEABLE LOTS

Reason for Confidentiality: This matter deals with discussion in relation to the personal hardship of a resident or ratepayer as per Section 10A(2)(b) of the Local Government Act and information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business as per Section 10A(2)(c) of the Local Government Act.

21.2 LAND AND ENVIRONMENT COURT APPEALS - LEGAL STATUS REPORT - 1 JULY TO 30 SEPTEMBER 2019

Reason for Confidentiality: This matter deals with advice concerning litigation, or advice as comprises a discussion of this matter, that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege as per Section 10A(2)(g) of the Local Government Act.

21.3 MARKETS STRATEGY

Reason for Confidentiality: This matter deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business as per Section 10A(2)(c) of the Local Government Act.

21.4 MINNAMURRA BOARDWALK – GRANT FUNDING VARIATION

Reason for Confidentiality: This matter deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it as per Section 10A(2)(di) of the Local Government Act.

21.5 MINNAMURRA BOARDWALK – COASTAL SEPP LEGAL OPINION

Reason for Confidentiality: This matter deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it as per Section 10A(2)(di) of the Local Government Act.

21.6 CODE OF CONDUCT REPORT - CLR NEIL REILLY

Reason for Confidentiality: This matter deals with alleged contraventions of any code of conduct requirements applicable under section 440 as per Section 10A(2)(i) of the Local Government Act.

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21.7 SENIOR STAFF ROLES

Reason for Confidentiality: This matter deals with personnel matters concerning particular individuals (other than councillors) as per Section 10A(2)(a) of the Local Government Act.

(Councillors Watson and Way)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

21 CONFIDENTIAL REPORTS

21.1 Aggregation of rateable lots

19/414OC

Committee recommendation that Council approves the aggregation of storage lots and car spaces when:

- a) they are used in conjunction with a residential unit or business unit/shop/office
 - b) the ownership of each lot is in exactly the same name as per the title
 - c) all the lots are in the same strata plan
 - d) none of the lots are moorings/marina berths
 - e) it/they are not leased out for private purposes
 - f) the units are not owned by the developer
 - g) the owner can prove how levying each unit separately is unfair and could cause hardship in accordance with section 548A of the Local Government ACT 1993
2. Any storage lots or car spaces that are not categorised as Business Commercial/Industrial the rating category is to be changed to this category effective from 1 July of the next financial year.
3. The approved aggregations will be effective from 1 July of the next financial year.

(Councillors Brown and Way)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

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21.2 Land and Environment Court Appeals - Legal Status Report - 1 July to 30 September 2019

19/415OC

Committee recommendation that Council note the information contained in this report.

(Councillors Brown and Westhoff)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

21.3 Markets Strategy

19/416OC

Committee recommendation that Council adopt the strategy outcomes for markets in the Local Government Area as outlined in the summary section of this report.

(Councillors Brown and Way)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

21.4 Minnamurra Boardwalk – Grant Funding Variation

It was **moved** by Councillor Way and seconded by Councillor Steel that Council approve the continuation of Minnamurra Boardwalk project and extend the time frame to facilitate the completion of Stage 1 and 2.

That Council immediately advertise Tenders for Stage 1 (the on land component-approximately 1,000 metres) and select a contractor, utilising existing Grant funding for this work.

As Stage 1, is basically a shared concrete pathway, both Local and State contractors could bid and provide a competitive Tender.

After awarding the contract for Stage 1, determine the balance available from existing Grant funding and request a variation in the Grant funding agreement as per the Grant conditions process to complete Stage 2, the over water component (approximately 600 metres).

When funds are approved for Stage 2, advertise tender for the over water component (approximately 600 metres), as per the plan provided by Cardno and approved by Council.

For the Tender process to be effective, all costing information including the recent

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Quantity surveyors estimates to remain confidential.

The **Motion** on being put was **lost**.

For: Councillors Steel and Way

Against: Councillors Brown, Honey, Reilly, Rice, Sloan, Watson and Westhoff

19/417OC

Committee recommendation that Council applies to the NSW Roads & Maritime Services for a variation to the grant funding agreement for the Minnamurra Boardwalk project, that:

1. approves the full project scope, including a large timeframe extension and a variation from the State Government for additional grant funding to complete the entire project.

(Councillors Honey and Steel)

For: Councillors Brown, Honey, Reilly, Sloan, Steel, Watson, Way and Westhoff

Against: Councillor Rice

21.5 Minnamurra Boardwalk – Coastal SEPP Legal Opinion

19/418OC

Committee recommendation that Council note the information contained in this report.

(Councillors Brown and Reilly)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

19/419OC

Committee recommendation that at this time Council bring forward and deal with item 21.7 Senior Staff Roles.

(Councillors Brown and Watson)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

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21.7 Senior Staff Roles

19/420OC

Committee recommendation that Council approve the position of Director Engineering and Works be advertised as a Senior Staff role.

(Councillors Steel and Watson)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

Councillors Reilly and Way left the meeting at this time, 6.45pm.

21.6 Code of Conduct Report - Clr Neil Reilly

19/421OC

Resolved that Council, in accordance with clause 16.75 of the Code of Conduct (June 2016) and clause 440G of the Local Government Act 1993, formally censure Councillor Neil Reilly for misconduct on the following grounds:

Five allegations of misconduct were made against Councillor Reilly:

1. March 2019 – social media comments which were disparaging to Council staff, another Councillor and Council as a whole;
2. March 2019 – social media comments which were disrespectful of other Councillors;
3. April 2018 – social media comments which were disparaging of other Councillors;
4. April 2019 – comments at Ordinary Council meeting which were disparaging of Council staff; and
5. June 2018 – social media comments which were disparaging of other Councillor.

These allegations were investigated in accordance with the Procedures for Administration of the Code of Conduct and the investigator found:

- Allegation one is substantiated in part;
- Allegation two is not substantiated;
- Allegation three is substantiated;
- Allegation four is substantiated;
- Allegation five is substantiated.

The investigator further found that the substantiated allegations amount to the following breaches of the Code of Conduct:

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- 7.8 *Respect - You must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognizing the different roles others play in local government decision-making.*
- 9.1 *You must not conduct yourself in carrying out your functions in a manner that is likely to bring Council or holders of civic office into disrepute. Specifically, you must not act in a way that:*
- a) contravenes the Act, associated regulations, Council's relevant administrative requirements and policies;*
 - b) is detrimental to the pursuit of the charter of Council;*
 - e) causes, comprises or involves intimidation, harassment or verbal abuse.*
- 9.3 *You must treat others with respect at all times.*
- 12.8 *The following interactions are inappropriate and constitute a breach of Council's Code of Conduct:*
- g) Councillors and administrators making personal attached on Council staff in a public forum.*

The substantiated allegations also result in the failure to comply with the following section of the *Local Government Act 1993*:

232 THE ROLE OF A COUNCILLOR

- (1) *the role of a councillor is as follows:*
- (f) to uphold and represent accurately the policies and decisions of the governing body.*

A failure to comply with a section of the Act then constitutes a breach of clause 9.1(a) of the Code of Conduct, listed above.

(Councillors Sloan and Westhoff)

For: Councillors Brown, Honey, Rice, Sloan, Steel, Watson and Westhoff

Against: Nil

Close of Confidential Committee of the Whole:

19/422OC

Committee recommendation that at this time, 7.16pm, the Confidential Committee of the Whole revert to Open Council.

(Councillors Westhoff and Brown)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

MINUTES OF THE ORDINARY MEETING

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Adoption of Report

The General Manager formally reported the recommendations of the Confidential Committee of the Whole more particularly set out above.

19/423OC

Resolved that that the Confidential Committee of the Whole recommendations numbered 19/413OC to 19/422OC be confirmed and adopted.

(Councillors Brown and Watson)

For: Councillors Brown, Honey, Reilly, Rice, Sloan, Steel, Watson, Way and Westhoff

Against: Nil

22 CLOSURE

There being no further business the meeting closed at 7.16pm.

These Minutes were confirmed at the Ordinary Meeting of Council held on 19 November 2019.

.....
Mayor

- 4 BUSINESS ARISING FROM THE MINUTES**
- 5 DECLARATIONS OF INTEREST**
- 6 TABLING OF PETITIONS AND OTHER DOCUMENTS**
- 7 PUBLIC ACCESS SUMMARY**

8 MAYORAL MINUTE

8.1 Recognition of Council Lifeguards rescue at Kiama

Attachments

Nil

Enclosures

Nil

RECOMMENDED

That Council formally thank Kiama lifeguards Rhys Dawson, Bradley Dawson and Toby Streamer for the safe rescue of a rock fisherman in Kiama.

REPORT

It has recently been brought to my attention that in August this year three Council lifeguards, Rhys Dawson, Bradley Dawson and Toby Streamer, came to the rescue of a rock fisherman who had fallen into the water and floated 400m out to sea. He had been in the water for over an hour and was almost hypothermic but had been wearing a life jacket and fishing cleats which no doubt contributed to keeping him alive all that time.

The three lifeguards were rewarded with the NSW Rescue of the Month award by Surf Life-Saving NSW.

I therefore recommend a formal letter of thanks be forwarded to all three life guards thanking them for their remarkable efforts assisting to save the man's life.

8.2 2019 Kiama Electorate Community Recognition Awards**Attachments**

- 1 Gareth Ward Community nominee awards 2019 [↓](#)

Enclosures

Nil

RECOMMENDED

That Council formally congratulate the following residents on receiving a Kiama Electorate Community Recognition Award:

- Outstanding local volunteers - Steve Woodward, Shane Wicks and Peter Smylie
- Outstanding local community organisation - Kiama Downs Surf Life Saving Club
- Conservation Champions - Warren Holder and Friends of Minnamurra
- Jai Rooney – Outstanding Young Citizen - Jai Rooney and Bradley Douglas
- Outstanding small businesses - Sincerely Summer Boutique & Home Décor, Bombo Clothing Company, Milk and Honey, Ryan Bourke (Avcon Projects), Animal Kinship and Knickerboxers
- Junior Sports Awards - Jack Nunn and Daniel Woolley
- Outstanding Local Sports Administrators - Jan Godfrey, Alex Leon and Brad Speering
- Outstanding Local Citizens - Reverend Amanda Koorey, Lauris Buckman, Rebecca Cook, Mac Ainsworth and Valentine

REPORT

I recently had the honour and privilege of attending the presentation of the Kiama Electorate Community Recognition Awards hosted by Local Member for Kiama, Gareth Ward. The Awards were held at the Pavilion on 21 October 2019. Nominations had been received from all areas within the Kiama Electorate and our Municipality featured with a number of residents receiving awards.

I am sure that Council will join with me in congratulating each of our local award winners for their efforts and dedication in their chosen fields.

Steve Woodward – In recognition for his amazing contribution over the past six years as Team Leader of Club Jamberoo's repairs and maintenance committee - with a wonderful and selfless commitment to the Club, keeping cost improvements to a minimum and sourcing a second hand playground from McDonald's which has been instrumental in bringing young people with children to the Club. Steve has accumulated 394 volunteer hours in the past twelve months at Club Jamberoo.

Cathy Delhaas – In recognition of her involvement with a number of community activities including the Opera in the Valley, Jamberoo Market Stalls, and as President of the Jamberoo CWA Branch for the past six years and efforts to support local farmers and their families who are feeling the pinch during the current drought by leading significant fundraising and events with so far resulting in \$25,000 being raised to help our farmers.

Shane Wicks – In recognition of his contribution as an active volunteer member of the Gerringong Surf Life Saving community. Shane actively participates in patrols and organises with other members the ongoing running of the surf club. Shane also volunteers with the NSW Rural Fire Brigade in Gerringong and actively participates in training and community events.

Peter Smylie – In recognition of his volunteer work with the Kiama State Emergency Service giving his spare time on a weekly basis for the training and development of volunteers in road crash rescue and vertical rescue operations. Peter is an active member who also responds to emergencies when called upon via triple zero calls to road accidents, beach access, cliff rescues, assisting other emergency services when required.

Kiama Downs Surf Life Saving Club – In recognition of its contribution and engagement with the local community from their patrol of Jones Beach to community education with First Aid and other courses, nippers social activities and community engagement programs.

Friends of Minnamurra – in recognition of their outstanding community led efforts to oppose the Dunmore Lakes sand mining proposal. They held several public meetings and advocated on behalf of concerned local residents and stakeholders in opposing this proposal along with Kiama and Shellharbour Councils and the Member for Kiama.

Warren Holder – In recognition of his active involvement with the Gerroa Environmental Protection Society as President since 2006, a Member of the Cleary Brothers Sand Quarry Community Liaison Committee and instigated community environmental walks at Seven Mile Beach.

Jai Rooney – In recognition of his outstanding involvement with the Kiama Basketball Association and doing three afternoons a week coaching junior players as well as four games of his own.

Bradley Douglas – In recognition of his stellar contribution within the Kiama Surf Life Saving Club as Jet Boat Captain and Emergency Coordinator.

Milk and Honey – In recognition of their exceptional and friendly customer service with very efficient staff members.

Sincerely Summer Boutique & Home Décor – In recognition of their exceptional and friendly customer service with very efficient staff members.

Bombo Clothing Company – In recognition of their consistent, generous and friendly customer service and support.

Ryan Bourke, Avcon Projects – In recognition of his environmental focus, doing clean ups of hazardous waste and first responders to emergency spills, crashes or fires and deals with higher risk or large volume waste projects. This small business

also supports local clubs and is a sponsor of Kiama Rugby Club, Kiama Downs Surf Life Saving Club and Kiama Bodyboard King Pro.

Animal Kinship – In recognition of their professionalism, customer service, product knowledge and quality of the pet food supplies and pet foods they have in stock.

Knickerboxers – In recognition of their outstanding efforts in providing care and sensitivity to restore self-esteem and a positive body image with an extensive range of products and trained Prosthesis fitters in store. They also for assisted the Zonta Club of Berry as the drop off and pick up location for local hospitals for Zonta breast care cushions.

Jack Nunn – In recognition of his outstanding achievements in Junior motocross. Jack with his parents Michael and Claire recently traveled to Gillman in South Australia for Jack to compete in his first Australian National Titles in a YZ65cc at the 2019 KTM Australia Junior Motocross with over 300 other riders.

Daniel Woolley – In recognition of his achievements in skateboarding including: 1st in the 2019 Australian Championships of Street Skateboarding; 1st in the 2019 Skatefest Kiama ; 1st in the 2018-2019 Australian Skateboarding League NSW/ACT Qualifier ; 1st in the 2018 Hotwheels Junior Series in Lake Tahoe USA; 1st in the 2018 Grind for Life Series in San Louis Obispo California.

Jan Godfrey – In recognition of her outstanding contribution as the founding Umpires Convenor and Coaching Coordinator of the Kiama Netball Association in 1986 right through to her contribution over the past 33 years as a player, representative coach, umpire and involvement with the South Coast Primary Schools regional team and as manager of the Illawarra Academy of Sport Netball Program for several years. She is also a Life Member of the Kiama Netball Association.

Alex Leon – In recognition of his outstanding efforts as CEO of the Association of Professional Bodyboarding and Kiama hosting the World Bodyboarding Tour for the next four years attracting athletes from around to world to compete at our local Kiama beaches. He also organises competitors to visit local schools to encourage students to live a positive, active and healthy lifestyle.

Brad Speering – In recognition of his outstanding contribution as the Treasurer of Gerringong Cricket Club, being instrumental in establishing the Milo Blast Program for Juniors, his work coordinating the purchasing of balls, equipment and playing uniforms each season, involvement in attracting sponsorship for the Club, his efforts as a Junior and Senior delegate from Gerringong Cricket Club to the South Coast Cricket Association and for his contribution and work as the President of South Coast Cricket.

Reverend Amanda Koorey – In recognition of her outstanding involvement with Kiama Public School P&C Committee and has been instrumental as President of this organisation over the years. She has also helped to fundraise a significant amount of money for the school and devoted her time to its endeavours.

Lauris Buckman – In recognition of her involvement with the Gerringong Anglican Church, Kiama Anglican Church and Kiama Garden Club. Also the Bible Society Vice President, Jamberoo, Kiama and Gerringong Branch. Her work as a Pastoral Care visitor, walking or driving to many people throughout Gerringong Anglican Church parish, her work as a Sunday School Teacher and Bush Church Aid Society parish fundraiser for 54 years. And Secretary of Kiama Anglican Church for 13 years.

Rebecca Cook, Mac Ainsworth and Valentine – In recognition of outstanding work with local Indigenous communities and advocating or and assisting in searching for details of members of the Stolen Generation, and always helping Kiama Library customers with enquires on social housing, health and justice for all survivors of

abuse. And the volunteers including Mac and Valentine from the Kiama Family History Centre and the work they do to help others.

Item 8.2

Attachment 1

9 MINUTES OF COMMITTEES

9.1 Minutes: Youth Advisory Committee - 17 October 2019

Responsible Director: Environmental Services

Attachments

- 1 Minutes - Youth Advisory Committee – 17 October 2019 [↓](#)

Enclosures

Nil

RECOMMENDED

That the Minutes of the Youth Advisory Committee Meeting held on 17 October 2019 be received and accepted.

BACKGROUND

The Minutes of the Youth Advisory Committee Meeting held on Thursday 17 October 2019 are attached for Councillors' information.

The following items are of particular note:

1. **Election of Chair:** The meeting discussed the importance of young people having a voice in community and Council decisions as well as the importance of the Youth Advisory Committee (YAC) in providing this voice. Young people were invited to put forward nominees for the position of Chair.

Dominic Boyseno and Lara Farrell were both elected to share the position.

6.1 Student Car Parking

Ms Motbey raised a concern about the safety of students crossing Saddleback Mountain Road, especially near the senior student carpark. The committee agreed and raised the need for a crossing to manage the safety risk.

Action: Councillors Reilly and Westhoff to take the matter of providing a crossing to Council's Traffic Committee.

Minutes of the Kiama Youth Advisory Committee meeting held on Thursday 17th October, 2019 at Kiama High School at 10:47am

Chair: Clr Westhoff/ Dominic Boyseno

Minutes: Melissa Andrews

Present: Clr Mark Westhoff (Kiama Municipal Council), Clr Neil Reilly (Kiama Municipal Council), Jonathan Zang, Savannah Woodward, Benjamin Lavis, Somer O’Connell, Sidney George, Amelia Behan, Lara Farrell, Chloe Storch, Tommy McMahon, Bronte Herft, Olivia Cunningham, Charlie Meredith, Luke Cairns, Catherine Sweeney, Raina Lawton, Lucy Burton, Zeffani Kooney, Dominic Boyseno, Sam Scobie, Bethany Chapman, Jayden Wilshire, Nick Guggisberg (Kiama Municipal Council), Melissa Andrews (Kiama Municipal Council, minutes), Mrs. Jane Littrich (Kiama High School Staff), Ms. Shannon Motbey (Kiama High School Staff).

1. **Acknowledgement of Country:** Clr Mark Westhoff
2. **Apologies:** Valentine Crome (Kiama Municipal Council Library Services)

3. **Introductions**

4. **Election of Chair:** The meeting discussed the importance of young people having a voice in Community and Council decisions as well as the importance of the Youth Advisory Committee (YAC) in providing this voice. Young people were invited to put forward nominees for the position of Chair.

Dominic Boyseno and Lara Farrell were both nominated to share the position.

Moved by Clr Neil Reilly, seconded by Sam Scobie CARRIED

At this point Councillor Westhoff handed over the position of Chair to Dominic Boyseno.

5. **Minutes of previous meeting:**

Moved by Jayden Wilshire, seconded by Amelia Behan. CARRIED

6. **Business arising from previous meetings:**

6.1 *Student Car Parking*

The meeting heard that the school has followed up on the committee's letter to the Kiama High School (KHS) Principal on behalf of the YAC by asking that staff park in the allocated staff parking and that students walk to school where possible and are made aware of alternative parking on the northern side of the school in order to curb congestion in the senior students' carpark.

Councillor Reilly advised that work resurfacing the carpark northern side of the school is due to be commenced soon by Council.

Ms. Motbey raised a concern about the safety of students crossing Saddle Back Mountain Rd, especially near the senior student carpark. The committee agreed and raised the need for a crossing to manage the safety risk.

Action: Cllr Reilly and Westhoff to take the matter of providing a crossing to Council's Traffic Committee.

7. Reports:

7.1 *SENTRAL Programs*

- 7.1.1 Survey Results – Melissa Andrews (SENTRAL Youth Services Coordinator) presented and discussed the results of a survey of 118 Young People conducted in September 2019. Some of the main findings were:
- Topics of greatest concern were: Getting a job (49%), Bullying (48%), School/Study Satisfaction (46%), Friendships (42. %), Mental Health (40%).
 - 98% satisfaction rating by those who had attended events and services run by SENTRAL.
 - Interest in SENTRAL providing the following activities: Live music events (52%), Cooking/healthy eating programs (42%), Living skills (29%), General Recreation Programs E.g. Fun hang-out, Pool Competition, Movie Nights (29%), Job Readiness Programs (29%)
 - Support for SENTRAL extending their opening hours into the evening.

The survey data will be used to help SENTRAL and Council more broadly, to understand the needs of Young People and Plan accordingly. SENTRAL will use the evidence for their service review which is intended to be submitted to the YAC and Council in December.

- 7.1.2 Barista Training - SENTRAL is providing a barista short course to 40+ students during term 4. The course is booked out with a waiting list. Further sessions will be offered in 2020.

- 7.1.3 SENTRAL Fitness – free training sessions for young people every Thursday afternoon.
- 7.1.4 Extended Opening hours – SENTRAL staff asked for feedback regarding extending opening hours. The committee discussed and recommended trialing an extension of opening hours on Fridays only 1-6pm.

Moved Jayden Wilshire, seconded Zeffani Kooney CARRIED

7.2 Kiama Library

- 7.2.1 International Games Day – an annual celebration of gaming 2.30-5pm on Saturday November 9 at Kiama Library. Bookings via the Library website.
- 7.2.2 HSC Lock-In – A successful event held on 9 October. Next year the Library hopes to add a study night before the trial HSC.

ACTION: Valentine Crome provide attendance numbers for these events for the information of the Committee.

8. General Business:

8.1 School Facilities (e.g. gyms and fields) to be available to community groups to hire after school hours

The students identified the opportunity for KHS to increase revenue and provide a community service by renting out their facilities for after school and school holiday activities. (It was noted that a couple of businesses/organisations already do this). The committee recommended that KHS should promote the fact that facilities are available for hire.

Action: Student Representative Council (SRC) to add this to their next agenda.

8.2 KHS Fest

The annual event will take place on December 10. The students asked Council for financial sponsorship of the event. Nick G suggested that the SRC write to council directly to request the funds.

Students also requested that SENTRAL Youth Services provide an information stall and fun activity. Melissa A confirmed that SENTRAL will do this.

Action: SRC write to Council at council@kiama.nsw.gov.au to request funding.

8.3 Move to paperless meetings

Savannah suggested that we no longer print paper copies of the meeting business papers. This was agreed by all.

Action: Melissa to email business papers to Mrs Littrich at least 1 week prior to meetings for distribution to students via google classrooms. Laptops and iPads are available in the Library for Students to use to view business papers at the meetings.

9. Next Meeting:

December 12, 2019

There being no further business the meeting closed at 11.30am

Item 9.1

Attachment 1

9.2 Minutes: Health and Sustainability Committee - 29 October 2019

Responsible Director: Environmental Services

Attachments

1 Minutes - Health and Sustainability Committee Meeting - 29 October 2019 [↓](#)

Enclosures

Nil

RECOMMENDED

That the Minutes of the Health and Sustainability Committee meeting held on 29 October 2019 be received and accepted.

BACKGROUND

The minutes of the Health and Sustainability Committee meeting held on 29 October 2019 are attached for Councillors' information.

**Minutes of the Kiama Health & Sustainability Committee meeting held on
Tuesday 29 October 2019 in the Council Chambers Committee Room 1 at
3:30pm.**

Present: Councillor Andrew Sloan, Councillor Kathy Rice, Cornelia Graf, Beth Horner, Paul Czulowski, Naomi Reid, Karen Tavener-Smith, Stephen Davidson, Bruce Flint, Kasima Carroll.

1.Apologies: Nick Guggisberg, Brodie Brady, Kay Cope,
Billy Wang (standing apology), Josephine St John (standing apology).

2.Minutes of Previous Meetings – 11 June and 27 August 2019

That the minutes of the meeting held on 11 June be accepted as an accurate record of the meeting.

Moved: Cllr Andrew Sloan **Seconded:** Karen Tavener-Smith **CARRIED**

That the notes of the meeting held on 27 August 2019 be accepted as an accurate record of the meeting.

Moved: Karen Tavener-Smith **Seconded:** Bruce Flint **CARRIED**

3. Business Arising

11 June 2019 meeting

Increasing Resilience to Climate Change

Paul Czulowski updated that he has spoken to Engineering and Works regarding the historic report on connecting cycleway's to schools, beaches and identifying linkages. There was no further information found.

Regional Litter Strategy

Paul Czulowski updated that as a part of the Regional Litter Strategy a grant has been received to conduct an education program to reduce cigarette butt litter around Kiama Harbour. Council are also looking at establishing designated smoke free areas.

27 August 2019 meeting

**New shopping centre redevelopment plans – bike racks, water refill stations,
breastfeeding / parents room**

Naomi Reid reported on behalf of Nick Guggisberg that the suggestions of bike racks, water refill stations, breastfeeding / parent's room and charging station have been passed onto the Planning team. They have advised that Council does not have a policy to include water refill stations or a breastfeeding / parents room. However, if the applicant elects to include an adult change room in the development, there may be an opportunity for this change room to double as a breastfeeding / parents room. Naomi Reid also reported that the revised plans have provisions for bicycle parking and future charging stations for electric vehicles. Paul Czulowski reported that he is aware of a mandatory requirement building code of Australia for adult changing facilities. Cornelia Graf queried the return and earn facility at Kiama. Paul Czulowski updated that the facility may need to be relocated to the Leisure Centre.

Action: Paul Czulowski to investigate the mandatory building code of Australia for adult changing facilities and circulate.

Public transport to new Blue Haven – bus link

Naomi Reid reported on behalf of Nick Guggisberg that he has followed up with Engineering and Works regarding the bus stop, timetable and bus signage display needing to be re-named at the new Blue Haven. Council's Road Safety Officer has advised that Transport for NSW are the relevant authority responsible for setting bus routes and bus stop locations. Naomi advised that the Road Safety Officer will be attending a Transport for NSW workshop on upgrading bus signage and this issue will be highlighted at the workshop. The Road Safety Officer has also spoken to Kiama Coaches who have advised that they will be up grading timetables and on-bus signage as applicable.

Bike racks near surf clubs

Naomi Reid reported on behalf of Nick Guggisberg that surf clubs are on crown land with Council as the crown land manager. Council own the buildings and the clubs have a lease.

Local Strategy Planning Statements

Clr Rice updated that an interim report on the second round of Local Strategic Planning Statement consultations has been conducted. The technical papers that were derived from the consultations are now available to the public on Council's website.

Action: Naomi Reid to circulate email from Clr Rice regarding links to Local Strategic Planning Statement technical papers.

The Park Run

Karen Tavener-Smith investigated regarding the Park Run event. If anyone is interested and has the capacity to establish a Kiama Park Run to contact Karen for more information.

Action: Karen Tavener-Smith to circulate information to Health Promotion team on the Park Run.

4. General Business

4.1 Welcome to new Committee member Stephen Davidson

The Committee welcomed Stephen and introduced themselves, providing a brief background on themselves and their interest in the Committee.

4.2 Opportunities to incorporate Health and Sustainability into strategic planning documents

Clr Sloan suggested that the Committee review the Local Strategic Planning Statement technical reports, including the environment report.

4.3 Health and Sustainability Grants Program – Round 5

A detailed written report was provided to the Committee prior to the meeting. Naomi Reid reported that a Working Group meeting was held on 23 September 2019. Six applications were received, however 4 were deemed ineligible. Therefore, a total of two applications were assessed which included; Jamberoo Community Preschool and Minnamurra Public School P&C. Jamberoo Community Preschool was recommended by the Working Group and Committee to receive funding.

Motion: Jamberoo Community Preschool be awarded a Round 5 Health and Sustainability Grant to the amount of \$1500.

Moved: Clr Rice **Seconded:** Stephen Davidson **CARRIED**

4.4 Health Moves

Karen Tavener-Smith updated that during 2019 Council and ISLHD piloted the Health Moves program. The program is ongoing, and has been attended by ages ranging from 50s through to 90s. Positive feedback has been received from all programs, with praise to the facilitators running the programs. There has been some strong feedback from participants on poor acoustics of venue at Leisure Centre.

Motion: To investigate whether the acoustics in the group exercise room needs improving.

Moved: Clr Rice **Seconded:** Stephen Davidson **CARRIED**

Action: Naomi Reid to follow up with Jenene Gilbert regarding the acoustics in the group exercise room.

4.5 Health 2000 Days Framework

Karen Tavener-Smith provided an update on the adopted Health 2000 Days Framework focussing on the child's first 5 years of life and supporting families. There is a particular focus on children and families that need extra support.

Action: Karen Tavener-Smith to bring the Health 2000 Days Framework to next meeting.

4.6 Program Updates

The Committee noted the Program Updates that were shared via email prior to the meeting.

Other updates included:

Commercial Waste Recycling

Paul Czulowski provided an update that Council are investigating interest in OK organics and food rescue. There may be an opportunity to provide this service to commercial services via Sawco. Council is waiting to hear regarding EPA grants approval to install a cardboard bailer which will open up opportunities for commercial businesses to drop off more cardboard.

Organics Recycling to Blue Haven Bonaira

Paul Czulowski updated that Council are working with Blue Haven staff and residents to find the best time for implementation of organics recycling. A draft EOI is almost finalised, and Paul reported to maximise recycling they will need waste educators.

5. Business without notice

Carbon Footprint

Clr Rice questioned Council's carbon footprint and the baseline. Paul Czulowski updated that a report was commissioned by Iron Bark Consulting regarding the footprint of the municipality, including community commissions. Clr Sloan questioned if it was possible to find out how Council is trending. Paul reported that it may be difficult to determine, however Council know how they are trending with waste, and can also look at electricity.

Action: Paul Czulowski to look into preparing a report for the Committee in 2020 on Council's current carbon footprint and to investigate the capacity to report on whether our emissions are trending up or down.

Chinese Wasp

Paul Czulowski updated that Council has been asked if they will support a campaign to eradicate the Chinese wasp. Local Land Services are working on project and Paul suggested perhaps Council can support through education.

6. Correspondence

NIL

7. Next Meeting:

The next meeting of the Kiama Health and Sustainability Committee will be held on 10 December 2019 at 3:30pm in Council's Committee Room 1.

There being no further business, the meeting closed at 5:20pm

9.3 Minutes: Access Committee - 4 October 2019

Responsible Director: Environmental Services

Attachments

1 Minutes - Kiama Access Committee - 4 October 2019 [↓](#)

Enclosures

Nil

RECOMMENDED

That the Minutes of the Access Committee Meeting held on 4 October 2019 be received and accepted.

BACKGROUND

The minutes of the Access Committee meeting held 4 October 2019 are attached for information.



Minutes

Kiama Access Committee

SC1430 - 19/96694

Date:	4 October 2019	Time:	10am	Venue:	Council's Committee Room 1
Chairperson:	Clr Neil Reilly			Minutes:	Nick Guggisberg
Present:	Clr. Neil Reilly, Graham Fairbairn, Dr. George Puris, Chris Cassidy, Mark Biondich, Nick Guggisberg				
Apologies:	Janelle Burns, Merryn Joske				

Acknowledgement of Country – delivered by Clr. Reilly

1. Previous minutes

Moved – Dr Puris Seconded – Graham Fairbairn CARRIED

2 Business arising from the minutes

2.1 Royal commission submission

Shared with minutes.

2.2 Access Awards

Clr. Reilly informed the committee that an Access Award will be included in next year's Community Awards. Clr. Reilly will program this matter through the Precinct committee, Business Chambers and Council.

2.3 Ramp into Olympic Pool

Mark Biondich provided 2 samples of a product that can be used on the ramp to make it less slippery. The committee thought the 'grey' aquadeck product was probably the best because it still has some grip but not too harsh on the feet.

Mark will do some testing then report back to the committee in a couple of months.

2.4 Wayfinding

Sign to accessible path of travel to lower Blowhole viewing area. Mark Biondich tabled a proposal to install a bollard.

The committee unanimously agreed for the bollard proposal. Council's Acting Manager Design & Development also informed the meeting that Council will be conducting an audit of signage leading to signage master plan.





Minutes

2.5 Pedestrian Safety

Held over until next meeting due to Janelle Burns not being present.

2.6 Bins for Blokes

Nick Guggisberg reported this matter is being followed up by the Manager of Waste.

2.7 Town Centre Study

The committee asked to focus on the Town Centre Study next meeting.

Action Nick Guggisberg to ask if Acting Strategic Manager can attend the next meeting.

3 General business

3.1 Kiama Disability Survey

Nick Guggisberg informed the committee about the general results from the Kiama Disability Survey.

Action Nick Guggisberg to send the results out with the meeting minutes.

4 Next meeting

The next meeting of the Kiama Access Committee will be held on Friday 6 December in the Council Chambers Committee Room 1 starting at 10am.

There being no further business the meeting closed at 11.05am

Item 9.3

Attachment 1



9.4 Minutes: Kiama Local Traffic Committee - 5 November 2019

Attachments

- 1 Minutes: Kiama Local Traffic Committee Meeting held on 5 November 2019 [↓](#)

Enclosures

Nil

RECOMMENDED

That the Minutes of the Kiama Local Traffic Committee Meeting held on 5 November 2019 be received and accepted.

Item 9.4



**MINUTES OF THE
KIAMA LOCAL TRAFFIC COMMITTEE
MEETING**

commencing at 9.02am on

TUESDAY 5 NOVEMBER 2019

**Council Chambers
11 Manning Street, KIAMA NSW 2533**

Item 9.4

Attachment 1

MINUTES OF THE KIAMA LOCAL TRAFFIC COMMITTEE 5 NOVEMBER 2019

**MINUTES OF THE KIAMA LOCAL TRAFFIC COMMITTEE OF THE
MUNICIPALITY OF KIAMA HELD IN THE COUNCIL CHAMBERS,
KIAMA, ON TUESDAY 5 NOVEMBER 2019 AT 9AM**

PRESENT: Councillor M Honey (Mayor) (Chairman), Darrell Clingan (Local Member's Representative), Andy Gaudiosi (RMS Representative), Paul Brodie (NSW Police Representative), Darren Brady (Acting Director Engineering and Works), Mark Biondich (Acting Manager Design and Development), Chris Balzarano (Council Ranger) and Alyson Hodgekiss (Minutes)

1 Apologies

Janelle Burns (Kiama Council Road Safety Officer), Jayd Marsh (RMS Representative), Craig Gray (NSW Police Representative)

2 ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

The Mayor declared the meeting open and acknowledged the traditional owners:

"On behalf of those present, I would like to show my respect and acknowledge the traditional owners of the Land, of Elders past and present, on which this meeting takes place, and extend that respect to other Aboriginal and Torres Strait Islander people present."

3 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

3.1 Kiama Local Traffic Committee Meeting on 1 October 2019

19/010LTC

Resolved that the Minutes of the Kiama Local Traffic Committee Meeting held on 1 October 2019 be received and accepted.

(Councillor Honey and Darrell Clingan)

4 BUSINESS ARISING FROM THE MINUTES

Nil

5 REPORT OF RMS DELEGATED FORMAL ITEMS

5.1 Proposed road closure – Gerringong Christmas Street Parade

19/011LTC

MINUTES OF THE KIAMA LOCAL TRAFFIC COMMITTEE 5 NOVEMBER 2019

Resolved that the Committee recommends that the traffic changes associated with the event on 21 December 2019 from 9 a.m. to 12 p.m. be approved subject to organisers complying with the following conditions:

1. The event organiser comply with the Traffic Management Plans shown in Attachment 1.
2. Notification of the closures be given to Police, local emergency services, businesses and affected residents.
3. An advertisement be placed in the local media advising of the closure a minimum of seven days prior to the event.

(Councillor Honey and Andy Gaudiosi)

5.2 Proposed road closure – Red Hot Summer Tour

19/012LTC

Resolved that the Committee recommends that the traffic changes associated with the event on 14 March 2020 from 11 a.m. to 11 p.m. be approved subject to organisers complying with the following conditions:

1. The event organiser complies with the Traffic Management Plans shown in Attachment 1.
2. Notification of the closures be given to Police, local emergency services, businesses and affected residents.
3. An advertisement be placed in the local media advising of the closure a minimum of seven days prior to the event.

(Councillor Honey and Darrell Clingan)

5.3 Proposed road closure – Australia Day Event in Kiama Downs

19/013LTC

Resolved that the Committee recommends that the traffic changes associated with the event on 26 January 2020 from 6:30 a.m. to 1 p.m. be approved subject to organisers complying with the following conditions:

1. The event organiser comply with the Traffic Management Plans shown in Attachment 1.

MINUTES OF THE KIAMA LOCAL TRAFFIC COMMITTEE 5 NOVEMBER 2019

2. Notification of the closures be given to Police, local emergency services, businesses and affected residents.
3. An advertisement be placed in the local media advising of the closure a minimum of seven days prior to the event.

(Councillor Honey and Andy Gaudiosi)

5.4 Proposed timed parking in Fern Street Gerringong

19/014LTC

Recommended that Council write to the Minister for Local Government, requesting a change in the current legislation. Section 68 of the Local Government Act needs to be amended to allow prohibition of vehicles advertised for sale on roadsides.

(Councillor Honey and Darrel Clingan)

5.5 Signage for overnight camping at Kevin Walsh Oval

19/015LTC

Resolved that the Committee endorse the proposed signage plan provided in Attachment 1 of this Report.

(Councillor Honey and Darrell Clingan)

6 GENERAL BUSINESS

6.1 Parking at southern end of Pacific Avenue, Werri Beach

DC raised concerns regarding parking along the southern end of Pacific Avenue, Werri Beach. There has been concerns from locals and parents of the Gerringong Surf Lifesaving Club nippers regarding pedestrian safety, for people crossing the road to and from the beach. Vehicles are parking along both sides of the road, which is resulting in the road becoming very narrow. There is concerns that this could result in a head on car accident, and that vehicles driving along the road have limited vision of children that may be attempting to cross the road, due to vehicles being parked along the side of the road blocking the vision of the pedestrians. DC suggests that a No Parking zone be instated on the western side of the road, from the South Werri headland up to the Bowling Club driveway entry. DB stated that the same issue went to Traffic Committee a few years ago, however there were a number of objections received from the Gerringong Bowling Club and Gerringong Surf Life Saving Club, due to the loss of parking.

MINUTES OF THE KIAMA LOCAL TRAFFIC COMMITTEE 5 NOVEMBER 2019

19/016LTC

Recommended that Council revisit this issue, and notify the various stakeholder groups that Council will be restricting the parking along the western side of Pacific Avenue, from the South Werri headland down to the Gerringong Bowling Club entry driveway. Council should also request submissions from local residents.

(Councillors Honey and Clingan)

6.2 Vehicles exiting the Princes Highway, heading south at entrance ramp to Gerringong

DC raised concerns about vehicles exiting the Princes Highway, heading south, at the entrance ramp to Gerringong. DC has requested that '80' kph be painted on to the road, so that motorists are aware that it is 80kph, not 100kph zone. AG confirmed that he will investigate the recommendation to have 80kph painted on to the road. AG also confirmed that there will be an image photo on a sign placed in the area. He also confirmed that there are currently two notification signs before the exit.

7 CONFIDENTIAL REPORTS

8 CLOSURE

There being no further business the meeting closed at 9.52am

These Minutes to be confirmed at the Ordinary Meeting of Council held on 19
November 2019

.....
.....
Mayor

Director Engineering & Works

Committee Of The Whole***RECOMMENDATION***

That Council form itself into a Committee of the Whole to deal with matters listed in the reports as set out below:

- Report of the General Manager
- Report of the Director Environmental Services
- Report of the Director Corporate and Commercial Services
- Report of the Director Engineering and Works
- Report of the Director Blue Haven
- Reports for Information
- Addendum to Reports

10 PUBLIC ACCESS REPORTS

11 REPORT OF THE GENERAL MANAGER

11.1 Operational Plan Quarterly Report July to September 2019

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.3 Council and the community working together

Delivery Program: 4.3.1 Foster positive community relationships through open communication, opportunities for participation and sharing information

Item 11.1

Summary

This report provides an update on progress of the 2019-20 Operational Plan for the July to September 2019 quarter.

Finance

As per the 2019-20 approved budget

Policy

Local Government Act 1993

Consultation (Internal)

All Council departments contributed to this report

Communication/Community Engagement

Nil

Attachments

1 Quarterly Operational Plan Report - July to September 2019 [↓](#)

Enclosures

Nil

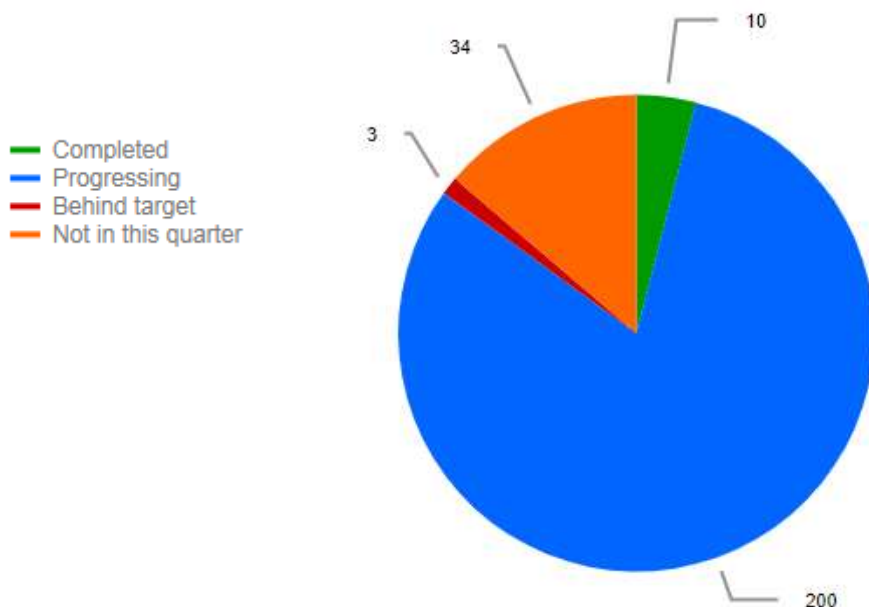
RECOMMENDATION

That Council receives the Operational Plan 2019-20 progress report for the period 1 July to 30 September 2019.

BACKGROUND

In accordance with the *Local Government Act 1993*, this Operational Plan Progress Report provides Councillors and the community with a tool for measuring progress towards the adopted strategies of Council's four-year Delivery Program and ten-year Community Strategic Plan.

This report provides the status of the Operational Plan actions for the first quarter of the 2019-20 financial year. The Operational Plan contains 247 actions and activities, and as at end of September 2019 the status of these are:



Item 11.1

The following Operational Plan activities are currently behind target:

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position
1.1.2.3	Maintain Council representation on the Aboriginal Education Consultative Group (AECG)	Attendance at scheduled meetings	>90% of scheduled meetings attended	0%	0%	AECG still currently not meeting due to no Aboriginal people available to sit on the AECG executive and convene the meetings.	Aboriginal Liaison Officer
2.3.1.1	Process road occupation permits	Road Occupation permits processed within 5 business days	90% processed within 5 business days	75%	25%	20 applications were processed and of this five (5) were overdue. The target will likely be met when vacant positions in the directorate have been filled.	Subdivision & Development Engineer

Report of the General Manager

11.1 Operational Plan Quarterly Report July to September 2019 (cont)

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position
2.4.2.3	Develop and implement approved programs funded through the NSW Environment Protection Authority (EPA) Better Recycling Fund	Programs implemented as per Better Waste Recycling Fund (BWRf) Project Table	100% completed		0%	2019-20 BWRf payment \$65,544.57. Due to a delay in the NSW EPA submitting this payment, the programs have yet to be finalised.	Waste Management Officer

Item 11.1

There were a number of highlights during the first quarter of the 2019-20 financial year, including:

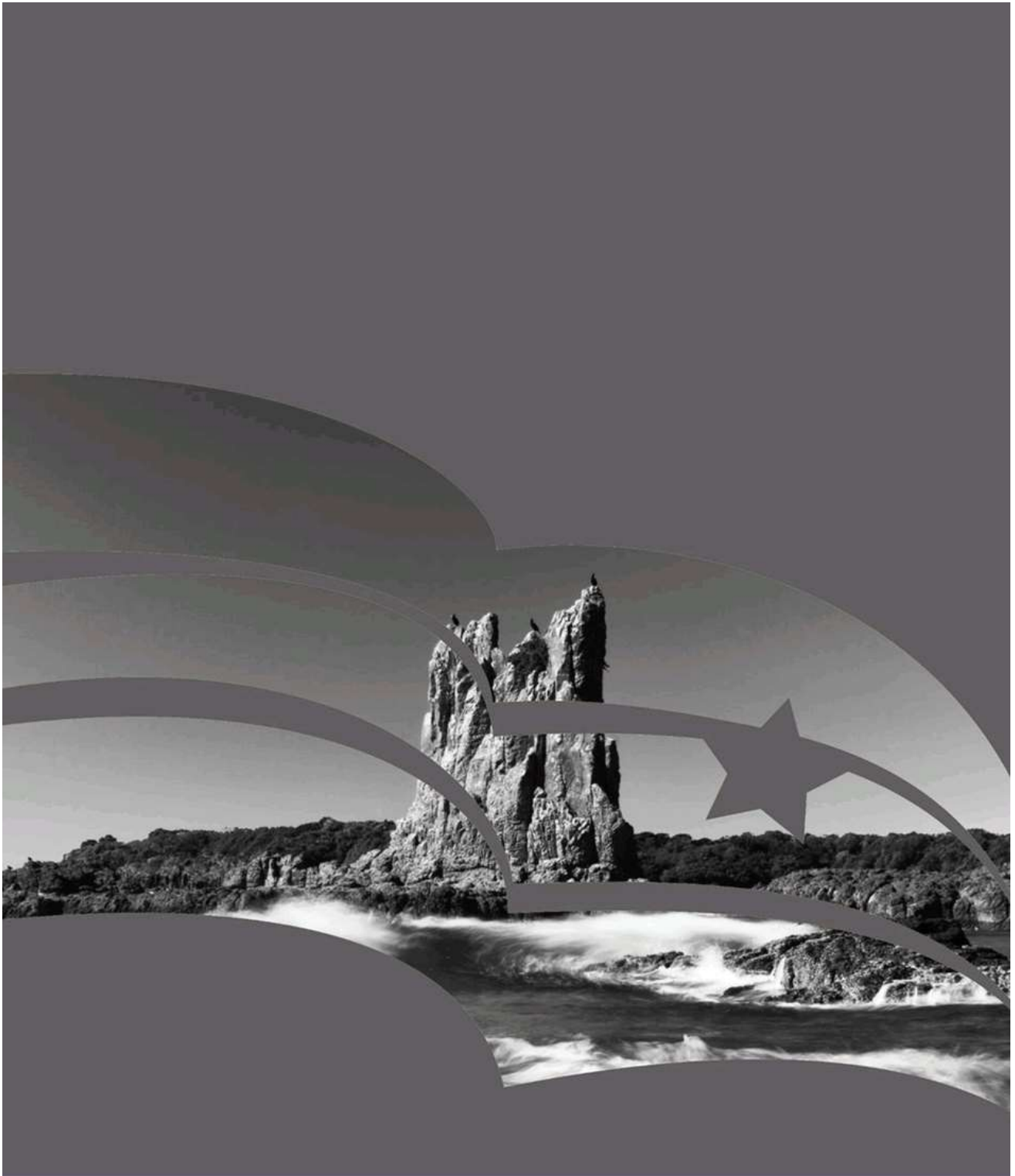
- The Kiama Family History Centre held 21 events, with 671 people attending
- 29,215 loans were processed at Kiama library, with 1,089 processed at Gerringong library
- sixteen literacy events were held at the libraries with 676 attendees participating
- Five SENTRAL outreach sessions were held at the Kiama Farmer's Markets at Surf Beach, Kiama during the quarter
- Amenities at Cooke Park, Gerringong were replaced during the reporting period and are now fully accessible
- SENTRAL Youth Centre 'drop-in' had a total of 749 individual visits – an average of 62 visits per week
- A Youth Council meeting was held at Kiama High School during this period with a total of 36 young people in attendance
- A school based surf awareness program was delivered during the quarter and will be continued into the next quarter
- Ten food safety complaints were investigated during the quarter
- Twenty-two food handlers completed online food safety training during the period
- Eight dog attack reports were investigated within 24 hours and were reported to the Office of Local Government
- Twenty-two dogs were collected during the period and all were returned directly to their owners
- Twenty-one parking complaints were received during the quarter, with 72 parking patrols completed
- Six abandoned vehicles were reported during the period
- The Kiama Town Centre Study and implementation strategy was endorsed at the September Council meeting

Report of the General Manager

11.1 Operational Plan Quarterly Report July to September 2019 (cont)

-
- Nine development applications were referred to Council's Heritage Advisor
 - Seven hundred trees were planted by year 7 students from Kiama High School for National Tree Day held in August
 - Kiama Household Bulky Waste Drop Off was held in September, with 905 attendees participating. 182.5 tonnes of goods were received, of which 15.18 tonnes (63.11%) were recycled or reused.
 - Second Hand Saturday was held in September with 100 stallholders participating
 - In July 2019 OK Organics Kiama gave away 3,000 x 25kg of compost to local residents
 - Seventy events were held at the Pavilion Kiama during the quarter.

Item 11.1



Item 11.1

Attachment 1

Kiama Municipal Council

Quarterly Operational Plan – July to September 2019



KIAMA MUNICIPAL COUNCIL
your council, your community

Enquiries may be made to:

The General Manager
Kiama Municipal Council
PO Box 75
Kiama NSW 2533

Telephone: (02) 4232 0444

Facsimile: (02) 4232 0555

Email: council@kiama.nsw.gov.au www.kiama.nsw.gov.au

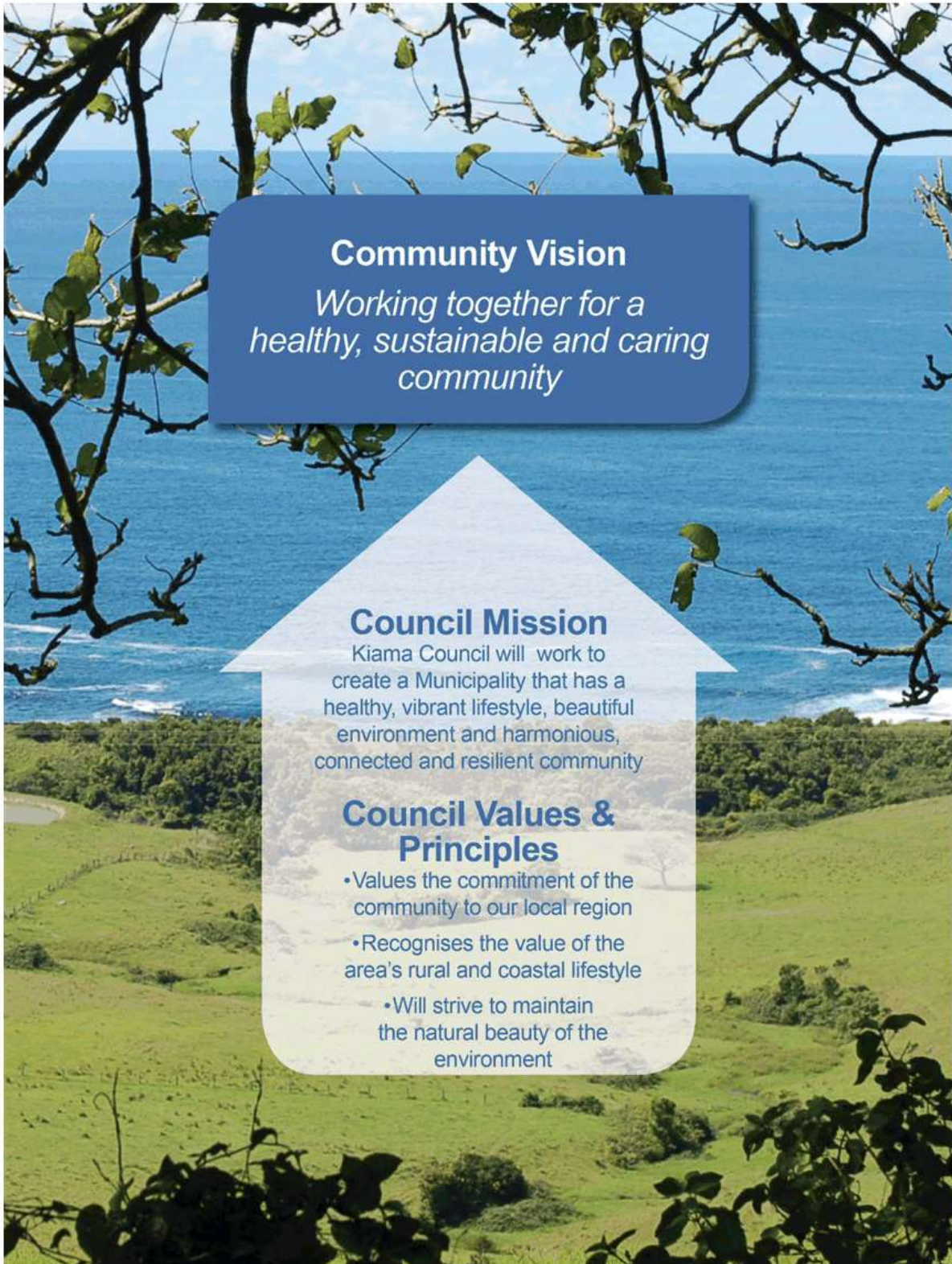
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Item 11.1

Attachment 1

Vision, Mission, Values & Principles



Introduction

The *Operational Plan 2018-19* is our annual action plan. It outlines the services, programs events, facilities and infrastructure we will provide and maintain for the 2018-19 financial year, to work towards the commitments made in the four-year *Delivery program 2017-21*.

The *Delivery Program 2017-21* is our four-year statement of commitment to the community outlining Council's plans, projects and activities for this period in order to progress towards achieving the long-term objectives identified in the *Kiama Community Strategic Plan 2017-2027*.

This Quarterly Review of the Operational Plan is an opportunity to report to the community on how our services and activities are meeting our community's expectations.



Quarterly Operational Plan Report – July to September 2019

Our Objectives

To achieve our vision of Working together for a healthy, sustainable and caring community we will focus on these objectives over the next ten years.

1.0 A Healthy, Safe and Inclusive Community

2.0 Well Planned and Managed Spaces, Places and Environment

3.0 A Diverse, Thriving Economy

4.0 Responsible Civic Leadership that is Transparent, Innovative and Accessible

Overall Performance Summary

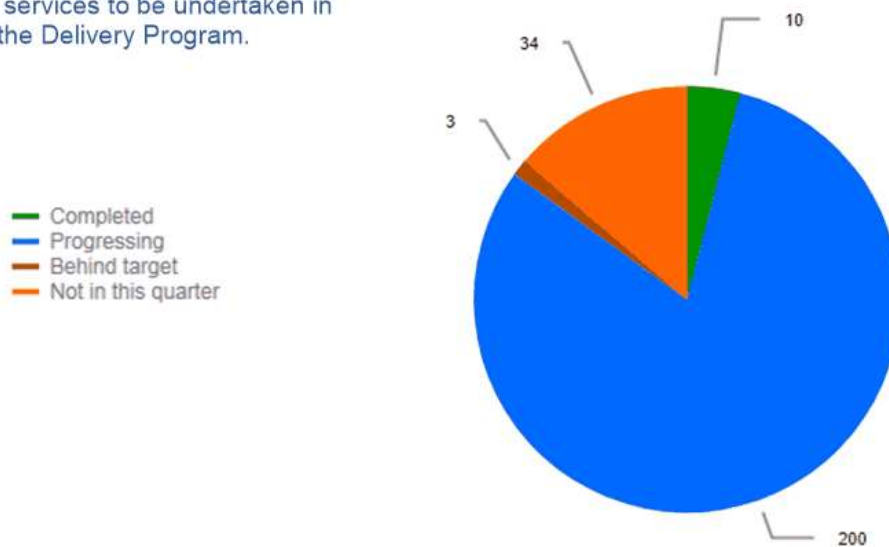
Kiama's 10-year *Community Strategic Plan* reflects the community's long-term priorities and aspirations for the future.

Our Delivery Program sets out a four-year Plan to respond to and meet the community's long-term vision and objectives included in this *Community Strategic Plan*.

The annual Operational Plan is a sub-plan of the Delivery Program and sets out the activities and services to be undertaken in each year of the Delivery Program.

To meet legislative requirements, Kiama Council reports quarterly on the progress of its Operational Plan.

Below is a progress summary of Council's overall performance as at 30 September 2019 in progressing towards the targets in the *Operational Plan 2018-19*.






Quarterly Operational Plan Report – July to September 2019

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Exception Reporting

The following Operational Plan activities were reported as being behind target for the period 1 July to 30 September 2019.

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.2.3	Maintain Council representation on the Aboriginal Education Consultative Group (AECG)	Attendance at scheduled meetings	>90% of scheduled meetings attended	0%	0%	AECG still currently not meeting due to no Aboriginal people available to sit on the AECG executive and convene the meetings.	Aboriginal Liaison Officer	Behind target 
2.3.1.1	Process road occupation permits	Road Occupation permits processed within 5 business days	90% processed within 5 business days	75%	25%	20 applications were processed and of this five (5) were overdue. The target will likely be met when vacant positions in the directorate have been filled.	Subdivision & Development Engineer	Behind target 
2.4.2.3	Develop and implement approved programs funded through the NSW Environment Protection Authority (EPA) Better Recycling Fund	Programs implemented as per Better Waste Recycling Fund (BWRF) Project Table	100% completed	Commenced	0%	2019-20 BWRF payment \$65,544.57. Due to a delay in the NSW EPA submitting this payment, the programs have yet to be finalised.	Waste Management Officer	Behind target 



A healthy, safe and inclusive community

Item 11.1



Attachment 1




1.0: A Healthy, Safe and Inclusive Community

1.1: Developing and implementing services and programs that promote social cohesion, healthy and active lifestyles for residents of all ages, abilities and interests

1.1.1: Improving the liveability of Kiama for those with diverse backgrounds and abilities





Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.1.1	Monitor and improve accessibility within the Municipality	Access Committee regularly advises Council on accessibility issues, infrastructure and developments	5 meetings held pa	One meeting held in this period	25%	One Access Committee meeting held in this period. Ten issues currently under consideration or being addressed through the committee.	Manager Community & Cultural Development	Progressing 
1.1.1.2	Encourage, develop and acknowledge volunteers	Timebanking program remains operational	20% increase in membership pa	0% increase	0%	Not in this quarter	Community & Cultural Development Officer	Not in this quarter
1.1.1.3	Support Age/Disability sector development	Grant funding received and activity plan targets met	>80% of activity targets met pa	90% of activity targets met	25%	Many actions being concurrently implemented during this period: Dementia-friendly Kiama Project two Alliance meetings, two education sessions and the Kiama stop for the Bondi2Berry bike ride to raise funds for Dementia Australia were hosted. Illawarra Shoalhaven Suicide Prevention Collaborative - three meetings attended and an RUOK Day Event staged. Illawarra Shoalhaven Prevention of Elder Abuse Network joined in this period. One meeting was attended with planning underway for an event in the next reporting period.	Manager Community & Cultural Development	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.1.4	Maintain currency of information about the accessibility of Council's public toilets, on the National Public Toilets Register	National Public Toilet Register is kept up to date	100% updated		25%	<p>One Community Care Collective meeting was attended.</p> <p>Planning for 2020 Seniors Week was undertaken during this period.</p> <p>Planning for converting an accessibility document into Easy Read format was undertaken in this period.</p> <p>Participation in the University of Wollongong's lead Care Connections for People Living with Dementia research project - two meetings were attended.</p> <p>One Disability Consultative Group meeting was held.</p> <p>Guest speaker at a Tourism After Hours event was facilitated to promote inclusive tourism.</p>	Asset Systems Officer	Progressing 
1.1.1.5	Assist local businesses and commercial facility owners to identify and address existing barriers to access or use of their business by people with a range of abilities.	Publish articles promoting accessibility in Council newsletters	2 articles per	Two articles published in this period	25%	<p>Articles on the benefits of inclusive business practices distributed through economic development eNewsletters and through Kiama Tourism networks. One guest speaker (a person with a hearing disability) facilitated at a Tourism After Hours Event to promote inclusive tourism.</p>	Manager Community & Cultural Development	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.1.6	Work with local business networks to provide training and resource support to develop and promote Kiama as an outstanding accessible community and holiday venue for people with disability.	Number of presentations promoting accessibility at Council run events	2 presentations per pa	One presentation in this period	25%	One guest speaker with a disability facilitated at a Tourism After Hours event to promote inclusive tourism.	Manager Community & Cultural Development	Progressing 
1.1.1.7	Allocate an accessibility budget to support access resources and assistance to ensure maximum opportunity for all residents to genuinely participate in Council functions, consultations, events and activities	Annual budget allocated to assist accessibility of Council's community consultations and events	80% of budget allocated		25%	Work is currently being undertaken to convert a series of key pieces of Council information into Easy Read formats utilising this budget.	Manager Community & Cultural Development	Progressing 
1.1.1.8	Support the Dementia Friendly Kiama Project (DFKP) subject to available funding	Activities of the DFKP Action Plan are implemented, subject to funding	100% of activities implemented	100% of planned activities currently being implemented	25%	Two Alliance meetings, two education sessions plus the Bondi2Berry stop in Kiama staged.	Manager Community & Cultural Development	Progressing 


1.1.2: Work collaboratively with the Aboriginal community



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.2.1	Plan and undertake annual NAIDOC Week activities	Annual NAIDOC Week activities are completed	Activities 100% completed by 31/07/2019	100% completed	100%	<p>United Gerringong - 25 participants learned about culture and the meaning of Aboriginal symbols.</p> <p>20 participants at Blue Haven learnt about bush medicines and artefacts</p> <p>Cultural awareness training held at Blue Haven with six participants.</p> <p>Kiama Library - Children enjoyed making Aboriginal dream catchers, 18 children attended aged from 6-14yrs.</p> <p>Six cultural workshops were provided for school children to attend after school to learn about culture, an outcome was that one of the youths attending has now engaged in the youth service for support.</p> <p>Provided information to a parent for LINK UP due to family history issues and unable to find their identity and where there mob was from. Two of the children didn't know their totems which Council was able to assist with.</p> <p>Participated in planning and staging of the annual Local Government Regional NAIDOC Awards which held at Shoalhaven Entertainment Centre and a success.</p>	Aboriginal Liaison Officer	Completed 


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.2.2	Participate in planning and staging of annual Local Government Regional NAIDOC Awards	Annual Local Government Regional NAIDOC Awards are held	100% completed by 31/07/2019	100% completed	100%	Shoalhaven Council was the host council for the 2019 Local Government Regional NAIDOC Awards which were held at the Shoalhaven Entertainment Centre with 250 people in attendance.	Aboriginal Liaison Officer	Completed 
1.1.2.3	Maintain Council representation on the Aboriginal Education Consultative Group (AECG)	Attendance at scheduled meetings	>90% of scheduled meetings attended	0%	0%	AECG still currently not meeting due to no Aboriginal people available to sit on the AECG executive and convene the meetings.	Aboriginal Liaison Officer	Behind target 
1.1.2.4	Plan and undertake Annual Sorry Day events	Annual Sorry Day events held	100% completed by 31/05/2020	10% complete	10%	Options for the 2020 event are currently being explored.	Community & Cultural Development Officer	Progressing 
1.1.2.5	Undertake other activities to engage with the local Aboriginal community as opportunities arise	All opportunities for engagement investigated	100% completed	100%	25%	Planning for the Minnamurra Massacre Memorial plaque unveiling was undertaken during this period. Kayandel Heritage Project at Jamberoo regarding subdivision: - Sent letters to local Aboriginal community members. - Provided assistance to the CWA in designing a poster so they can acknowledge the traditional owners. - Provided information to Gerringong Heritage group regarding who to consult. Guest speaker, Illawarra Circle of peace group in Kiama Heights to talk about Aboriginal culture and the local Aboriginal sites. Assisted the World of Learning preschool at Kiama Heights with how to implement culture into their preschool and provided a list of Elders to contact to be guests speakers.	Aboriginal Liaison Officer	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.2.6	Develop a targeted Employment Strategy to attract and retain Aboriginal staff to grow a talented and diverse workforce in local government.	Aboriginal Employment Strategy developed and adopted	100% completed by 30/06/2020		0%	This action is not on the work plan for this quarter.	Human Resources Officer	Not in this quarter




1.1.3: Provide and promote cultural and artistic activities and programs




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.3.1	This action has been replaced by action 1.1.2.4				0%	This action has been replaced by 1.1.2.4 - no update required.	Community & Cultural Development Officer	Completed 
1.1.3.2	Undertake activities that support the 'Build' strategy identified in Council's BISI cultural planning document as funding allows	Joyce Wheatley Community Centre is operationalised as an arts space for local artists Plans for a new Arts Centre are developed and progressed to be Application (DA) ready	Centre operational by 30/06/2020 Plans are approved by 30/06/2020	0% complete 10% complete	10%	DA level plans for the Arts Centre are currently being progressed with relevant consultants being engaged. An advisory working group has been established to support the development of the plans. Currently awaiting decisions regarding the short to medium term use of the Joyce Wheatley Centre following the relocation of aged care staff to the new Bonaira site.	Community & Cultural Development Officer	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.3.3	Undertake activities that support the 'Integrate' strategy identified in Council's BISI cultural planning document	Cultural Board meetings are held with artist community representatives as members	6 meetings pa	Two meetings held	30%	The Kiama Cultural Board continues to meet regularly, discussions have included; Kiama Arts Precinct, Cultural Grants August funding round and program review and Council Art Collection donations. The 2019 Music in the Park program has progressed well with the final session due in November.	Community & Cultural Development Officer	Progressing 
		Deliver the annual Music in the Park program	100% completed	75% complete				
1.1.3.4	Undertake activities that support the 'Invest' strategy identified in Council's BISI cultural planning document	Opportunities for increasing public art installations within the Kiama Local Government Area (LGA) are investigated	100% completed	25% complete	25%	Three projects funded through the August funding round of the Cultural Grants. The Weave Artist Directory continues to grow with new artists coming on board. The Old Fire Station Art Centre remains fully booked with a waiting list.	Community & Cultural Development Officer	Progressing 
		Kiama Cultural Grants rounds are held and projects funded	100% completed	50% complete				
		Number of artists who are registered on the 'Weave' directory increases annually	20% increase pa	5% increase this quarter				
		Maximise use of the Old Fire Station Community Arts Centre	Exhibition space is booked 52 weeks pa	26 weeks booked				
		Number of visitors to the Old Fire Station Community Arts Centre	Average 900 visitors per week	812 average per week				



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.3.5	Undertake activities that support the 'Sustain' strategy identified in Council's BISI cultural planning document	<p>The annual Arts Honour Roll program is completed</p> <p>Artist gatherings are held to promote networking</p> <p>Maintain the Kiama Cultural Arts Network blog site</p> <p>Annual program of Arts Biz education workshops are held in partnership with Shellharbour City Council</p> <p>Maintain the average number of shares to the Kiama Cultural Arts Network Facebook page</p> <p>Maintain the average number of reactions to the Kiama Cultural Arts Network Facebook page</p>	<p>100% completed by 30/06/2020</p> <p>4 gatherings held pa</p> <p>25% increase in blog site views pa</p> <p>>3 workshops held pa</p> <p>Average of 25 shares per week</p> <p>Average of 25 reactions per week</p>	<p>100% complete</p> <p>Two gatherings held</p> <p>35% decrease this period</p> <p>0% complete</p> <p>Average of 86 reactions per week</p> <p>Average of 86 reactions per week</p>	25%	<p>The Arts Honour Roll received no nominations for the 2019/20 financial year. The first two Artists Gatherings have been held with a larger gathering of 18 attendees for August which included guest speaker Zeynep Testoni.</p>	Community & Cultural Development Officer	<p>Progressing</p> 




1.1.4: Provide a range of library resources and services that support our community in recreational and lifelong learning





Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.4.1	Provide Library and Family History Centre programs	Provide a range of library community programs that support recreation and lifelong learning	70 programs pa	21 events held with 671 people in attendance	25%		Manager Library Services	Progressing 
		Provide a range of Family History Centre community programs that support recreation and lifelong learning	2 programs pa	Not this quarter				
1.1.4.2	Provide Library and Family History Centre customer services	Family History Centre enquiries satisfied	100 enquiries pa	Not this quarter	25%		Manager Library Services	Not in this quarter
		Library enquiries completed	15,000 enquiries pa	Not this quarter				
1.1.4.3	Provide Library loan services	Loans processed at Kiama Library	120,000 loans pa	29,215	25%		Manager Library Services	Progressing 
		Loans processed at Gerringong Library	4,000 loans pa	1,089				
1.1.4.4	Develop and implement literacy programs	Literacy events held	48 events pa	16	25%		Manager Library Services	Progressing 
		Undertake satisfaction survey of literacy program attendees as required	100% completed	Not in this quarter				
		Attendees at literacy events	200 attendees pa	676				

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.4.5	Deliver Library Information Technology Program	Hours of internet access provided	2,000 hours pa	1,402	25%		Manager Library Services	Progressing 
		Users of public computers	2,000 users pa	1,894				
1.1.4.6	Identify opportunities and implement changes to improve disability access and inclusion in facilities and services	Changes investigated and implemented where appropriate	2 changes implemented pa		25%	Investigation into the remodelling of the kitchen on the ground floor to include wheelchair access.	Manager Library Services	Progressing 
1.1.4.7	Plan for and implement new Gerringong Library facility	Collaborate with Project Manager to ensure required Human Resources, Risk, Policies and Protocols are developed by various Council teams and implemented as required	100% completed	Consultation is taking place	25%		Manager Library Services	Progressing 
		Ensure all required library resources (collections, IT resources, etc) are available for opening of new facility	100% completed	Required resources are being reviewed and plans made for acquisition.				
		Regular attendance and input into Project planning meetings	100% attendance	100% attendance at meetings for this quarter.				

1.1.5: Facilitate sport and health related facilities and programs

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.5.1	Implement a range of health and wellbeing programs for young people	Number of young people participating in health and wellbeing programs incorporating content around mental health and drug and alcohol use	60 participants pa		0%	SENTRAL completed the following Health and Wellbeing programs during this period: - Young Men's program, term 3 focussed on wellbeing and health related issues including mental, physical and sexual health (eight sessions with 11 attendees) - Individual support, mentoring and referral to health and wellbeing providers during drop-in and at Kiama High School. - SENTRAL Fitness was delivered every Thursday with a total number of ten attendees this quarter. - Five SENTRAL@surfbeach outreach sessions at Kiama Farmer's Markets providing free healthy afternoon tea in collaboration with Kiama Farmers markets.	Sentral Youth Services Coordinator	Progressing 
		Number of health and wellbeing programs for young people completed	4 programs held pa					
		Program participants report in their evaluations that they feel more confident about their wellbeing having participated in the program	>80% of participants pa					
1.1.5.2	Engage with and educate members of the community on healthy, affordable and sustainable food and gardening practices	Number of health and wellbeing programs delivered to young people incorporating content around mental health and drug and alcohol use	>2 programs held pa			Planning for Connecting over Fair Food event to be held 15 October 2019 at i-Accelerate. Participation in Food Fairness Illawarra network and coordination group - including meeting attendance and contribution to strategic plan and other documents.	Health Promotion Officer 02	Progressing 
		Implement activities to engage with and educate members of the community on healthy, affordable and sustainable food and gardening practices	>2 activities pa	35% complete	35%			

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.5.3	Engage with and educate members of the community on leading an active, healthy and sustainable lifestyle	Implement activities to engage with and educate members of the community on leading an active, healthy and sustainable lifestyle	>2 activities pa	Two activities in progress	35%	Get Active Outdoor Fitness Program - planning and promotion for program to be held 22 October to 10 December 2019 at Warri Beach. Health Moves Program - planning and promotion for September program complete.	Health Promotion Officer 02	Progressing 
1.1.5.4	Engage with members of the community to promote Council health and sustainability events, information and activities	Implement activities to promote Council and community health and sustainability events, information and activities	>4 activities pa	>13 activities	95%	During this quarter a range of programs were promoted via newsletters, social media, networks and other channels.	Health Promotion Officer 02	Progressing 
1.1.5.5	Collaborate with Council's Human Resources department to implement a Breastfeeding Friendly protocol for Council staff	Breastfeeding Friendly protocol for Council staff is implemented	100% completed by 30/06/2020		25%	Breastfeeding Protocol was endorsed by Manex in June 2019 and has been circulated to five employees who were on maternity leave and due to return, going on maternity leave or have just returned from maternity leave. Breastfeeding room at Council has been built and resources displayed to support women breastfeeding at work.	Health Promotion Officer 02	Progressing 



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.5.6	Provide information on mental health services and programs to the community	Information and links to health support services are provided on Council's website	100% of information and links updated as required		25%	Links to key services for mental health support have been updated on the website.	Health Promotion Officer 02	Progressing 
		Information distributed to the community via newsletters, social media, networks, etc	>2 information articles distributed pa					
1.1.5.7	Deliver community health grants programs	Administer the Health and Sustainability Grants Programs	Minimum of 1 round of funding is held pa	1 - Health and Sustainability grants program	40%	Health and Sustainability Grants - planning, promotion and assessment of Round 5 complete.	Health Promotion Officer 02	Progressing 
		Administer the Community Garden Grants Program	Minimum of 1 round of funding is held pa	0 - Community Garden grants program		Community Garden Grants - no progress has been made in this quarter, program scheduled for quarter 3.		
1.1.5.8	Facilitate Health and Sustainability Committee Meetings	Health and Sustainability meetings are held	>4 meetings pa	1 - Meeting held	25%	One Health and Sustainability Committee meeting has been facilitated this quarter on 28 August 2019.	Health Promotion Officer 02	Progressing 
1.1.5.9	Undertake planned program of maintenance to ensure the Leisure centre and Jamberoo pool facilities are maintained to required standards	Leisure centre and Jamberoo pool programmed maintenance to achieve minimum standards is completed on time and within budget	100% completed on time and within budget		25%	Leisure Centre and Jamberoo pools being maintained to meet necessary standards. Weekly, monthly and quarterly maintenance checks in place for continuity of access to facilities. Jamberoo Pool specific preparations for start of 2019/20 season (December pool opening) are underway.	Leisure Centre Manager	Progressing 



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.5.10	Undertake capital improvements and renewal to ensure the Leisure Centre and Jamberoo pool facilities are maintained to required standards	Capital works and renewal program completed on time and within budget	100% completed on time and within budget		25%	Investigations into spa replacement options at Leisure Centre progressing.	Leisure Centre Manager	Progressing 
1.1.5.11	Ensure effective operations of Leisure centre and Jamberoo Pool to meet community needs	Maintain pool bookings for schools, swim clubs and aquatic customers each year at Leisure Centre	10 bookings pa		25%	Jamberoo Pool not open this quarter. Leisure Centre aquatic bookings (swim schools) strong.	Leisure Centre Manager	Progressing 
		Ensure membership is maintained at target level	900 members					
		Maintain Leisure Centre pool patronage	>200,000 patrons pa					
1.1.5.12	Maintain or increase user satisfaction of Leisure Centre and Jamberoo Pool facilities and its activities and programs	Ensure swim school operates to capacity agreed	85% capacity pa		25%	In conjunction with a Business Plan and recreational needs study for the Leisure Centre, the relevance of the facility and its programs/offers can be explored to inform the future service offerings.	Leisure Centre Manager	Progressing 
		Maintain customer satisfaction levels in annual customer satisfaction survey reported as good, very good or excellent	95% of patrons pa					

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.5.13	Identify opportunities and implement changes to improve disability access and inclusion in facilities and services at Leisure Centre	Number of changes designed or completed	2 changes pa		25%	None this quarter	Leisure Centre Manager	Not in this quarter
1.1.5.14	Support implementation of smoke free legislation within the Municipality and promote compliance at Council events and facilities	Conduct an education program with operators of outdoor dining establishments	100% completed		25%	Planning is underway for the education program and audit for outdoor dining establishments. Audit to be completed of Council facilities in Quarter 3 and Quarter 4. Planning is underway and meetings have been held with Council event staff discussing strategies to minimise smoking at events. New Years' Eve will be a smoke free event and we are working in collaboration with Destination Kiama to support this.	Health Promotion Officer 02	Progressing 
		Conduct annual audit of outdoor dining establishments' compliance with smoke free legislation	Audit conducted annually					
		Undertake audit of Council facilities for smoke free signage	Audit completed by 30/09/2020					
		Develop and include smoke free implementation strategies for events in the Events Manual	100% completed					
		Ensure major Council events incorporate strategies that minimise smoking - target Australia Day, NAIDOC Awards, Sorry Day and New Year's Eve	100% completed					






Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.5.15	Undertake program of new public water stations in public places, based on priorities identified by the Walking Tracks and Cycleway Committee - as funding opportunities allow	All opportunities for grant funding of public water stations pursued and an implementation program developed where funding permits	100% completed		25%	All water stations currently aligned within Operational Plan, additional water station to be determined and provided by the Walking Tracks and Cycleway Committee.	Asset Systems Officer	Progressing 
1.1.5.16	All opportunities to create sun safe public places are promoted on Council's website	Number of times Council's Sunsmart marquees are utilised by community groups	6 times pa	4 times	65%	Information on the loan of Council's Sunsmart marquees is available on Council's website. Sunsmart marquees have been utilised a total of 4 times during this quarter.	Health Promotion Officer 02	Progressing 

1.1.6: Manage footpath and cycleway infrastructure and assets

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.6.1	Manage footpath and cycleway asset renewals	Percentage of Council approved renewal program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	100%	100%	Program complete	Works Coordinator	Completed 
		Percentage of renewal budget expended	100% expended	100%				
		Percentage of Council approved new asset program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	30%				
1.1.6.2	Manage new footpath and cycleway asset creation	Percentage of new asset budget expended	100% expended			Quarter 1 program on target and budget	Works Coordinator	Progressing 
		Percentage of Council approved new asset program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	30%	30%			
		Percentage of new asset budget expended	100% completed within budget and to agreed standard	100% expended				


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.6.3	Implement maintenance program for footpath and cycleway infrastructure and assets.	Percentage of Council approved maintenance program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	25%	25%	All footpaths and cycleways have been maintained in accordance with the work plan. All customer requests for footpath and cycleway repairs have been addressed within the required timeframe.	Works Coordinator	Progressing 
		Unscheduled maintenance completed within 5 days	90% completed within 5 days					
1.1.6.4	Consult with people with a range of disability types to establish priorities within Council's pathway management plan	Quarterly review of pathways planning invites input from Council's Access Committee	100% completed		0%		Manager Operations & Maintenance	Not in this quarter
1.1.6.5	Identify and prepare cycleway funding applications	Lodgement of applications for external grant funding for cycleways	100% of applications completed	0%	0%	Awaiting opening of grant applications with Roads and Maritime Services (RMS)	Manager Design & Development	Not in this quarter
1.1.6.6	Process access driveway permits	Driveway access inspections carried out within 48 hours	80% completed within 48 hours	100%	25%	All driveway applications inspections completed within 48 hrs.	Manager Design & Development	Progressing 


1.1.7: Manage recreation and open space infrastructure to cater for current and future generations


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.1.7.1	Manage recreation and open space renewals	Percentage of renewal budget expended	100% expended		25%	Program is on target and to agreed program.	Manager Operations & Maintenance	Progressing 
		Percentage of Council approved renewal program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	25%				
1.1.7.2	Manage new recreation and open space asset creation	Percentage of Council approved new asset program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	20%	20%	Progress is on target and to agreed program.	Manager Operations & Maintenance	Progressing 
		Percentage of new asset budget expended	100% expended					
1.1.7.3	Implement maintenance program for recreation and open space infrastructure	All required maintenance completed within 5 days	90% completed within 5 days	90%	25%	Maintenance of all Recreation and Open Infrastructure has been completed. All customer requests have been actioned and rectified.	Manager Design & Development	Progressing 
1.1.7.4	Improve accessibility of recreational facilities including wheelchair access to seating, shaded areas, outdoor exercise and play equipment	Where facilities are to be upgraded or new facilities provided, the plan for these facilities are tabled at Access Committee for comment with the feedback incorporated into the 4 year work program	100% completed	100%	25%	Replacement of Cooke Park Gerringong amenities have been completed with fully accessible facilities.	Manager Design & Development	Progressing 
1.1.7.5	Continue to provide free public Wi-Fi in the Kiama CBD	Wi-Fi availability	95% availability	25%	25%	Free public Wi-Fi continues to be provided in the Kiama CBD.	Manager Information Technology	Progressing 

1.2: Planning for and assisting specific needs groups




1.2.1: Operate Blue Haven Care




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.1.1	Provide grant-funded group and individual transport to targeted service users	Meet contractual requirements in reporting on community transport funding	100% completed		25%		Manager Community Programs	Progressing 
1.2.1.2	Provide residential care at Blue Haven	Manage service delivery within budget	<100% of budget		0%	No update provided	Director of Nursing/Facility Manager	Not in this quarter
		Compliance with aged care accreditation standards	100% compliant					
		Household rosters implemented and working effectively	100% completed by 31/12/2019					
1.2.1.3	Plan for the professional development needs of Blue Haven Care to meet current aged care standards	Corporate Professional Development Plan developed for Blue Haven Care	100% completed by 31/12/2019		0%	No update provided	Director of Nursing/Facility Manager	Not in this quarter
1.2.1.4	Provide programs to enhance the culture of Blue Haven Care	FISH Philosophy program implemented across Blue Haven Care	100% completed by 30/06/2020		0%	No update provided	Director of Nursing/Facility Manager	Not in this quarter

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.1.5	Undertake Quality reviews as required by the Aged Care Quality Agency	Community Transport reviewed and positive assessment received	100% completed by 30/09/2019		0%		Manager Community Programs	Not in this quarter
		Home Care Packages reviewed and positive assessment received	100% completed by 30/09/2019					
		Commonwealth Homes Support Program reviewed and positive assessment received	100% completed by 30/09/2019					
1.2.1.6	Create a positive volunteer culture within Blue Haven Care	Volunteer satisfaction levels	>90% satisfaction rating		0%	No update provided	Director of Nursing/Facility Manager	Not in this quarter
		Targeted volunteer recruitment strategy developed and implemented	100% completed by 30/09/2019					
1.2.1.7	Coordinate workforce, infrastructure and service planning for Blue Haven Bonaira (BHB)	ITC working group meetings are convened and chaired as scheduled	>90% pa	Meeting frequency increased prior to move-in	50%	Planning for BHB is progressing well. A recruitment plan is in place to scale up with the facility. Most Fittings, Furniture and Equipment (FFE) has been ordered. Weekly construction meetings are occurring in the lead up to the completion of the construction side of the	Director Blue Haven	Progressing 
		Workforce Planning working group meetings are convened and chaired as scheduled	90% pa					




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
		Fittings, furniture and equipment requirements are identified and procured within governance framework	100% completed	85%		project. Training sessions at the new site are being scheduled.		
		Executive Steering Committee meetings are convened and chaired as scheduled	>90% pa	Meeting weekly				
1.2.1.8	Prioritise Blue Haven processes to be mapped and completed using ProMapp	Number of Blue Haven processes mapped in ProMapp	12 process pa	3	25%		Manager Community Programs	Progressing 
1.2.1.9	Refine/review marketing plan for National Disability Insurance Scheme and extend across Blue Haven Care	Marketing Plan adopted	100% completed by 31/12/2019		25%	Blue Haven Marketing and Communication Strategy is currently being implemented.	Manager Community Programs	Progressing 
1.2.1.10	Support Carers through the delivery of funded carer programs	Manage service delivery within budget	<100% of budget expended		20%	Due to the uncertainty of the service continuing and reduced demand on service due to NDIS and My Aged Care at the Carer Respite Centre is running below budget. Targeting increased group activities to increase spending over next months	Coordinator Information & Carer Support	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.1.11	Blue Haven Care to be recognised as an inclusive organisation	Rainbow Tick achieved	100% achieved by 30/06/2020		25%	Reviewing Protocols and Procedures	Manager Community Programs	Progressing 
1.2.1.12	Monitor viability of National Disability Insurance Scheme (NDIS) services	Monitor financial performance to ensure expenses do not exceed income Unit costing project completed	Expenses <100% of income 100% completed by 31/12/2019		50%	NDIS for the first quarter is currently running at 108% expenses to income. Unit costing for both the Commonwealth Home Support Program (CHSP) and Home Care Package programs has been completed with a report going to the November Council meeting for the adoption of the new fees. This will enable groups that are currently operating out of the Joyce Wheatley Community Centre to continue to operate into the new Bonaira Street community hall under the proposed changes to funding into 2022.	Chief Financial Officer - Blue Haven	Progressing 
1.2.1.13	Expand the Commonwealth Home Care Packages program to eligible people across Shoalhaven, Kiama, Shellharbour and Wollongong Local Government Areas (LGA)	Increase total number of packages by 10% from original allocation	121 packages by 30/06/2020	115	25%	Referrals have increased in this reporting period	Manager Community Programs	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.1.14	Expand the Commonwealth Home Care Packages program to eligible people across Shoalhaven, Kiama, Shellharbour and Wollongong Local Government Areas (LGA)	Meet contractual requirements in reporting on all programs including Home Maintenance, Personal Care, Social Support, Domestic Assistance and Respite	100% completed	4,094	25%	The Data Exchange (DEX) Report indicates that Programs are on target to meet expected outcomes of service hours delivered	Manager Community Programs	Progressing 
1.2.1.15	Investigate the implementation of Point to Point transport	Recommendation made in regard to the delivery Point to Point transport following review of guidelines and analysis of viability for Blue Haven Care	100% completed by 30/09/2019		0%	Have not had any requests for Point to Point Transport at this stage. Meeting client transport needs through other funding streams e.g. Home Care Packages (HCP) and National Disability Insurance Scheme (NDIS)	Manager Community Programs	Not in this quarter
1.2.1.16	Set up brokerage model	Brokerage unit is fully operational to manage all Support Worker requests, rosters, recruitment, etc	100% completed by 30/09/2019		100%	Currently have 47 Support Workers providing direct services across all programs. External brokerage has been significantly reduced.	Manager Community Programs	Completed 
1.2.1.17	Determine the cost and viability of providing social support groups	Recommendation made in regard to the provision of Social Support groups following an analysis of cost and viability for Blue Haven Care	100% completed by 31/12/2019		55%	All groups have been costed and fee schedule to be approved by council.	Manager Community Programs	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.1.18	Measure satisfaction with Blue Haven Care community services	Conduct satisfaction surveys, focus groups and complaints resolution feedback	>90% satisfaction	86%	100%	Focus Group held 18 October 2019 for further discussions on areas of concern identified in consumer survey and the outcome was very positive. All participants very happy with their service and the organisation.	Manager Community Programs	Completed 
1.2.1.19	Provide free Wi-Fi at Blue Haven Aged Care for the use of residents and their visitors	Wi-Fi availability	100% availability	25	25%	Free Wi-Fi is available at Blue Haven Aged Care.	Manager Information Technology	Progressing 
1.2.1.20	Blue Haven Care to be recognised as a dementia friendly organisation	Assessment undertaken and approved	100% completed by 30/06/2020		0%	On hold until after the move to Blue Haven Bonaira.	Manager Community Programs	Not in this quarter
1.2.1.21	Meet all prudential reporting requirements required by funding bodies	All acquittals and financial reporting completed on time	100% completed		50%	For the first quarter all prudential requirements have been met. The Prudential Policy has been reviewed within twelve months as required and the policy was adopted by the Board at the October meeting.	Chief Financial Officer - Blue Haven	Progressing 



1.2.2: Operate Blue Haven Independent Living Units

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.2.1	Maintain occupancy levels to ensure that units are reoccupied within the mandatory 6 month refund requirement under the Retirement Villages Act 1999 and Retirement Villages Regulation 2017	Percentage of units reoccupied within 6 months of vacation	100% of units pa		25%		Manager Project Development & ILU Operations	Progressing 
1.2.2.2	Ensure compliance with the Retirement Villages Act 1999 and Retirement Villages Regulation 2017	Refunds to outgoing Residents or their estate is undertaken within the 6 month period required under with the Retirement Villages Act and Regulation Audited Financial Statements are prepared and made available in accordance with the Retirement Villages Act and Regulation Disclosure, marketing and contract documentation are maintained in accordance with the Retirement Villages Act and Regulation	100% compliant 100% completed 100% completed		25%		Manager Project Development & ILU Operations	Progressing 
1.2.2.3	Implement adopted marketing plan for 58 Independent Living Units at Blue Haven Bonaira	Unit settlement rates achieved in accordance with cash flow projections	>90% achieved		25%		Manager Project Development & ILU Operations	Progressing 




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.2.4	Create necessary systems and infrastructure to establish Blue Haven Bonaira Independent Living Units as a fully functioning Retirement Village	Achievement of a similar Value Proposition to Blue Haven Terralong	>90% achieved		25%		Manager Project Development & ILU Operations	Progressing 

1.2.3: Operate the Kiama Youth Centre and facilitate youth services and programs



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.3.1	Develop and implement a program of events for young people	Percentage of program participants report in their evaluations that they feel more confident about themselves having participated in the program	>80% of participants	100%	25%	During the period SENTRAL facilitated a total of five programs. These were: - Youth Advisory Committee - One meeting (15 young people engaged) - Young Men's Program - eight sessions (11 attendees) - Mentor/ case management (ten young people supported) - Youth Centre drop-in (total 749 individual visits - young people are counted each time they visit, but only once per day). Average weekly visitation - 62. - SENTRAL fitness (ten young people engaged) - SENTRAL@Surfbeach five sessions (an estimated 60 young people engaged) - Work Development orders (one young person supervised and \$100 worth of fines paid off)	Sentral Youth Services Coordinator	Progressing 





Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.2.3.2	Provide a range of educational and recreational community development programs in conjunction with local schools	Percentage of program participants report in their evaluations that they gained valuable skills and knowledge from participating in the programs	>80% of participants	100%	25%	During this quarter SENTRAL worked in collaboration with Kiama High School (KHS) on the following educational programs: - Young Men's Program - eight sessions (11 participants) - Mentoring/ case management at KHS (eight young people supported) - SENTRAL provides ongoing community development through the Youth Advisory Committee which is attended by KHS student representative committee members. One meeting was held during this period. (15 attendees) - Council also held the annual Youth Engagement meeting at KHS during this period with a total of 36 young people attending.	Sentral Youth Services Coordinator	Progressing 
1.2.3.3	Provide information, referral, advocacy and support for young people through the SENTRAL youth facility and online mediums	Percentage of program participants report that the support provided by the Youth Service has assisted them	>90% of participants	98%	25%	During this quarter Youth Workers continued to provide individual support/mentorship in addition to ad-hoc advocacy, referral and support through our individual support program and drop in service provided from SENTRAL Youth Centre. Two youth workers attended Kiama High School each week to provide individual mentoring and case management to young people requiring individualised support. 10 young people have received this service during the reporting period across a total of 20 sessions. Kiama Youth Services Facebook page has continued to see an increase in engagement with staff sharing information about health and wellbeing programs and referral services. During this period a youth survey was issued with 118 young people responding. 98% satisfaction with the service offered by SENTRAL was recorded.	Sentral Youth Services Coordinator	Progressing 

1.3: We live in a safe community
1.3.1: Provide lifeguard and beach safety services and programs




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.1.1	Undertake scheduled patrol programs for Council beaches	Ratio of rescues conducted to preventative actions undertaken	Ratio 1:20		25%	Pre-season recruitment of casual lifeguards and patrol rosters established. Start of season commenced in Spring School Holidays (30 September) with Surf Beach Monday to Friday patrols.	Leisure Centre Manager	Progressing 
1.3.1.2	Conduct surf awareness education programs in local primary schools	Annual program completed	100% completed		25%	Lifeguard Supervisor performed school based awareness and education programs in Spring as a continuing commitment to reinforce swimming safety messages for the youth of the local government area	Leisure Centre Manager	Progressing 
1.3.1.3	Undertake program of scheduled maintenance of equipment	Maintenance schedule completed on time and within budget	100% completed		25%	Lifeguarding equipment repaired and serviced during off season as required	Leisure Centre Manager	Progressing 



1.3.2: Implement public health and community compliance regulations and programs


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.2.1	Administer Food Safety Legislation	Food recall system implemented with 48 hours of notification	100% implemented within 48 hours		15%	14 Food Safety Recall emails were distributed; 0 newsletters; 0 food safety alert distributed to 364 food premises and operators	Environmental Health Officer 01	Progressing 
		Temporary food stall applications determined within 21 working days	100% determined within 21 days			Food Safety Compliance - 20 Food shop inspections undertaken (seven were rated 5 star; three were rated 4 star; five were rated 3 star; five were rated failure)		
		Inspections conducted in accordance with NSW Food Regulation Partnership (includes inspections and markets/events)	80% completed			Five food shop re-inspections were undertaken (five were rated 5 star; 0 were rated 0 star; 0 were rated 3 star; 0 were rated failure).		
		Compliance with legislation and food safety standards	90% 3 to 5 star rating			Nine temporary food stall applications received for approval. 0 temporary food stalls were inspected and passed. 141 customer enquires received and provided with advice and information about food safety requirements. Ten Food Safety complaints investigated (0 illegal food business, 9 food hygiene and handling complaint, 1 foodborne illness, 0 foreign matter)		
1.3.2.2	Provide Food Safety Education	Provide 'I'm Alert' online food education training	40 participants pa		25%	22 online food safety training course food handlers completed course	Environmental Health Officer 01	Progressing 
		Number of Food Safety Newsletters developed and distributed	2 editions pa			0 newsletters; 0 food safety alert distributed to 364 food premises and operators		

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.2.3	Ensure Occupation Certificates are issued/received for completed premises	Respond to valid complaints regarding occupation of recently completed premises that have not been issued with an Occupation Certificate, investigate and take appropriate action as required	100% of premises inspected following a valid complaint		25%	Nil complaints received during the quarter concerning occupation of recently completed premises.	Director Environmental Services	Progressing 
1.3.2.4	Create a register and implement a compliance program as required by the Environmental Planning and Assessment Regulation	Ensure Annual Fire Safety Statements are received annually for all relevant premises	90% completed		25%	74 Annual Fire Safety Statements for relevant premises were received during the quarter. This means that approximately 25% of the total number Annual Fire Safety Statements required to be submitted for relevant premises have now been received by Council.	Director Environmental Services	Progressing 
1.3.2.5	Manage approvals and consents associated with road reserves under the Roads Act	Ensure approvals and consents are maintained and renewals managed	100% completed		25%	All approvals and consents under the Roads Act being managed to ensure appropriate commercial rental, compliance and other relevant issues. Review of all relevant activities undertaken start of reporting period and processes redefined.	Manager Commercial Services	Progressing 
1.3.2.6	Maintain an inspection and compliance register and program as required by the Swimming Pools Act	Ensure all pools requiring an inspection are inspected in accordance with requirements of the Swimming Pools Act 1992 and Swimming Pool Regulations 2018 to ensure compliance Number of inspections of tourist and visitor	90% inspected		55%	During the quarter 36 pools were inspected meaning 56% of pools requiring an inspection have been inspected in accordance with requirements of 1992 and Swimming Pool Regulations 2018 to ensure compliance since the commencement of the compliance program in October 2017. Of the pools inspected 28 received a Certificate of Compliance under	Director Environmental Services	Progressing 


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.2.7	On-site Sewerage Management legislative compliance	accommodation premises with more than 2 dwellings				Section 220 of the Swimming Pools Act 1992 and eight received a Certificate of Non-Compliance under Clause 18BA of Regulations. Also, two pools were inspected that form part of tourist and visitor accommodation premises with more than two dwellings.	Environmental Health Officer 02	Progressing 
		Number of inspections that resulted in issuance of a Certificate of Compliance under Section 220 of the Swimming Pools Act 1992	Number of inspections pa					
		Number of inspections that resulted in issuance of a Certificate of Non-Compliance under Clause 18BA of Regulations	Number of inspections pa					
1.3.2.8	Implement Public Health Act legislation (public and private swimming pools and water supplies, skin penetration, legionella)	Percentage of compliant operating systems	80% compliant		25%	Total number of Onsite Sewerage Management Facilities inspected during first quarter - 127 (82 low risk, 45 high risk). Number of compliant systems - 110 (86.61%). 73 low risk; 37 high risk. Number of defective systems - 17 (13.49%). 8 low risk, 9 high risk.	Environmental Health Officer 01	Progressing 
		Low risk systems inspections conducted in accordance with risk rating schedule	25% inspected pa					
		High risk system inspections conducted in accordance with risk rating schedule	95% inspected pa					
1.3.2.8	Implement Public Health Act legislation (public and private swimming pools and water supplies, skin penetration, legionella)	Registers of premises and compliance are reviewed and updated as required by legislation	100% completed		25%	Council managed swimming and spa pools sample as per schedule. 100% breaches of water quality standards commenced within five days of notification.	Environmental Health Officer 01	Progressing 
		Action to rectify breaches of legislation commenced within 5 days of notification	100% action commenced within 5 days					
		Inspections of all registered premises conducted in accordance with schedule	100% completed					




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.2.9	Inspect and issue approval for caravan parks to operate as required by the Local Government Act	Annual report submitted to NSW Health by due date Annual inspection of all caravan parks approvals to operate issued	Submitted by due date 100% completed		0%	No annual inspections were undertaken and no approvals to operate were issued for caravan parks during the quarter.	Director Environmental Services	Progressing 
1.3.2.10	Implementation of Dog Off Leash Areas	Percentage of users comply with requirements	90% compliance		25%		Senior Ranger	Progressing 
1.3.2.11	Implementation of Companion Animals Legislation	Complaints about animals investigated within 2 days of notification	95% investigated within 2 days	Achieved	25%	Ranger Service - Companion Animals - 39 Companion animal complaints received (100%) investigated within specific timeframes - Eight (100%) Dog attacks investigated within 24 hours of complaint. Eight reported to Department of Local Government - Two infringements breach Companion Animals - \$440 value - 22 dogs collected and returned directly to owners - Nine dogs impounded - Seven dogs released to owner after impoundment - No dogs rehomed - 2 dogs euthanized - One cat impounded - No cat released to owner - No cats rehomed - One cat euthanized - Three barking dog complaints received and 100% actioned within five working days Annual reports and registration financial statements submitted to	Senior Ranger	Progressing 
		Annual reports and registration financial statements submitted to Department of Local Government by due date	100% completed by due date					
		Dog attacks investigated within 24 hours of notification	100% investigated within 24 hours					
		Animals impounded are returned to owner or rehomed	90% returned or rehomed pa					

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.2.12	Facilitate Companion Animals Education	Number of companion animal education events conducted	1 event conducted per month		25%	Department of Local Government by due date August 2019 Four education programs at Bombo and Jones Beach off-leash areas	Senior Ranger	Progressing 
1.3.2.13	Implementation of Roads Transport Act, Impounding Act, Crown Lands Act and Road Rules	High risk public and environmental health complaints investigated within 4 hours of notification Parking patrols conducted in accordance with monthly schedule Non-high risk public and environmental health complaints investigated within 2 days of notification Enforcement action undertaken for non-compliance (Cautions, Penalty infringement Notices issued) of established breach of legislation issued within 2 days of notification High risk vehicle complaints investigated within 4 hours of notification Non-high risk vehicle complaints investigated within 2 days of notification	100% investigated within 4 hours 100% completed 100% investigated within 2 days 100% completed within 2 days 100% investigated within 4 hours 100% investigated within 2 days		25%	Environment/ Health Complaints: - Water/ Pollution 6 - Stormwater 2 - Noise complaint: 17 - Air pollution, odour: 10 - Asbestos: 0 - Sewer 1. Impounding Act: - two roaming stock/ horses/ animal complaints received - 100% investigated and actioned within times frames - 0 stock/ horses/ animal impounded - 0 stock/ horses/ animal released - Four complaints received about abandon items, illegal trading or advertising signs - 100% investigated and actioned within two working days - six items impounded Implementation of Road Rules, Parking and Traffic Management: - 21 parking / traffic complaints received - 100% of high risk vehicle complaints investigated within four hours and non-high risk complaints investigated within two days of notification - 67 parking patrols proactive - 72 parking patrols General: - 4,441 parking spaces patrolled in accordance with schedule - 6 abandoned vehicles reported and actioned - 139 total parking patrols undertaken	Senior Ranger	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.2.14	Implementation of Protection of Environment Operations (Clean Air) Regulations	Determine applications under Protection of Environment Operations (Clean Air) Regulations within 14 days	100% determined within 14 days		25%	- 119 of infringements issued - \$23,546 of infringements issued 56 (100%) of applications processed and determined under Protection of Environment Operations (Clean Air) Regulation within 14 days.	Senior Ranger	Progressing 

1.3.3: Undertake local community safety initiatives

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.3.1	Implement Local Road Safety Action Plan and activities	Council endorsed recommendations implemented or included In Asset Management Plan Plan, promote and implement Road Safety Workshop	100% completed 4 workshops pa	Included in Plan 1 workshop held	50%		Road Safety Officer	Progressing 
1.3.3.2	Prepare road safety funding applications	Plan, promote and implement Bike Week activities Applications lodged for all available grant funding for road safety initiatives	100% completed	Bike week 2019 Funding approved for 2019 -2020	90%	Funding process has been completed for 2019/20.	Road Safety Officer	Progressing 
1.3.3.3	Implement and manage the ongoing operation of CCTV systems in public spaces identified in Council's Crime Prevention Plan	Timely responses to approved requests for CCTV footage 95% compliance is achieved, identified through an independent audit conducted each council term (4 years)	95% processed within 2 weeks >95% compliance	95% compliance achieved not in this period	25%	Work on Council's CCTV processes continues to be undertaken to improve them.	Manager Community & Cultural Development	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
1.3.3.4	Undertake activities that engage and build community connection	Community Safety Committee meetings are held with community representatives as members	4 meetings held pa	25% complete	25%	The August 2019 Community Safety Committee meeting was held, with discussion including the development of the new Kiama Council Community Safety and Crime Prevention Plan.	Community & Cultural Development Officer	Progressing 
1.3.3.5	Action Local Traffic Committee recommendations	Meetings held monthly	12 meetings held pa	100%	25%	Monthly traffic committee meetings held either at Council or electronically as required.	Manager Design & Development	Progressing 
		Endorsed recommendations implemented or included In Asset Management Plan	100% completed	100%				
1.3.3.6	Participate in the Shoalhaven Illawarra Enabling Regional Adaptation Project	Attend regional workshops and provide input as appropriate	100% participation		25%	Provided input and support for resubmission of the regional grant for a regional project to update all Councils water sensitive urban design policies to include adaptation to climate change and best practice Water-sensitive urban design (WSUD) for inclusion in Development Control Plan (DCP).	Environmental/Sustainability Officer	Progressing 
		Attend regional workshops and provide input as appropriate	100% participation					






Well Planned and
Managed Spaces, Places
and Environment

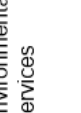

Item 11.1

Attachment 1

2.0: Well Planned and Managed Spaces, Places and Environment
2.1: Maintain the separation and distinct nature of local towns, villages and agricultural land
2.1.1: Develop and implement appropriate land use plans

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.1.1.1	Prepare catchment flood studies	Complete the preparation of catchment flood studies identified in annual budget Schedules	100% completed	Not applicable	0%	No flood studies currently being undertaken.	Manager Design & Development	Not in this quarter
2.1.1.2	Prepare flood study funding applications	Lodgement of applications for external grant funding for flood studies - dependent on budget allocation	100% completed	Not applicable	0%	Awaiting opening of grant applications.	Manager Design & Development	Not in this quarter
2.1.1.3	Finalise Local Strategic Planning Statement consistent with legislative requirements	Local Strategic Planning Statement completed by 1/06/2020	100% completed 1/06/2020		50%	Technical Papers presented at Phase 2 Community Workshops. Policy positions accepted by community.	Manager Strategic Planning	Progressing 
2.1.1.4	Assess Planning Proposals against relevant State Government legislation and Council Policy	Requests for Planning Proposals are reported/determined within 90 days of lodgement	100% reported within 90 days		25%	No Planning Proposals submitted or completed in this quarter	Manager Strategic Planning	Progressing 
		All Planning Proposals are completed within timeframe set out in Gateway Determination	100% completed					
2.1.1.5	Review planning outcomes and controls for Kiama Town Centre	Prepare a Kiama Town Centre Study and initial work program endorsed	100% completed by 1/12/2019	Completed	45%	Kiama Town Centre Study and implementation strategy endorsed at September Council Meeting. Development Control Plan controls for Kiama Town Centre recommended. Further investigation of key and prominent sites required.	Manager Strategic Planning	Progressing 

2.1.2: Recognise and protect our heritage



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.1.2.1	Assess development applications in accordance with relevant Heritage requirements	Assessments carried out in accordance with adopted Protocols with referral to Council's Heritage Advisor	90% completed		25%	Nine Development Applications were referred to Council's Heritage Advisor in accordance with adopted protocols during the quarter.	Director Environmental Services	Progressing 
2.1.2.2	Protect and maintain heritage items through Local Environmental Plan (LEP) and Development Control Plan (DCP) controls	Identification and introduction of controls for the Terralong Heritage Precinct into the Kiama LEP Commence review of existing heritage items identified in the LEP applying in Kiama town and update as required	100% completed by 30/06/2020		25%	Kiama Town Centre Study and implementation strategy endorsed at September Council Meeting. Heritage review included in implementation strategy. Review program adopted. Reference group to be established.	Manager Strategic Planning	Progressing 

2.1.3: Recognise and protect our agricultural lands






Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.1.3.1	Protect and maintain productive agricultural lands through ensuring Council's statutory and policy documents contain necessary framework	Council to liaise with NSW Department Primary Industries (DPI) - Lands to determine a timeframe for agricultural classification mapping project	100% completed by 31/12/2019		50%	NSW Department of Primary Industries (DPI) - Lands have confirmed that mapping for the Illawarra-Shoalhaven region is behind schedule and has not yet commenced. Council has raised its disappointment and frustration with DPI - Lands.	Manager Strategic Planning	Progressing 

2.2: Our community and natural environments are adaptive, resilient and sustainable and informed of predicted climate change impacts

2.2.1: Implement adopted Coastal Management Programs and legislative requirements

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.2.1.1	Implement actions identified within adopted Coastal Zone Management Plans (Minnamurra River and Crooked River) in accordance with funding and resource availability	Complete Blue Angle Creek erosion control grant Implement Minnamurra wetlands weed control grant	100% completed by 30/05/2021 100% completed by 30/05/2021		25%	Progressed the options assessment for Blue Angle Creek, including site visit with consultant. Draft options assessment received for review with project expected to be completed in November 2019. Minnamurra Wetlands weed control grant second year program of works discussed with contractor and site walk over completed. Second year program of works due to start October 2019. Grant application to Department of Planning, Industry and Environment (DPIE) coast and estuary program prepared for bush regeneration works on Baileys Island.	Environmental/Sustainability Officer	Progressing 
2.2.1.2	Implement programs required as a result of the NSW Coastal Reforms process	Develop Kiama Local Government Area (LGA) Coastal Management Program in line with agreed work program	100% completed by 31/12/2021		25%	Community and agency stakeholder consultation for the Stage 1 scoping study completed this quarter including three community drop in sessions, an online survey and agency stakeholder session.	Environmental/Sustainability Officer	Progressing 

2.2.2: Protect and maintain environmentally significant natural areas

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.2.2.1	Support and implement local Illawarra Landcare projects	Requests for technical/material support completed within allocated budget	10 completed pa	4	25%	All requests for materials and technical assistance actioned in a timely manner.	Landscape Officer	Progressing 
2.2.2.2	Pursue grant funding for natural area restoration at priority sites on Council land	Appropriate grant applications are reviewed and/or submitted for funding consideration	100% completed		25%	Grant application for DPIE coast and estuary funding to undertake bush regeneration on Bailey's Island completed.	Environmental/Sustainability Officer	Progressing 
2.2.2.3	Manage vegetation at Seven Mile Beach Reserve	All bush regeneration works are completed as scheduled	100% completed	25%	25%	New bush regen contractor appointed and progressing with program. Landcare group active.	Landscape Officer	Progressing 
2.2.2.4	Investigate and implement pledges from the Cities Power Partnership Program as funding, resources and opportunities permit	Cities Power Partnership Program pledges are implemented as funding, resources and opportunities permit	2 pledges pa		25%	Structural assessment for Kiama Leisure centre updated for new higher output panels to determine if photovoltaic panels can be installed on the roof without the need for structural alterations.	Environmental/Sustainability Officer	Progressing 
2.2.2.5	Bushfire prone land is accurately mapped and considered in planning processes	Review of bushfire prone land mapping is completed	100% completed by 30/06/2020		25%	Rural Fire Service's (RFS) mapping requirements have been reviewed. Work plan is being prepared.	Manager Strategic Planning	Progressing 






2.2.3: Ensure environmental protection compliance




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.2.3.1	Comply with Biosecurity Act obligations through Illawarra District Weeds Authority	All notifiable events are reported to the Illawarra District Weeds Authority	100% completed		25%	Illawarra District Weeds Authority supported financially as per Deed of Agreement. All obligations under Biosecurity Act complied with through the Authority.	Landscape Officer	Progressing 
2.2.3.2	Undertake and support on-ground activities and biodiversity education to promote and enhance natural areas	Community education events aligned to National Tree Day and World Environment Day	2 events pa		50%	National Tree Day completed on Monday 5 August 2019. Council prepared and supported tree planting at Bombo Headland, Spring Creek, Hillside Landcare site and Seven Mile Beach Reserve with Year 7 youths from Kiama High School. 700 trees planted.	Environmental/Sustainability Officer	Progressing 

2.3: The principles of ecologically sustainable development and compliance underpin town planning and local development

2.3.1: Conduct development and building assessment/approval functions in accordance with statutory requirements, policies and procedures

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.3.1.1	Process Development Applications in accordance with delegations	Report all Development Applications to Council for determination in accordance with delegations	100% completed		25%	Six Development Applications were determined by the elected Councillors during the last quarter in accordance with delegations. This represents 100% compliance with this performance measure.	Director Environmental Services	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.3.1.2	Development Applications are processed and determined in accordance with adopted timeframes	Process Local Development Applications within legislative requirements and timeframes	50% processed within 40 days		10%	Data reporting requirements being updated with consultants to enable accurate extraction of reporting against this Action.	Director Environmental Services	Progressing 
2.3.1.3	Undertake Building Inspections as Principal Certifying Authority	Requested inspections undertaken on the scheduled day with 48 hours' notice	90% completed within 48 hours		25%	50 building inspections were undertaken as requested on the scheduled day during the quarter by Council's Building Certification team. This represents 100% compliance with this performance measure.	Director Environmental Services	Progressing 
2.3.1.4	Process Complying Development Certificates within legislative timeframes	Complying Development Certificates processed within 10 days after provision of all relevant information	100% completed within 10 days		25%	No Complying Development Certificates were issued by Council's Building Certification team during the quarter.	Director Environmental Services	Progressing 
2.3.1.5	Process Construction Certificates within legislative timeframes	Occupation Certificates processed within 10 days after provision of all relevant information	100% completed within 10 days		25%	Two Occupation Certificates and four Construction Certificates were issued by Council's Building Certification team during the quarter within 10 days of receiving all relevant information. This represents 100% compliance with this performance measure.	Director Environmental Services	Progressing 
		Construction Certificates processed within 10 days after provision of all relevant information	100% processed within 10 days					
2.3.1.6	Process Section 149 Certificates and maintain required data base to meet statutory requirements	Planning Certificates issued within 3 days after provision of all relevant information	90% issued within 3 days	98.22%	25%	224 Planning Certificates issued in the first quarter with an average processing time of two days.	Manager Strategic Planning	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.3.1.7	Apply and oversee application of Council's S94 plan(s)	Council's updated Indirect Contributions Plan exhibited and adopted	100% completed		15%	Responses from consultants received for introductory piece of work to establish/define holistic program	Manager Strategic Planning	Progressing 
2.3.1.8	Implement tree management legislation and policies and investigate breaches of legislation and customer action requests	Tree Management Applications processed or determined within 21 days	90% determined within 21 days		25%	All tree management applications processed as soon as possible. All reported breaches of tree management legislation investigated in a timely manner. 100% of high-risk reports investigated within four hours.	Manager Design & Development	Progressing 
		Non-high risk Customer Action Requests related to trees on Council land investigated within 21 days of notification	95% investigated within 21 days					
		Reported breaches of tree management legislation are investigated within 21 days of notification	90% investigated within 21 days					
2.3.1.9	Process engineering development assessment	High risk Customer Action Requests related to trees on Council land investigated within 4 hours of notification	100% investigated within 4 hours	100%	25%	76 applications were assessed in the quarter and of this seven were overdue	Subdivision & Development Engineer	Progressing 
		Engineering development referrals are completed within 14 days	80% completed within 14 days	91%				

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.3.1.10	Implement tree management legislation and policies and investigate breaches of legislation and customer action requests	Review Chapter 3 (Preservation and management of trees and vegetation) of Kiama DCP	100% completed by 30/06/2019	100%	100%	The amended Chapter 3 (Preservation and management of trees and vegetation) of Kiama Development Control Plan (DCP) was adopted by Council at its meeting of 18 December 2018 and became effective from 12 January 2019.	Manager Design & Development	Completed 
2.3.1.11	Process road occupation permits	Road Occupation permits processed within 5 business days	90% processed within 5 business days	75%	25%	20 applications were processed and of this five were overdue. The target will likely be met when vacant positions in the directorate have been filled.	Subdivision & Development Engineer	Behind target 

2.4: Effectively manage our waste and resources

2.4.1: Manage waste services


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.4.1.1	Operate Community Recycling Centre	Amount of waste diverted from landfill	280 tonnes diverted pa	56.64 Tonnes First Quarter	25%		Manager Waste Services	Progressing 
		As Shellharbour and Wollongong both now have CRC's in their local government areas Kiama Council will continue supporting local residents	100% of services maintained	All Services Provided				
2.4.1.2	Provide scheduled domestic and commercial collections for waste, recycling and organics	Services comply with collection and recycling contract and service schedule	100% completed on schedule	Completed as per schedule	25%		Manager Waste Services	Progressing 

2.4.2: Undertake waste management programs

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.4.2.1	Implement programs identified in the Regional Waste Plan	Programs commenced or completed in accordance with adopted annual work plan	100% completed or commenced	Commenced	20%	Awaiting Behaviour Works and Monash University pilot program recommendations for Recycle Right campaign. Reviewing Shoalhaven Council's recycling campaign for regional application LGNSW Asbestos Best Practice Management forum at Shellharbour Civic Centre to be held on 24 October 2019.	Waste Management Officer	Progressing 


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.4.2.2	Implement programs identified in the Regional Illegal Dumping and Litter Strategies	Regional Illegal Dumping strategy programs commenced or completed in accordance with adopted annual work plan Regional Litter Strategy programs commenced or completed in accordance with adopted annual work plan	100% completed or commenced 100% completed or commenced	Completed	25%	Regional Litter Projects commenced We Bin our Butts \$72,500, Barriers to Silage Wrap Disposal \$6,500 Cost of Litter Management Study \$47,000. Projects aim to; a) reduce cigarette butt litter (Klarna Harbour, Hindmarsh Park via infrastructure, education, enforcement); b) investigate barrier to silage wrap recycling; c) review of costs associated with litter management and prevention involving consultation with all sections of Council and to develop a business case. Illegal Dumping Incidents investigated 23 (43.39%) decrease compared to 2018/19 first quarter Investigations closed: 22 (95.7%) incidents still under investigation one (4.3%) Total Waste Illegally Dumping 41.79 tonnes 16 incidents (69.56%) insufficient information to take enforcement action four incidents (17.39%) regulatory action taken \$9,000 (five Penalty Infringement Notices) in fines issued one incidents (4.34%) clean up action 0 incidents (%) referred to another Authority to take action four incidents (17.39%) no waste found clean-up costs \$3,300	Waste Management Officer	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.4.2.3	Develop and implement approved programs funded through the NSW Environment Protection Authority (EPA) Better Recycling Fund	Programs implemented as per Better Waste Recycling Fund (BWRF) Project Table	100% completed	Commenced	0%	2019/20 BWRF payment \$65,544.57. Due to a delay in the NSW EPA submitting this payment, the programs have yet to be finalised.	Waste Management Officer	Behind target 
2.4.2.4	Undertake scheduled waste management programs and workshops	Total tonnages diverted from landfill from programs undertaken	150 tonnes diverted pa	117.73	75%	Household Bulky Waste Drop Off undertaken 7-15 September 905 tonnes attended the event 182.5 tonnes received, of which 115.18 tonnes (63.11%) was recycled or reused and 67.32 tonnes (36.89%) sent to landfill. Second Hand Saturday held 28 September 2019 100 stallholders participated in event. OK Organics Kiama Compost Giveaway held in July 2019, 3,000 x 25kg bags of compost given away. NSW EPA Household Chemical Clean Out Collection held 17 August 2019 80 25.5 tonnes of chemicals collected. Home Composting workshop held on 4 September with 15 residents attending.	Waste Management Officer	Progressing 
		Number of waste management workshops	4 workshops held pa	1				
		Number of annual waste management events undertaken	3 events pa	4				

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.4.2.5	Process recyclables and organics	Total tonnages of organics processed (including kerbside and drop off facility)	Minimum 5,000 tonnes pa		25%		Manager Waste Services	Progressing 
		Resource Recovery target achieved as set by NSW Environment Protection Authority (EPA)	75% achieved pa					
		Total tonnages of recyclable processed (including kerbside and drop off)	3,200 tonnes pa					
2.4.2.6	Process recyclables and organics	Resource Recovery target achieved as set by NSW Environment Protection Authority (EPA)	75% achieved pa	On target for first quarter	25%		Manager Waste Services	Progressing 
		Total tonnages of recyclable material processed (including kerbside and drop off facility)	3,200 tonnes pa	600 tonnes for first quarter				
		Total tonnages of organics material processed (including kerbside and drop off facility)	5,800 tonnes pa	1,188 tonnes for first quarter				





2.5: Effectively manage our transport, drainage and other infrastructure and assets




2.5.1: Manage road infrastructure through the Road Asset Management Plan

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.1.1	Implement road asset renewal program	Percentage of Council approved program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	55%	55%	Road Assets renewal is ahead of schedule at quarter 1 with 55% completed.	Works Coordinator	Progressing 
		Percentage of renewal budget expended	100% expended					
2.5.1.2	Implement new road asset creation	Percentage of Council approved program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard		0%		Works Coordinator	Not in this quarter
		Percentage of New Asset budget expended	100% expended					
2.5.1.3	Implement maintenance program for roads, footpaths and cycleways	All required maintenance completed within 5 days	90% completed within 5 days		25%	Maintenance of all roads, footpaths and cycleways have been completed. All customer requests have been actioned and rectified.	Maintenance Coordinator	Progressing 





Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.1.4	Complete audit of all accessible parking places and identify improvements. Where facilities are to be upgraded or new facilities provided, the plan for these facilities are tabled at Access Committee for comment with the feedback incorporated into the 4 year work program	Completion of audit Plans tabled at Access Committee for comment as required	100% completed by 30/06/2020 100% completed	100% As required	25%	Audit completed. Plans for upgrades to facilities will be tabled to Access Committee for discussion as required.	Manager Design & Development	Progressing 
2.5.1.5	Complete audit of all signs at bus stops to assess accessibility for people with a disability	Audit completed with any identified improvements included in 4 year work program	100% completed by 30/06/2020		0%		Maintenance Coordinator	Not in this quarter

2.5.2: Manage drainage infrastructure through Drainage Asset Management Plans

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.2.1	Implement drainage asset renewals	Percentage of Council approved renewal program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard		25%	Developing renewal works within the condition inspection process.	Asset Systems Officer	Progressing 
		Percentage renewal budget expended	100% expended					
2.5.2.2	Implement new drainage asset creation	Percentage of Council approved new asset program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard		30%	No new drainage asset required within the current Operation Plan.	Asset Systems Officer	Progressing 
		Percentage of new asset budget expended	100% expended					
2.5.2.3	Respond to stormwater related customer service requests for the operation of the stormwater network	Inspect and assess defect complaints and make safe within 5 business hours	100% completed within 5 business hours	100	25%	Five day target is being met.	Works Coordinator	Progressing 
2.5.2.4	Respond to customer service requests for damaged pit lids or frame structures	Damage repaired within 30 days of customer service request	100% completed within 30 days	100	25%	30 day target being met.	Works Coordinator	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.2.5	Respond to customer service requests for blocked drains	Remove blockage within 30 days of customer service request	100% completed within 30 days	100	25%	30 day target being met.	Works Coordinator	Progressing 
2.5.2.6	Inspect stormwater pits and surrounds	Visual condition assessment completed for all stormwater pits on a 2 year schedule	50% completed pa		0%	Data not available for this measure.	Works Coordinator	Not in this quarter
2.5.2.7	Implement maintenance program for gross pollutant traps	Annual schedule developed	Schedule developed by 31/08/2019		25%	Gross Pollutant Trap maintenance has commenced and is on schedule as per program.	Asset Systems Officer	Progressing 
		Program completed on time and within budget	100% completed					
2.5.2.8	Implement maintenance program for pit litter capturing devices	Program completed on time and within budget	100% completed		25%	All maintenance completed within the thresholds of the Customer Request system.	Works Coordinator	Progressing 
		Annual schedule developed	Schedule developed by 31/08/2019					

2.5.3: Manage community buildings through the Community Building Asset Management Plan

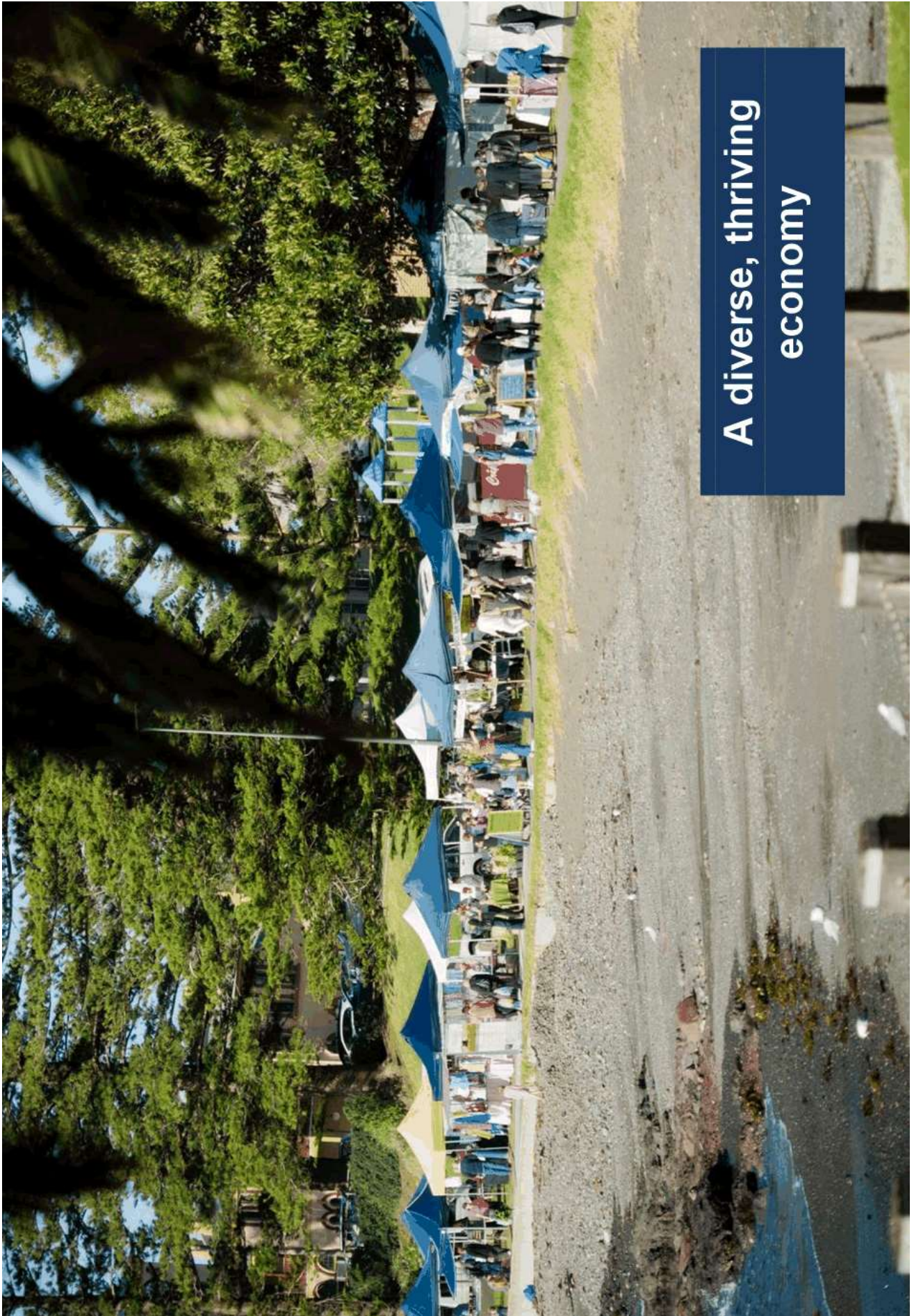
Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.3.1	Implement Community Buildings asset renewals	Percentage of Council approved renewal program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard	22%	20%	Building maintenance and renewals have been carried out in accordance with the work program.	Maintenance Coordinator	Progressing 
		Percentage of renewal budget expended	100% expended					
2.5.3.2	Implement new Community Buildings asset creation	Percentage of Council approved new asset program completed on time, within approved scope, within budget and to agreed standard	100% completed within budget and to agreed standard		25%	No new Community Building construction within current Operational Plan.	Asset Systems Officer	Progressing 
		Percentage of new asset budget expended	100% expended					
2.5.3.3	Implement maintenance program for community buildings	All required maintenance completed within 5 days	90% completed within 5 working days		25%	All building maintenance activities have been completed in accordance with the work plan.	Maintenance Coordinator	Progressing 
2.5.3.4	Provide public adult change facilities and ambulant assisted cubicles in each main town, which are easily accessible, well sign-posted and promoted in Council's media	Public adult change facilities and ambulant assisted cubicle installed at Kevin Walsh Oval Jamberoo - subject to available funding	100% completed by 30/06/2020	5%	25%	Public adult change facilities and ambulant assisted cubicles will be installed as part of the Kevin Walsh Oval Jamberoo amenities extension and refurbishment which has commenced construction.	Manager Design & Development	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.3.5	Develop a 4 year work program that identifies and measures the number of public toilets and signage on other public buildings to be replaced to improve accessibility	Where facilities are to be upgraded or new facilities provided, the plan for these facilities is tabled at Access Committee for comment and feedback incorporated into 4 year work program	100% completed		25%	All current amenities noted within asset register and public buildings have signage as per current standards.	Asset Systems Officer	Progressing 

2.5.4: Manage other assets and infrastructure through the Other Asset and Infrastructure Asset Management Plans

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.4.1	Implement other assets and infrastructure asset renewals	Percentage Council approval renewal program completed on time, within approved scope, within budget and to agreed standard Percentage of renewal budget expended	100% completed within budget and to agreed standard 100% expended		25%	Progressing with the Fountaindale Dam communication works renewals, however Council has received legal advice notifying that the Fountaindale Road Water main is not the responsibility of Council to replace.	Asset Systems Officer	Progressing 
2.5.4.2	Implement new other assets and infrastructure asset creation	Percentage Council approved new asset program completed on time, within approved scope, within budget and to agreed standard Percentage of new asset budget expended	100% completed within budget and to agreed standard 100% expended		25%	No new other assets in current works program	Asset Systems Officer	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
2.5.4.3	Implement maintenance program for other assets and infrastructure	All required maintenance completed within 5 days	90% completed within 5 working days	90%	25%	All customer requests received in this period have been actioned or completed.	Manager Design & Development	Progressing 






Item 11.1

Attachment 1

3.0: A Diverse, Thriving Economy

3.1: Promote and encourage business development and economic prosperity in the local area


3.1.1: Implement the Kiama Economic Development Strategy


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.1.1.1	Prioritise key projects in partnership with the Economic Development Committee	Regular meetings are held with the Economic Development Committee	6 meetings held pa	2	25%	Held two Economic Development Committee Meetings in this quarter. Progressing identified projects and updates provided to the Committee. Arranging site visits to strategic locations to brief the committee and progress the projects.	Economic Development Manager	Progressing 
3.1.1.2	Undertake a 'Demand Study' to ensure an adequate supply of employment lands to meet future needs	Completion of Demand Study	100% completed by 30/12/2019		25%	As part of the Kiama Town Centre study, the commercial demand assessment has been undertaken for Kiama. We will continue to lobby for funding to complete the commercial demand assessment for the rest of the Local Government Area.	Economic Development Manager	Progressing 
3.1.1.3	Participate in ongoing process reviews to minimise 'red tape'	Number of processes reviewed	>5 processes reviewed pa		20%	Continuing to identify best case practice with other Local Government Areas especially I partnership with the Easy to do business program.	Economic Development Manager	Progressing 

3.1.2: Develop opportunities to increase the economic output of rural land

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.1.2.1	Provide advice on Agribusiness Policy	New business enquiries resulting from Guidelines completed and implemented	10 new business enquiries pa		0%		Economic Development Manager	Not in this quarter
		New business enquiries resulting from Guidelines completed and implemented	10 new business enquiries pa					
3.1.2.2	Participate in review of Local Environmental Plan (LEP) to facilitate rural diversification	Number of new ventures entered into	10 new ventures pa		0%		Economic Development Manager	Not in this quarter
		Number of new ventures entered into	10 new ventures pa					


3.1.3: Encourage business innovation, creativity and diversification opportunities

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.1.3.1	Conduct forums and programs that support Economic Development via the Kiama Small Business Forum	Number of forums and programs held supporting the Kiama Small Business Forum	6 forums/programs supported pa	3	30%	Three small business forum workshops were held in this period with over 80 businesses attending: 1. Get off the treadmill and innovate 2. The Customer Service Experience 3. Create your one page business plan	Economic Development Manager	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.1.3.2	Work with local business networks to provide training and resource support to develop and promote Kiama as an outstanding accessible community and holiday venue for people with a disability	Number of speaker presentations provided to local business networks	6 presentations held pa		0%		Economic Development Manager	Not in this quarter
3.1.3.3	Encourage local businesses to enter Tourism Awards recognising disability inclusion and promote accordingly	Ensure articles are placed in newsletters	6 articles pa		0%		Economic Development Manager	Not in this quarter
3.1.3.4	Develop and promote Kiama's economic and employment opportunities	Development of an Investor's Prospectus	100% completed by 30/06/2020		0%	Progressing this initiative in conjunction with the Kiama Town Centre study and the Kiama Harbour revitalisation.	Economic Development Manager	Progressing 
3.1.3.5	Look for opportunities to encourage business to use environmentally friendly practices	Information on environmentally friendly practices is distributed via Economic Development newsletter	>2 articles pa		0%		Economic Development Manager	Not in this quarter

3.2: Recognise and support Council as a significant purchaser in the local area

3.2.1: Procurement protocols encourage local and regional business engagement



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.2.1.1	Monitor and update procurement policy	Continual review to identify opportunities for procurement from social enterprise	100% completed	0%	25%	Legal Services procurement sourced through ISJO. Other major procurement will be considered in future. Social	Manager Design & Development	Progressing 



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
		All major procurement considered for regional procurement via Illawarra Shoalhaven Joint Organisation (ISJO)	100% of major procurement considered	100%		procurement opportunities will be considered as part of a renewal of Procurement Policy		

3.3: Promote and support tourism in the local area

3.3.1: Management of Kiama Coast Holiday Parks as viable business entities

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.1.1	Operate Kiama Coast Holiday Parks as a financially sustainable, quality accommodation provider	<p>Powered site occupancy rates are maintained at NSW average</p> <p>Cabin occupancy rates are maintained at NSW average</p> <p>Net financial returns of Kiama Coast Holiday Parks achieve budget</p> <p>A program of planned and mystery audits are undertaken to ensure quality facilities and high level customer service is maintained</p>	<p>Minimum 39% occupancy pa</p> <p>Minimum 48% occupancy pa</p> <p>100% budget achieved</p> <p>100% of audit program completed</p>	<p>Site occupancy for Kendall's, Warri and Seven Mile Parks - 42%</p> <p>Cabin occupancy (excluding Surf Beach) - 60%</p> <p>\$2,018,573 income received for the quarter</p> <p>No audits undertaken this quarter</p>	25%	<p>Net income for the first quarter is \$2,018,573. This is a decrease of \$82,453 from the previous year, which is in fact a lot less than expected due to Surf Beach Holiday Park being closed for the entire quarter. Surf Beach's income for this period is down \$354,029 from the previous year, which indicates a boost in income across the other four Parks.</p>	Holiday Parks Coordinator	Progressing 





Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.1.2	Undertake activities to actively promote Kiama Coast Holiday Parks as a destination of choice	Maximise social media exposure for Kiama Coast Holiday parks	Increase Facebook likes by a minimum of 200 likes across all pages	Increased by 237 likes for the quarter	25%	Attendance at the Sydney Caravanning and Lifestyle Expo at Sydney Olympic Park, and a site booked for the 2020 Kiama 'I Do' Expo. Facebook likes have increased by 237 likes for the quarter across the Parks six pages, and regular posts placed across social media.	Holiday Parks Coordinator	Progressing 
		Number of trade shows attended to increase market exposure	Minimum of 5 shows pa	1 show attended and another booked for 2020		Advertising booked in the Sydney to Melbourne Touring Route Guide, Kiama Visitors Guide and the Caravan and Camping Industry Association (CCIA) Holiday and Touring Guide. Renewal of Go See Australia subscription and National Caravan and Camping membership. Holiday Parks have agreed to sponsor the Laser Show at the Kiama New Year's Eve Sky Show and \$1,000 donations given to each of the six schools within the municipality.		
		Provide sponsorships and donations to community groups	Minimum of 6 community groups receive funding pa	Donations presented to each of the six schools within the municipality				
		Increase market exposure by placement of online and print media advertisements	Minimum of 10 placements pa	3 print ads placed				
3.3.1.3	Meet all legislative and accreditation requirements for Holiday Parks	Park Managers compliance with contract requirements	100% compliant	No issues this quarter	35%	Kendall's, Kiama Showground and Kiama Harbour Cabins licences up-to-date. Warri and Seven Mile licences due for renewal in September, applied for in August, still awaiting approval. Surf Beach and Chapman Oval Overflow licences due and	Holiday Parks Coordinator	Progressing 
		License and accreditation maintained	100% completed	3 licences up-to-date. Waiting approval for 4 others.				





Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.1.4	Identify opportunities and implement changes to improve disability access and inclusion in facilities and services	Consideration to improve disability access and inclusion incorporated into all planning processes for Park renewals and capital works	100% completed	All upgrades take accessibility into consideration.	25%	Three bedroom accessible cabin for Surf Beach Holiday Park currently under construction, and due for delivering end November. Cabin upgrades have included flick mixers and soft close cupboards.	Holiday Parks Coordinator	Progressing 
3.3.1.5	Implement strategies identified in the Kiama Coast Holiday Parks Masterplan	Cabin occupancy rates are maintained at NSW average during Master Plan implementation period Powered site occupancy rates are maintained at NSW average during Master Plan implementation period Complete planned maintenance program for Holiday Parks on time and within budget Complete capital works and renewals program for Holiday Parks on time and within budget	>49% occupancy pa >27% occupancy pa 100% completed on time and within budget 100% completed on time and within budget	Average occupancy for this quarter (excluding Surf Beach) = 60% Average occupancy for this quarter (excluding Surf Beach) = 42% on schedule on schedule	25%	Civil works completed at Surf Beach Holiday Park, existing cabin upgrades almost complete, reception upgrade have been completed, and works for the new pool precinct underway. Across the parks 12 decks have been refurbished, plus the boardwalk decking at Surf Beach; 26 cabins have been painted internally (and one camp kitchen) and externally; 11 bathrooms have been upgraded and four kitchens; flooring has been replaced in four cabins, one residence and one camp kitchen; 12 sites have been re-turfed and four sites have synthetic turf, drainage works have been	Holiday Parks Coordinator	Progressing 



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.1.6	Develop and implement Managed Service Agreement with each Holiday Park	Managed Service Agreement developed and approved at each Holiday Park	100% completed by 31/10/2019	100%	100%	undertaken at Seven Mile, upgrades to three safari tents, and upgrades to Werri Beach's pool pump and valve. The Managed Service Agreements for the Holiday Parks have been signed and implemented.	Manager Information Technology	Completed 




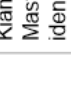
3.3.2: Maximise the tourism economy through the promotion of the Kiama Municipality as a destination and the provision of product options and experiences for all visitors

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.2.1	Implement the Strategic Tourism and Events Plan	Provide industry development opportunities annually Overnight Visitor Expenditure (averaged) is maintained or increased	3 opportunities pa \$200M overnight visitor spend pa	2 100% completed	25%	The implementation of the Tourism and Events Strategic Plan is progressing well.	Manager Tourism & Events	Progressing 
3.3.2.2	Deliver and promote a year round Events Strategy	Annual Destination Events Calendar is developed Annual Destination Events Calendar is promoted	100% completed by 30/09/2019 100% completed	100% Completed 100% completed	25%	Major and Destination events continue to play an important role in our destination development and marketing. The new funding guidelines and processes are working well as is the implementation of the Action Plan. Progress to date includes the Master Events Calendar, the completion of the LEAN process for Events and the	Manager Tourism & Events	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.2.3	Identify and prioritise tourism development opportunities	Tourism Opportunity Plan priorities are communicated and actioned by Council and external stakeholders	100% completed by 30/06/2020	25%	25%	current Survey of Event Organisers Responsibilities for the implementation of the Kiama Tourism Opportunity Plan are shared across Council. Regular updates are sought and then provided to the Tourism Advisory Council, the General Manager, Councillors and the local tourism industry.	Manager Tourism & Events	Progressing 
3.3.2.4	Grow community and tourism industry engagement	Conduct Tourism After Hours events	4 events held pa	2	50%	To date we have held two Tourism After Hours events, our Winter event was held at Fern Street Gallery in Gerringong and the Spring event at the Jamberoo Pub. Both were very well attended.	Manager Tourism & Events	Progressing 
3.3.2.5	Market and promote visitation to Kiama	An annual destination marketing campaign is conducted	100% completed by 30/06/2020	100%	50%	The 2019/20 UNSPOILT Destination Marketing Campaign conducted in partnership with Destination NSW, concluded on 30 August. The new Destination Kiama website went live on 27 September 2019.	Manager Tourism & Events	Progressing 
		Australian Tourism Data Warehouse listings for Kiama are increased	10% increase pa	44%				
3.3.2.6	Work with local tourism businesses to address existing access barriers for potential customers and users with a disability	Accessibility issues are included in presentations for tourism operators	100% completed	50%	50%	A presentation on accessible tourism to operators was made at our Winter Tourism After Hours event at the Jamberoo Pub.	Manager Tourism & Events	Progressing 


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.2.7	Operate the Visitors Information Centre to provide high level visitor services 7 days per week	Maintain a Level 1 Accreditation for the Visitor Information Centre	100% completed by 30/06/2020	25%	25%	Quarter 1 2019/20 Council can report that the Kiama Visitor Information Centre remains to be operated within level 1 accreditation standards.	Visitor Services Coordinator	Progressing 
3.3.2.8	Implement upgraded network at the Visitor Information Centre	Upgraded network completed on time and within budget	100% completed on time and within budget	0	0%	Work has not yet commenced.	Manager Information Technology	Not in this quarter
3.3.2.9	Implement upgraded public Wi-Fi at the Visitor Information Centre	Upgrade of IT facilities completed	100% completed by 30/06/2020	0	0%	Work has not yet commenced.	Manager Information Technology	Not in this quarter
3.3.2.10	Develop and implement Managed Service Agreement for Information Technology Services at the Visitor Information Centre	Managed Service Agreement developed and approved	100% completed by 31/10/2019	50%	50%	The Managed Service Agreement for the Visitor Information Centre has been drafted.	Manager Information Technology	Progressing 
3.3.2.11	Look for opportunities to promote healthy and sustainable environments through tourism channels	Information on sustainable tips for visiting Kiama are included in Tourism publications	Minimum of 1 publication per	100%	50%	Information on sustainability is featured in the Kiama Area Visitors Guide and the new Destination Kiama website.	Manager Tourism & Events	Progressing 
3.3.2.12	Clarify event roles, responsibilities and resourcing for Major, Destination, Community and Civic events	Roles, responsibilities and resourcing defined and communicated by end of August 2020	100% completed by 31/08/2020		40%	LEAN process on event management completed and presentation made to Manex on 3 September. Kiama Events Group meeting fortnightly to refine	General Manager	Progressing 



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.2.13	Budgets developed and allocated to responsible officers for all event categories - Major, Destination, Community and Civic events	Budgets developed and allocated by end August 2020	100% completed by 31/08/2020		0%	and improve decided process	Director Finance, Corporate & Commercial	Not in this quarter
3.3.2.14	Events section created on Council's website to house information for event organisers in one central location	Events section created on Council's website	100% completed by 31/08/2020		25%	This quarter saw the continuation of LEAN Events Management into the Kiama Events Group. This work has resulted in planning needed to create an events toolkit/hub on Council's website.	Communications Officer 01	Progressing 
		Information for community event organisers maintained in a timely manner to ensure information is accurate and relevant	100% updated as required					
3.3.2.15	Pursue new Destination and Major Events for the Kiama Local Government Area (LGA)	Destination Events toolkit developed and distributed to event organisers	100% completed by 31/09/2020	0	50%	The new Skatefest Kiama was secured for 2020, the Kiama Bodyboard King Pro has been secured for three years and the new Le Tape Australia has been recently announced for 2020.	Manager Tourism & Events	Progressing 
		Number of new events secured	Minimum of 2 pa	100% completed				
3.3.2.16	Formal engagement with key stakeholders to investigate the feasibility of progressing Kiama Coastal Walk and Illawarra Escarpment Walking Trail	Engagement with stakeholders to progress the Illawarra Escarpment Walking Trail	Engagement completed by 30/06/2020	0%	25%	These projects have not yet commenced	Subdivision & Development Engineer	Not in this quarter
		Extension of the Coastal Walk from Gerringong to Gerroa surveyed	100% complete by 30/06/2020	0%				

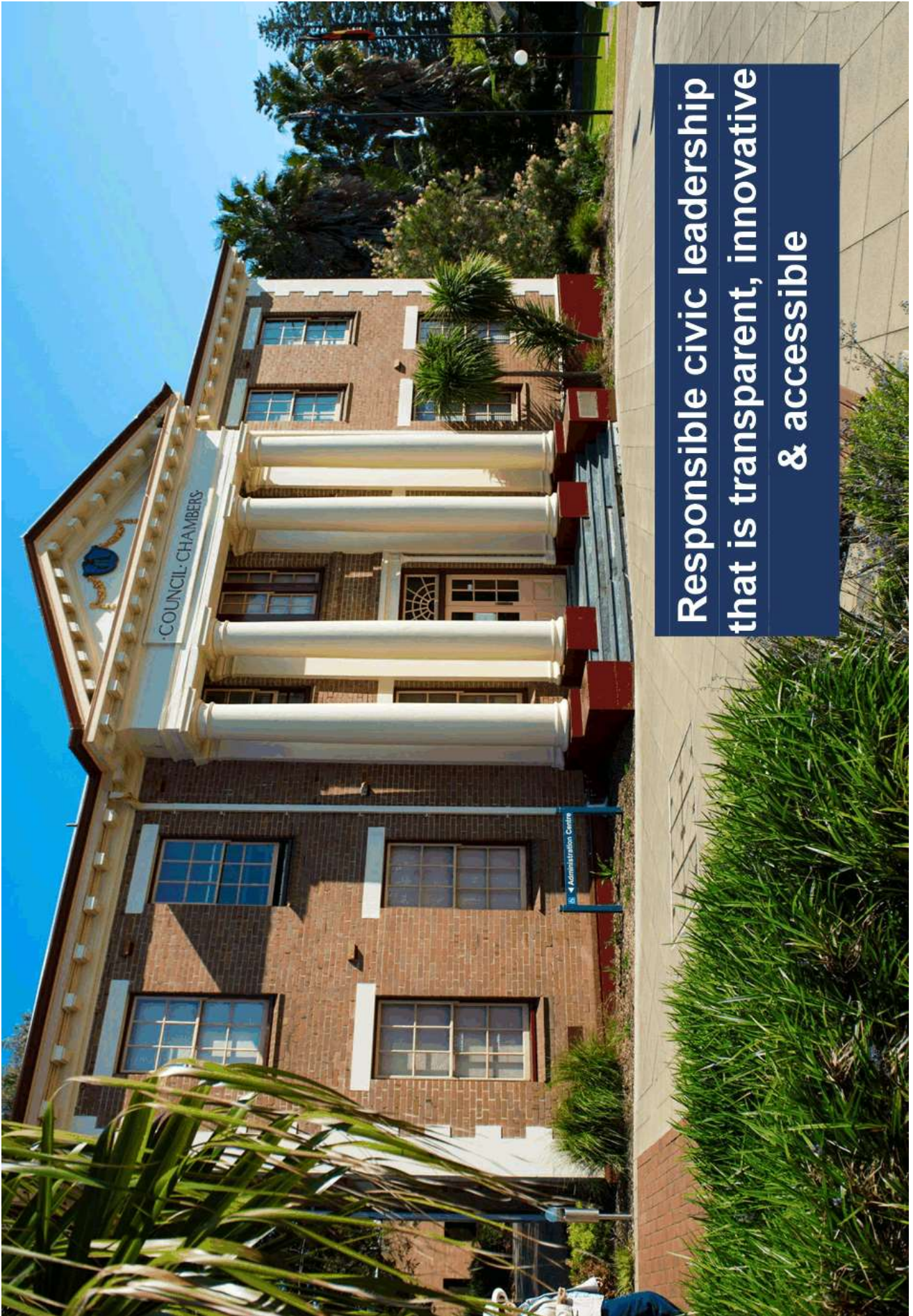
Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.2.17	A prospectus prepared for Jerrara Dam outlining the principal investment opportunities as a means of testing the market	Prospectus finalised and submissions opened	100% complete by 30/06/2020		0%	A site visit has been arranged with the Economic Development Committee	Economic Development Manager	Progressing 
3.3.2.18	Prospectus/guide to accommodation development opportunities developed as a means of promoting region-wide opportunities	Prospectus finalised and submissions opened	100% complete by 30/06/2020		0%		Economic Development Manager	Not in this quarter
3.3.2.19	Develop a Blowhole Point and Kiama Harbour Master Plan as identified in the Tourism Opportunities Plan	Blowhole Point and Kiama Harbour Master Plan developed	100% complete by 30/06/2021		10%	Awaiting response from Minister from finding request.	Economic Development Manager	Progressing 
3.3.2.20	Advocate for the redevelopment of Surf Life Saving Clubs as identified in the Tourism Opportunities Plan, including a South Coast high performing surf centre	All opportunities for advocacy of redevelopment of Surf Life Saving Clubs undertaken	100% complete	50%	50%	Advocacy is continuing in regards to the re-development of our Surf Life Saving Clubs, inclusive of ongoing discussions with Surfing NSW.	Manager Tourism & Events	Progressing 
3.3.2.21	Increase the amount of locally made goods available for sale	Locally made goods for sale at Visitor Information Centre increased	10% increase pa	153%	100%	11 suppliers of locally produced goods, now available at the Visitor Information Centre. Up	Visitor Services Coordinator	Completed 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
	at the Visitor Information Centre					from six suppliers in 2018/19.		

3.3.3: Promote and manage activities and functions at The Pavilion Kiama

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.3.1	Pursue opportunities to increase the number of weddings and conferences hosted at The Pavilion	Increase number of weddings Increase number of conferences	10% increase pa 20% increase pa	6 weddings booked 4 Conferences of 1 day	25%	70 events completed increase from Quarter 1 2018/19 of 60 events. There has been a significant focus on marketing since engaging the revised marketing plan to increase business. What has been achieved? Implementation of marketing plan including: - Updated web - New Collaborations - Kiama Kinky Kristmas Kabaret with Culinarius and Laughter House - Institute of Interesting Ideas - Spring Series underway - Coordination of Native Plants Conference 2021 - Surveys completed for Conference, Wedding and Community - Wedding Photo shoot - Google Analytics - Online newsletter - Social media - Kiama I Do - Maintenance and inventory - Business Chamber membership - Destination Kiama membership - Establishing coordinators Key Performance Indicators (KPI's) to improve efficiencies across marketing and operational task.	Event & Conference Marketing Coordinator	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
3.3.3.2	Implement the provisions of the Disability Inclusion Plan for The Pavilion Kiama	Ensure disability inclusion is considered for all Pavilion events	100% considered		50%	Working with Aged Friendly Illawarra by accepting age friendly seating to be available at all Pavilion events. Consideration will be given to accessibility when re-designing new marketing material.	Event & Conference Marketing Coordinator	Progressing 
3.3.3.3	Undertake sales and marketing activities for The Pavilion	Annual sales and marketing plan implemented	100% completed by 30/06/2020	25%	25%	An annual sales and marketing plan for The Pavilion for 2019/20 has been completed, with implementation underway.	Manager Tourism & Events	Progressing 
		Annual sales and marketing plan implemented	100% completed by 30/06/2020	25%	25%			
		Develop an annual sales and marketing plan	Plan developed by 31/08/2019	100% completed	100% completed			



**Responsible civic leadership
that is transparent, innovative
& accessible**

4.0: Responsible Civic Leadership that is transparent, innovative and accessible

4.1: Council is financially sustainable

4.1.1: Meeting and reporting against IPART/Fit for the future benchmarks

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.1.1.1	Maintain financial sustainability	Council meets the seven 'Fit for the Future' financial health and sustainability ratios	7 benchmarks met		0%	Until end of year financial statements and first quarter reporting are completed it cannot be verified that Council is meeting the seven Fit for the Future benchmarks.	General Manager	Not in this quarter
4.1.1.2	Implement financial ledger restructure	Successful implementation of new financial ledger	100% completed by 30/06/2020		0%		Manager Financial Strategy & Operations	Not in this quarter
4.1.1.3	Implement Accounts Payable workflow	Accounts Payable Workflow implementation	100% completed by 30/06/2020		0%		Manager Financial Strategy & Operations	Not in this quarter

4.1.2: Identify opportunities to diversify and maximise funding sources



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.1.2.1	Maximise return from commercial operations	Returns from commercial operations exceeds budget	95% of budget achieved		0%		Director Finance, Corporate & Commercial	Not in this quarter
4.1.2.2	Comply with all financial legislative requirements	All requirements met with designated dates	100% completed within designated dates		25%	Proposed Loan Borrowing return was submitted to TCorp. GST Certificate submitted to the OLG. Rates levied.	Manager Financial Strategy & Operations	Progressing 




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.1.2.3	Maximise interest return from investments	Interest rates exceed benchmarks while meeting investment guidelines	>90 day Bank Bill Swap Rate (BBSR)		25%	The average 90 day BBSR rate for the quarter was 1.01%. Kiama Municipal Council's investment portfolio return for the quarter was 1.04% above the 90 day BBSR with an average interest rate of 2.05%.	Manager Financial Strategy & Operations	Progressing 
4.1.2.4	Review Council's fees and charges annually	Fees and charges other than those subject to legislation or community obligations at least meet Council's expense	100% reviewed by 31/03/2020		0%		Manager Financial Strategy & Operations	Not in this quarter

4.2: Council embraces good governance and better practice strategies





4.2.1: Manage effective risk framework across council

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.1.1	Review, coordinate and implement the Risk Management program of works	Manage claims in accordance with legislation and Council protocols Planned program of work delivered within agreed timeframe	100% compliant 100% completed	All claims have been managed in accordance with Council protocols 70% completed due to high volume of ad-hoc issues requesting risk assistance.	25%	Cyclic enterprise risk reviews continue, but have not progressed as significantly as planned due to a high volume of ad-hoc risk involvement in various issues across Council. Monthly MANEX reporting, Continuous Risk Improvement Program (CRIP) audit reviews and a quarterly report for Audit Risk and Improvement Committee (ARIC) continue. There is one property claim that is above our excess at current, will be submitted Quarter	Risk Management Coordinator	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.1.2	Review, coordinate and implement the Work Health and Safety program of works	Planned program of work delivered within agreed timeframe	100% completed by 31/12/2019	80	25%	2 once repair work complete. Public liability claims are slightly above average trend with relatively prompt and inexpensive settlement where appropriate, and only one disputed and one litigated claim is currently open. Current focus is finishing safety based equipment competency framework and security and duress procedure.	Risk Management Officer - Work Health & Safety	Progressing 
		Review and implement improvements to the Contractor Management System for engaging new contractors	100% completed by 30/06/2020	100				
		Maintain and action Council's Hazard Register	100% of reported hazards registered and actioned	100				
4.2.1.3	Review, coordinate and implement the Injury	Conduct investigations into significant incidents	100% of significant incidents investigated	100	25%	Implementation of return to work program to all staff through various means of communication. Return to work training was held for	Risk Management	Progressing 
		Deliver Work Health and Safety Services in line with Service Level Agreements (SLA)	100% of services delivered within SLA	0				
		Planned program of work delivered	100% completed	Implementation of return to work program to all staff through				


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
	Management program of works	within agreed timeframe		training and meeting updates. The Alcohol and Other Drugs Protocol and Procedure for Staff has moved to the implementation phase of the protocol. Training for Responsible Persons has been arranged. Staff training will be scheduled for next quarter		Managers and Supervisors. The Alcohol and Other Drugs Protocol and Procedure for Staff has moved to the implementation phase of the protocol. Training for Responsible Persons has been arranged. Staff training will be scheduled for next quarter	Officer - Injury Management	
		Claims managed in accordance with legislative requirements	100% compliant	Management of claims is in line with best practice strategy and legislative requirements				
4.2.1.4	Review, coordinate and implement the Enterprise Risk Management framework	Review and implement Risk Management Policy Planned program of work delivered within agreed timeframe	100% completed	100	0%	MANEX and CRIP reporting is satisfactory. Risk Register reviews are behind due to high volume of ad-hoc issues requiring risk assistance.	Risk Management Coordinator	Progressing 
4.2.1.5	Implement continuous improvement for risk management	Continuous Risk Improvement Program (CRIP) Audit actions implemented	100% completed	66	0%	Good improvements with Business continuity planning and including risk items in staff position descriptions. 15 from 24 now complete.	Risk Management Coordinator	Progressing 
4.2.1.6	Enact corporate risk management strategies	CRIP audit report recommendations implemented	80% implemented		25%	Major project risk assessment template has been created and is being trialled by Engineering team. Position Description templates have now had the risk statement	General Manager	Progressing 


Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.1.7	Establish and maintain Risk and Improvement Committee	Audit Risk and Improvement Committee meets at least quarterly and reviews implementation of risk management strategies and actions	4 meetings held pa	1 meeting held	25%	<p>The ARIC met on 6 August and considered the following matters:</p> <ul style="list-style-type: none"> - Audit, Risk and Improvement Committee and Internal Audit Annual Performance Report to Council Year Ended 30 June 2019 was adopted by Council - Progress on the Blue Haven Care facility development - Progress report on CivicRisk's Fraud Control Survey - Internal audit review of council's Policy management framework - Proposed internal audit assistance to management on update of CCTV arrangements across council, and - Monitoring of progress towards implementation of recommendations for improvement. 	General Manager	Progressing 
						<p>included as endorsed by Consultative Committee.</p> <p>Business continuity activation plan completed and sent to MANEX and relevant staff. Next training has been scheduled for 20 November 2019.</p>		




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.1.8	Provide information and communication systems which meet business needs	Service Delivery for resolution of requests/ incidents in accordance with Service Level Agreements (SLA)	85% Service Level Agreement met	90%	80%	Service Level Agreements (SLA's) have been defined and will now be submitted for approval before being deployed. The Service Desk tool used by the IT Team (ManageEngine) is approximately 90% configured to provide the statistics. The IT equipment replacement plan has been drafted and is under review.	Manager Information Technology	Progressing 
		Service Delivery for response of requests/ incidents in accordance with Service Level Agreements (SLA)	95% Service Level Agreement met	90%				
		IT equipment replacement plan developed and implemented	100% completed by 31/12/2019	80%				
4.2.1.9	Develop and implement automated monitoring with the ability to record availability statistics for our network	Automated monitoring of the network is in place and availability statistics are recorded	100% completed by 30/06/2020		75%	Automated monitoring of the network is in place and availability statistics are on track to be implemented within target.	Manager Information Technology	Progressing 
4.2.1.10	Develop and implement an Information Technology Disaster Recovery (DR) Plan	Develop Disaster Recovery Plan and publish in TRIM and ProMapp	100% completed by 01/03/2020	40	40%	The Disaster Recovery Plan is being drafted and is approximately 40% complete.	Manager Information Technology	Progressing 
4.2.1.11	Annual review of ICT (Information Communication Technology) Strategic Plan	Review and update of Plan is complete	100% complete by 30/06/2020	50%	50%	Initial review of the ICT Strategic Plan continues to progress.	Manager Information Technology	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.1.12	Develop and implement an Information Technology Backup Plan	Develop Backup Plan and publish in TRIM and ProMapp	100% completed by 01/03/2020	20%	20%	The backup plan continues to progress.	Manager Information Technology	Progressing 
4.2.1.13	Develop and implement internal Service Level Agreements (SLA) for IT services across Council functions	Service Level Agreements (SLA) developed and implemented	100% completed by 31/12/2019	50%	50%	Service Level Agreements have been drafted. The next steps are to finalise and submit for approval.	Manager Information Technology	Progressing 

4.2.2: Manage an effective workforce in an environment of continuous improvement

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.2.1	Develop, review and implement the Human Resource Management program of works	Review and implement Council's Salary Structure Review and implement Council's Employee Improvement and Performance Review process Deliver a weekly payroll service, with 95% accuracy or above Develop an employee recognition and reward process	100% completed by 31/03/2020 100% completed by 08/07/2019 95% accuracy 100% completed by 31/12/2019		25%		Human Resources Officer	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.2.2	Develop, review and implement the Organisational Development program of works	Annual planned program of work delivered within agreed timeframe	100% completed					Progressing 
		Deliver Human Resources services in line with Service Level Agreements (SLA)	100% of services delivered within SLA					
		Coordinate special interest groups - including the Women's Leadership Group and Lunch and Learn	100% annual schedule completed by 30/06/2020	25%	20%	Range of initiatives in train this quarter, including work on the review of Council's Salary Structure and related support processes. Excellent feedback concerning RU OK? and Lunch and Learn events which aim to increase engagement while strengthening professional relationships.	Organisation Development Coordinator	
		Develop and implement the Corporate Learning and Development Plan	100% completed by 30/06/2020	25%				
		Develop and implement the leadership development programs in consultation with MANEX	100% completed by 30/06/2020	25%				

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
		Planned program of work delivered within agreed timeframe	100% completed by 30/06/2020	10%				
		Disability inclusion awareness is included in staff training/inductions	100% completed by 30/06/2020	10%				
4.2.2.3	Revise Council's recruitment practices to ensure that access and equity principles are actively and consistently implemented	Ongoing review of recruitment practices as appropriate	100% completed		25%	New e-recruitment system implemented. Recruitment and Selection Protocol updated and implemented. Survey to all e-recruitment users due to go out week commencing 21 October to monitor effectiveness.	Human Resources Officer	Progressing 
4.2.2.4	Develop and promote supported employment placements for people with a disability to develop work skills in Council operations and services	Supported employment placement protocol for people with a disability is endorsed by MANEX	100% completed by 30/06/2020		10%	Meeting set with external provider to occur in November 2019 to progress this item.	Human Resources Officer	Progressing 
4.2.2.5	Facilitate effective engagement with staff to promote Council's values, brand and reputation consistently	Staff newsletter produced and distributed a minimum of 6 times per annum	Minimum of 6 newsletters pa	2	25%	Developed a new template for the staff newsletter. Soft copy is distributed via the intranet, managers forward hard copies and version is uploaded to the digital screens.	Communications Officer 03	Progressing 




4.2.3: Council, the Illawarra Shoalhaven Joint Organisation and our neighbour councils working together

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.3.1	Initiate and support collaboration through Illawarra Shoalhaven Joint Organisation (ISJO) to advance Council and regional strategic objectives	New joint activities and procedures established for mutual benefit of ISJO stakeholders	>4 new joint activities or procedures pa		25%	Introduction of regular meetings with general managers from ISJO Councils. Finalising Legal Services Panel tender (report to October 2019 Council meeting).	General Manager	Progressing 

4.2.4: Develop strategic partnerships with regional and other organisations to advance local community priorities

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.4.1	Initiate and support partnerships at regional level to advance Council's strategic objectives	All approved partnerships are implemented	100% completed		25%	Attendance at Country Mayors' Association; South Coast Councils Forum; meetings with Department of Premier and Cabinet (DPC) and Department of Planning, Industry and Environment (DPIE); and visit from NSW Premier	General Manager	Progressing 
4.2.4.2	Advocate for provision of improved and accessible public transport within and between towns	Advocacy undertaken with key stakeholders	100% completed		0%		General Manager	Not in this quarter

4.2.5: Manage a clear framework of strategic corporate planning, policies and protocols




Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.2.5.1	Provide timely, comprehensive advice on proposed corporate policy and legislative change	All proposed changes reviewed and reported	100% completed	25%	25%	Pulse software has been purchased and will be used for Council's Delegations and Corporate Policy registers. Work has been completed to establish all Council employees within the system. Work will focus on the Delegations Register to the end of 2019 and work to develop the Policy Register will be undertaken in the new year.	Corporate Planner/Public Officer	Progressing 
		Develop and maintain a Corporate Policy Register	Register developed by 30/06/2020	40%				
4.2.5.2	Maintain legislated corporate reporting requirements including Public Interest Disclosures, Government Information (Public Access) Act, Complaints Register, Publication Guide and Code of Conduct	Research and develop a Corporate Legislative Compliance Register	Register developed by 30/12/2020	Nil	25%	Work has not yet commenced on development of a Corporate Legislative Compliance Register as Delegations and Policy registers are taking priority. All required legislative reporting, including Public Interest Disclosure, Government Information (Public Access) Act and Code of Conduct has been completed by the required date.	Corporate Planner/Public Officer	Progressing 
		All legislative reporting is submitted by due dates	100% compliant	100%				
4.2.5.3	Deliver and enhance Integrated Planning and Reporting framework to improve long-term	All required Integrated Planning and Reporting quarterly, six-monthly and yearly reporting is completed to meet legislative requirements	100% compliance	100%	25%	All Integrated Planning and Reporting has been completed on time. Development of a suite of Community Indicators will commence in the new year. Service Review process not yet commenced.	Corporate Planner/Public Officer	Progressing 



Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
	corporate planning and sustainability	Develop a suite of Community Indicators to enable Council to measure how effectively we are working towards the objectives of the Community Strategic Plan	100% complete by 30/06/2021	Nil				
		Undertake a comprehensive service review to ensure alignment with Community Strategic Plan	100% complete by 31/10/2020	Nil				





4.3: Council and the community working together





4.3.1: Foster positive community relationships through open communication, opportunities for participation and sharing of information

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.3.1.1	Council's website is available and meets legal requirements, industry and accessibility standards and facilitates effective engagement for community and staff	Website availability Annual website review ensures web pages are up-to-date Council's website is redeveloped to improve usability and quality of user experience Annual website review ensures Website Content Accessibility	99% available 100% completed by 30/06/2020 5% increase in users pa Review completed with 75% compliance	99.6% 1.5% increase this quarter on previous year	25%	This quarter saw five instances of website downtime, totalling 4.7 hours. Website availability was maintained at 99.6%. Council's Website Tender was advertised at the end of September, closing 10 October. The implementation of expiry and archive dates on content during the clean-up project in the previous year has seen improvement in Publishers keeping content updated.	Communications Officer 01	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.3.1.2	Provide plain English, easy read and low vision readability versions of Council's communications material	Guidelines (WCAG) 2.0 Level AA compliance - 75% Compliant	by 30/06/2020				Communications Officer 03	Progressing 
		Identify key material for review	100% completed by 1/12/2019		25%	Updated Council's style guide to include our most recent logos and updated the grammar/ language advise. Staff are proactively forwarding their publications to communications for checking.		
4.3.1.3	Coordination of Council information on a regular basis through a range of media	Ensure all identified material is updated	100% completed				Communications Officer 02	Progressing 
		Community newsletter printed and distributed to ratepayers (hard copy) each quarter	4 newsletter editions pa		25%	Weekly email Kimunico continues to attract more subscribers (now more than 700), with individual Council Update via email resuming after a hiatus. Council social media channels also continue to be serviced, with more than 5,000 people now following the main KMC FB page. The news feed on the KMC website is similarly being updated daily. The quarterly print Kimunico is also continuing as is the community news in the fortnightly Bugle.		
4.3.1.4	Distribute Council information in a timely manner through a range of media	Public notices and regular notifications placed in local newspapers	20 notices pa				Communications Officer 02	Progressing 
		Kimunico email newsletter distributed weekly	50 newsletter editions pa		0%	Weekly email Kimunico is being maintained and proving very useful as a regular channel. Subscriber numbers are slowly increasing. We have restarted the Council Update email alerts for immediate single-issue updates to subscribers. The traditional news feed on our website		
		Ensure social media sites are used in line with Social Media	100% completed by 30/06/2020					

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.3.1.5	Facilitate effective engagement with the community	Protocol and Style Guide				is still being maintained. Our social media is steadily increasing, with significant volume of information being provided. We have started using Facebook messenger as a new way for people to contact us.		
		Progress integration of all Council's email newsletters	50 newsletter editions pa					
		Promote Council activities via social media channels and Council's website	100% completed by 30/06/2020					
		Review social media channels to ensure best practice and audience engagement	Review completed by 31/12/2019					
4.3.1.5	Facilitate effective engagement with the community	Review of Community Engagement Strategy	100% completed by 31/12/2019		25%		Communications Officer 02	Progressing 
		Community Engagement Strategy is implemented	100% completed by 30/06/2020					
4.3.1.6	Live broadcast of Council meetings and public access meetings	Council meeting recordings are available online within 2 working days following the meeting	90% availability within 2 business days	100%	25%		Manager Information Technology	Progressing 
		Availability of Live broadcast of Council meetings and public access	90% availability of live broadcast	100%		For each Council meeting and public access meeting this quarter, the live broadcast has been available and the meeting recordings have been online within two working days following the meeting. The actual measure for this action is currently at 100% and as we are reporting on the second quarter, the overall % complete is marked at 25%.		

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
4.3.1.7	Council's Intranet is coordinated and managed to provide business efficiencies for staff and is reviewed for improved access and engagement	Annual review of Council's Intranet for access, usability and business efficiencies	5% increase in users pa		25%	Results and feedback from May's Lunch and Learn workshop (approximately 30 staff attended), and online treejack and cardsort surveys, have been used to begin restructuring the Information Architecture, navigation and content clean up on Kacey. It has also been used to develop a mock SharePoint site in preparation for attendance at SharePoint training. This will begin the process of reviewing Intranet content management systems.	Communications Officer 01	Progressing 
		Review of Intranet Content Management System (CMS) conducted to ensure value for money and business efficiencies	Review of current and potential CMS providers completed by 30/06/2020					
4.3.1.8	Coordinate Council's media liaison and provide timely information to the community	Media releases and statements comply with Council's Communications Protocol	100% compliant		25%	We have restructured our approach to media releases, creating the Council Update email alert, which is open to anyone to receive. The existing media have been ported across to this system (which uses MailChimp). This provides a centralised, secure and more efficient way to update media (and others) quickly and easily. It also allows us to generate reports about the effectiveness of our updates.	Communications Officer 02	Progressing 
4.3.1.9	Promote availability of accessible Council information and events	Accessible Council information and events are promoted	100% of events promoted		25%		Communications Officer 02	Progressing 
4.3.1.10	Council's events and consultation procedures revised to ensure suitable	Ensure disability inclusion is considered for all events managed	100% completed	25%	25%	Accessibility is a key consideration for New Years' Eve. This is managed in partnership with other Council staff that have expertise and skills in this	Manager Tourism & Events	Progressing 

Action Code	Action Name	Performance Measure	Target	Actual	Progress	Comments	Responsible Officer Position	Status
	transport, access facilities and services are included	by the Tourism and Events team				area and their participation in the New Years' Eve Working Group and Events Action Plan implementation group is very welcomed.		
4.3.1.11	Develop and implement an overarching Communications Strategy that informs all of Council and its sub brands communication activities	Develop Overarching Communications Strategy Implement Overarching Communications Strategy	100% completed by 30/06/2020 100% complete		25%	An external consultant was engaged and the strategy has been written. Once the brand review has been completed, this document, the brand style guide and the social media audit information will be compiled and implemented.	Communications Officer 03	Progressing 
4.3.1.12	Undertake a Brand review and develop corresponding style guides for all of Council and its sub brands	Brand review to be completed Style Guides to be developed	100% completed by 30/06/2020 100% completed by 30/06/2020		25%	An external agency was engaged to audit, review and make recommendations (stage 1) on council and council's sub brands. This report is now complete and stage 2 has commenced (new logo and corresponding style guide to be developed).	Communications Officer 03	Progressing 
4.3.1.13	Promotion of Council information and events	Council information and events are promoted in line with Community Engagement Strategy	100% compliant		25%		Communications Officer 02	Progressing 
4.3.1.14	Preparation of Community Participation Plan in compliance with legislative requirements	Community Participation Plan completed by 01/12/2019	100% completed by 01/12/2019		100%	Community Participation Plan (CPP) endorsed by Council at October meeting. CPP uploaded to Department of Planning, Industry and Environment's Planning Portal 28th October 2019.	Manager Strategic Planning	Completed 

11.2 Draft Unreasonable Complainant Conduct Policy for public exhibition

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.3 Council and the community working together

Delivery Program: 4.3.1 Foster positive community relationships through open communication, opportunities for participation and sharing information

Item 11.2

Summary

Kiama Council is committed to being accessible and responsive to its community and those who approach us with a complaint. At the same time, Council is committed to supporting and protecting its staff whilst carrying out their work. The purpose of this policy is to establish a clear system for staff to manage interactions with complainants in a safe and secure manner.

The purpose of this report is to seek Council's endorsement of the new draft Unreasonable Complainant Conduct (UCC). This policy is based on the NSW Ombudsman's Unreasonable Complainant Conduct Model Policy (model policy).

Finance

Nil

Policy

NSW Ombudsman Unreasonable Complainant Conduct Model Policy

Consultation (Internal)

Risk Management

Communication/Community Engagement

This draft policy will be placed on public exhibition for a period of 28 days and the community will be invited to make public submissions on its contents. All public submissions will be considered prior to the policy being presented to Council for adoption.

Attachments

- 1 Draft Unreasonable Complainant Conduct Policy [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council:

1. places the draft Unreasonable Complainant Conduct Policy on public exhibition for 28 days
2. invites the community to make public submissions on the contents of the draft policy

Report of the General Manager

11.2 Draft Unreasonable Complainant Conduct Policy for public exhibition (cont)

3. receives a further report giving consideration to any public submissions received during the exhibition period and putting forward a final *Unreasonable Complainant Conduct Policy* for adoption.

BACKGROUND

The draft policy has been based on the *NSW Ombudsman's Unreasonable Complainant Conduct Model Policy* (Model Policy) which was developed to provide a robust, standardised and consistent model policy to assist organisations to manage their interactions with complainants whose conduct is identified as unreasonable.

The Model Policy states that to ensure transparency, accountability, fairness and consistency in the management of Unreasonable Complainant Conduct (UCC), it is essential for an organisation to have a written UCC policy to ensure that staff are aware of their roles and responsibilities and have clear guidance and authority to deal with UCC on a daily basis.

This draft policy provides clear guidance for senior management to respond to and manage UCC, including taking action to restrict a complainant's access to services. It provides an explanation of the types of circumstances where it might be appropriate to change or restrict a complainant's access to services and the procedures that should be followed when doing so.

The NSW Ombudsman's advice is that we should apply our UCC policy cautiously and sparingly and that Council's UCC policy should never be seen as a quick solution for dealing with complainants who are angry or frustrated or who are viewed as being annoying or a nuisance. The policy is intended to be applied in cases where UCC is in fact an issue – that is in cases where a complainant's conduct raises safety, resource and equity issues.



Draft Unreasonable Complainant Conduct Policy



RESPECT



INNOVATION



INTEGRITY



TEAMWORK



EXCELLENCE

Item 11.2

Attachment 1

Date approved/adopted	TBA
Resolution No	TBA
Date effective	TBA
Date last reviewed	N/A
Next review date	TBA
Department	Office of the General Manager
Author	Public Officer
TRIM reference	TBA
Supporting documents	<ul style="list-style-type: none"> • Procedure - Restricting a Complainants Access to our Services • Template - Warning Letter – Inappropriate Behaviour • Template - Decision to Restrict Contact Letter • Staff Incident/Injury Report form • Council’s Work Health and Safety Management Policy • Council’s Complaints Management Policy & Procedure • Council’s Grievance Handling Policy & Procedure • NSW Ombudsman’s Managing unreasonable complainant conduct practice manual (2nd edition) • Unauthorised entry onto agency premises – applying the provisions of the Inclosed Lands Protection Act 1901 (NSW)

Item 11.2

Attachment 1

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Attachment 1

Unreasonable Complainant Conduct Policy

1.0 Purpose

Kiama Municipal Council (KMC) is committed to being accessible and responsive to all customers and those who approach us with a complaint. At the same time the success of our Council depends on:

- our ability to do our work and perform our functions in the most effective and efficient ways possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all customer enquiries we receive.

When complainants behave unreasonably in their dealings with us, their conduct can significantly affect our success. As a result, KMC will take proactive and decisive action to manage any complainant conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy. This policy is based on the NSW Ombudsman's Unreasonable Complainant Conduct Model Policy.

2.0 Objectives

The objectives of this policy are to assist all staff members to better manage unreasonable complainant conduct (UCC). Its aim is to ensure that all staff:

- feel confident and supported in taking action to manage UCC
- act fairly, consistently, honestly and appropriately when responding to UCC
- are aware of their roles and responsibilities in relation to the management of UCC and how this policy will be used
- understand the types of circumstances when it may be appropriate to manage UCC
- have a clear understanding of the criteria that will be considered before we decide to change or restrict a complainant's access to our services
- are aware of the processes that will be followed to record and report UCC incidents as well as the procedures for consulting and notifying complainants about any proposed actions or decisions to change or restrict their access to our services
- are familiar with the procedures for reviewing decisions made under this policy, including specific timeframes for review.

KMC is committed to ensuring that all staff are aware of and know how to use this policy. All staff who deal with complainants in the course of their work will also receive appropriate training and information on using this policy and on managing UCC.

3.0 Scope

This policy applies to all staff of Kiama Municipal Council, including frontline staff and those that have a role in complaint handling. It distinguishes between the strategies that frontline staff are authorised to use and those that must be considered and acted on at a senior management level eg those that seek to change or restrict a complainant's ability to access our services.

This policy authorises staff to manage their interactions with complainants whose conduct is identified as unreasonable.

This policy should not be seen as a quick solution for dealing with complainants who are angry or frustrated or who are viewed as being annoying or a nuisance. It is intended to be applied in cases where UCC is in fact an issue – that is in cases where a complainant's conduct raises the types of safety, resource and equity issues identified in this policy.

4.0 DEFINING UNREASONABLE COMPLAINANT CONDUCT

4.1 Unreasonable complainant conduct

Most complainants who come to KMC act reasonably and responsibly in their interactions with us, even when they are experiencing high levels of distress, frustration and anger about their complaint. However, in a very small number of cases some complainants behave in ways that are inappropriate and unacceptable – despite our best efforts to help them. They may be aggressive or verbally abusive towards our staff. They may threaten harm and violence, bombard our Council with unnecessary and excessive phone calls and emails, make inappropriate demands on our time and our resources and refuse to accept our decisions and recommendations in relation to their complaints. When complainants behave in these ways we consider their conduct to be 'unreasonable'.

Unreasonable complainant conduct (UCC) is any behaviour by a current or former complainant which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our council, our staff, other service users and complainants or the complainant himself/herself.

UCC can be divided into five categories of conduct¹:

- Unreasonable persistence
- Unreasonable demands
- Unreasonable lack of cooperation
- Unreasonable arguments
- Unreasonable behaviours

4.2 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a person that has a disproportionate and unreasonable impact on our organisation, staff, services, time and/or resources. Some examples of unreasonably persistent behaviour include:

- an unwillingness or inability to accept reasonable and logical explanations including final decisions that have been comprehensively considered and dealt with
- persistently demanding a review simply because it is available and without arguing or presenting a case for one
- pursuing and exhausting all available review options when it is not warranted and refusing to accept further action cannot or will not be taken on their complaints
- reframing a complaint in an effort to get it taken up again
- bombarding our staff/Council with phone calls, visits, letters, emails (including cc'd correspondence) after repeatedly being asked not to do so
- contacting different people within KMC and/or externally to get a different outcome or more sympathetic response to their complaint – internal and external forum shopping.

4.3 Unreasonable demands

Unreasonable demands are any demands (express or implied) that are made by a complainant that have a disproportionate and unreasonable impact on our Council, staff, services, time and/or resources. Some examples of unreasonable demands include:

¹ Section 3 of the Model Unreasonable Complainant Conduct policy by the NSW Ombudsman's office

- issuing instructions and making demands about how we have/should handle their complaint, the priority it was/should be given, or the outcome that was/should be achieved
- insisting on talking to a senior manager, or the General Manager personally when it is not appropriate or warranted
- emotional blackmail and manipulation with the intention to guilt trip, intimidate, harass, shame, seduce or portray themselves as being victimised – when this is not the case
- insisting on outcomes that are not possible or appropriate in the circumstances – eg for someone to be sacked or prosecuted, an apology and/or compensation when no reasonable basis for expecting this.
- Demanding services that are of a nature or scale that we cannot provide when this has been explained to them repeatedly.

4.4 [Unreasonable lack of cooperation](#)

Unreasonable lack of cooperation is an unwillingness and/or inability by a complainant to cooperate with our Council, staff, or complaints system and processes that results in a disproportionate and unreasonable use of our services, time and/or resources. Some examples of unreasonable lack of cooperation include:

- Sending a constant stream of comprehensive and/or disorganised information without clearly defining any issues of complaint or explaining how they relate to the core issues being complained about – only where the complainant is clearly capable of doing this.
- Providing little or no detail with a complaint or presenting information in 'drips and drabs'.
- Refusing to follow or accept our instructions, suggestions, or advice without a clear or justifiable reason for doing so.
- Arguing frequently and/or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations.
- Displaying unhelpful behaviour – such as withholding information, acting dishonestly, misquoting others, and so forth.

4.5 [Unreasonable arguments](#)

Unreasonable arguments include any arguments that are not based in reason or logic, that are incomprehensible, false or inflammatory, trivial or delirious and that disproportionately and unreasonably impact upon our Council, staff, services, time, and/or resources. Arguments are unreasonable when they:

- fail to follow a logical sequence
- are not supported by any evidence and/or are based on conspiracy theories
- lead a complainant to reject all other valid and contrary arguments
- are trivial when compared to the amount of time, resources and attention that the complainant demands
- are false, inflammatory or defamatory.

4.6 [Unreasonable behaviour](#)

Unreasonable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated that a complainant is – because it unreasonably compromises the health, safety and security of our staff, other service users or the complainant himself/herself. Some examples of unreasonable behaviours include:

- acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks

- harassment, intimidation or physical violence
- rude, confronting and threatening correspondence
- threats of harm to self or third parties, threats with a weapon or threats to damage property including bomb threats
- stalking (in person or online)
- emotional manipulation.

All staff should note that Kiama Municipal Council has a zero tolerance policy towards any harm, abuse or threats directed towards them. Any conduct of this kind will be dealt with under this policy and in accordance with our duty of care and work health and safety responsibilities, which may include escalation to NSW Police.

5.0 ROLES AND RESPONSIBILITIES

5.1 [All staff](#)

All staff are responsible for familiarising themselves with this policy as well as the *Individual Rights and Responsibilities of the Parties to a Complaint* in Appendix A. Staff are also encouraged to explain the contents of this policy to all complainants particularly those who engage in UCC or exhibit the early warning signs for UCC.

Staff are also responsible for recording and reporting all UCC incidents they experience or witness to the Risk Management Coordinator or Public Officer within 24 hours of the incident occurring, using the Staff Incident/Injury Report available on the Intranet. A file note of the incident should also be registered in Trim.

5.2 [The Public Officer](#)

The Public Officer, in consultation with the General Manager, has the responsibility and authority to change or restrict a complainant's access to our services in the circumstances identified in this policy. When doing so they will take into account the criteria in the associated Procedure for ***Changing or Restricting a Complainant's Access to Our Services*** and will aim to impose any service changes/restrictions in the least restrictive ways possible. Their aim, when taking such actions will not be to punish the complainant, but rather to manage the impacts of their conduct.

When applying this policy, the Public Officer will also aim to keep at least one open line of communication with a complainant. However, we do recognise that in extreme situations all forms of contact may need to be restricted for some time to ensure the health and safety and security of our staff and/or third parties.

The Public Officer is also responsible for recording, monitoring and reviewing all cases where this policy is applied to ensure consistency, transparency and accountability for the application of this policy. They will also manage and keep a file record of all cases where this policy is applied.

5.3 [Senior managers](#)

All senior managers are responsible for supporting staff to apply the strategies in this policy, and ensuring that all staff members are trained to deal with UCC.

Following a UCC and/or stressful interaction with a complainant senior managers are responsible for providing affected staff members with the opportunity to debrief and vent their concerns either formally or informally. Senior managers will also ensure that staff are provided with proper support and assistance including medical and/or police assistance and support through programs such as Employee Assistance Program (EAPS), if necessary.

6.0 RESPONDING TO AND MANAGING UCC

6.1 [Changing or restricting a complainant's access to our services \(see associated procedure\)](#)

UCC incidents will generally be managed by limiting or adapting the ways that we interact with and/or deliver services to complainants by restricting:

- **Who they have contact with** – eg limiting a complainant to a sole contact person/staff member in Council.
- **What they can raise with us** – eg restricting the subject matter of communications that we will consider and respond to.
- **When they can have contact** – eg limiting a complainant's contact with Council to a particular time, day, or length of time, or curbing the frequency of their contact with us.
- **Where they can make contact** – eg limiting the locations where we will conduct face-to-face interviews to secured facilities or areas.
- **How they can make contact** – eg limiting or modifying the forms of contact that the complainant can have with us. This can include modifying or limiting face-to-face interviews, telephone and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating our services altogether.

When using the restrictions provided in this section we recognise that discretion will need to be used to adapt them to suit a complainant's personal circumstances, level of competency, literacy skills, etc. In this regard, we also recognise that more than one strategy may need to be used in individual cases to ensure their appropriateness and effectiveness.

See

6.2 [Who – limiting the complainant to a sole contact point](#)

Where a complainant tries to forum shop internally within Council, changes their issues of complaint repeatedly, reframes their complaint, or raises an excessive number of complaints it may be appropriate to restrict their access to a single staff member (preferably at supervisor or above level) as a sole contact point who will exclusively manage their complaint(s) and interactions with Council. This may ensure they are dealt with consistently and may minimise the chances for misunderstandings, contradictions and manipulation.

To avoid staff 'burn out' the sole contact officer's supervisor or manager will provide them with regular support and guidance – as needed. Also, the Public Officer will review the arrangement every six months to ensure that the officer is managing/coping with the arrangement.

Complainants who are restricted to a sole contact person will however be given the contact details of one additional staff member who they can contact if their primary contact is unavailable – eg they go on leave or are otherwise unavailable for an extended period of time.

6.3 [What – restricting the subject matter of communications that we will consider](#)

Where complainants repeatedly send written communications, letters, emails, or online forms that raise trivial or insignificant issues, contain inappropriate or abusive content or relate to a complaint/issue that has already been comprehensively considered and/or reviewed (at least once) by KMC, we may restrict the issues/subject matter the complainant can raise with us/we will respond to. For example, we may:

- Refuse to respond to correspondence that raises an issue that has already been dealt with comprehensively, that raises a trivial issue, or is not supported by clear/any evidence. The complainant will be advised that future correspondence of this kind will be read and filed without acknowledgement unless we decide that we need to pursue it further in which case, we may do so on our 'own motion'.

- Restrict the complainant to one complaint/issue per month. Any attempts to circumvent this restriction, for example by raising multiple complaints/issues in the one complaint letter may result in modifications or further restrictions being placed on their access.
- Return correspondence to the complainant and require them to remove any inappropriate content before we will agree to consider its contents. A copy of the inappropriate correspondence will also be made and kept for our records to identify repeat/further UCC incidents.

6.4 When – limiting when and how a complainant can contact us

If a complainant's telephone, written or face-to-face contact with KMC places an unreasonable demand on our time or resources because it is overly lengthy (eg disorganised and voluminous correspondence) or affects the health safety and security of our staff because it involves behaviour that is persistently rude, threatening, abusive or aggressive, we may limit when and/or how the complainant can interact with us. This may include:

- limiting their telephone calls or face-to-face interviews to a particular time of the day or days of the week
- Limiting the length or duration of telephone calls, written correspondence or face-to-face interviews. For example:
 - Telephone calls may be limited to 10 minutes at a time and will be politely terminated at the end of that time period.
 - Lengthy written communications may be restricted to a maximum of 5 typed or written pages, single sided, font size 12 or it will be sent back to the complainant to be organised and summarised. This option is only appropriate in cases where the complainant is capable of summarising the information and refuses to do so.
 - Limiting face-to-face interviews to a maximum of 30 minutes.
- Limiting the frequency of their telephone calls, written correspondence or face-to-face interviews. Depending on the nature of the service(s) provided we may limit:
 - Telephone calls to 1 every week.
 - Written communications to 1 every week.
 - Face-to-face interviews to 1 every week.

For irrelevant, overly lengthy, disorganised or frequent written correspondence we may also:

- Require the complainant to clearly identify how the information or supporting materials they have sent to us relate to the central issues that we have identified in their complaint.
- Restrict the frequency with which complainants can send emails or other written communications to our office.
- Restrict a complainant to sending emails to a particular email account or block their email access altogether and require that any further correspondence be sent through Australia Post only.

Writing only restrictions

When a complainant is restricted to 'writing only' they may be restricted to written communications through:

- Australia Post only
- Email only to a specific staff email or our general Council email account
- Fax only to a specific fax number
- Some other relevant form of written contact, where applicable.

If a complainant's contact is restricted to 'writing only', the Public Officer will clearly identify the specific means that the complainant can use to contact our office (eg Australia Post only). Also if it is not suitable for a complainant to enter our premises to hand deliver their written communication, this must be communicated to them as well.

Any communications that are received by our office in a manner that contravenes a 'write only' restriction will either be returned to the complainant or read and filed without acknowledgement.

6.5 [Where – limiting face-to-face interviews to secure areas](#)

If a complainant is violent or overtly aggressive, unreasonably disruptive, threatening or demanding or makes frequent unannounced visits to our premises, we may consider restricting our face-to-face contact with them.

These restrictions may include:

- Restricting access to particular secured premises or areas of Council – such as the reception area or secured room/facility.
- Restricting their ability to attend our premises to specified times of the day and/or days of the week only – for example, when additional security is available or to times/days that are less busy.
- Allowing them to attend KMC on an 'appointment only' basis and only with specified staff. Note – during these meetings staff should always seek support and assistance of a colleague for added safety and security.
- Banning the complainant from attending our premises altogether and allowing some other form of contact – eg 'writing only' or 'telephone only' contact.

6.6 [Contact through a representative only](#)

In cases where we cannot completely restrict our contact with a complainant and their conduct is particularly difficult to manage, we may also restrict their contact to contact through a support person or representative only. The support person may be nominated by the complainant but must be approved by the General Manager or Public Officer.

When assessing a representative/support person's suitability, the General Manager or Public Officer should consider factors like: the nominated representative/support person's competency and literacy skills, demeanour/behaviour and relationship with the complainant. If the General Manager or Public Officer determines that the representative/support person may exacerbate the situation with the complainant, the complainant will be asked to nominate another person or we may assist them in this regard.

6.7 [Completely terminating a complainant's access to our services](#)

In rare cases, and as a last resort when all other strategies have been considered and/or attempted, the Public Officer and/or the General Manager may decide that it is necessary for our organisation to completely restrict a complainant's contact/access to our services.

A decision to have no further contact with a complainant will only be made if it appears that the complainant is unlikely to modify their conduct and/or their conduct poses a significant risk for our staff or other parties because it involves one or more of the following types of conduct:

- Acts of aggression, verbal and/or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to property while on our premises.
- Threats with a weapon or common office items that can be used to harm another person or themselves.
- Physically preventing a staff member from moving around freely either within their office or during an offsite visit
- Conduct that is otherwise unlawful.

In these cases, the complainant will be sent a letter notifying them that their access has been restricted.

A complainant's access to our services and our premises may also be restricted (directly or indirectly) using the legal mechanisms such as trespass laws/legislation or legal orders to protect members of our staff from personal violence, intimidation or stalking by a complainant. For more information, about the types of circumstances where legal mechanisms may be used to deal with UCC, please see:

- *Unauthorised entry onto agency premises – applying the provisions of the Inclosed Lands Protection Act 1901 (NSW)*
- Orders to address violence, threats, intimidation and / or stalking by complainants.

6.8 [Recording and reporting incidents of non-compliance](#)

All staff members are responsible for recording and reporting incidents of non-compliance by complainants.

This should be recorded in a file note in Council's Records Management System and a copy forwarded to the Risk Management Coordinator and Public Officer who will decide whether any action needs to be taken to modify or further restrict the complainant's access to our services.

7.0 ALTERNATIVE DISPUTE RESOLUTION

7.1 [Using alternative dispute resolution strategies to manage conflicts with complainants](#)

If the Public Officer and/or the General Manager determine that we cannot terminate our services to a complainant in a particular case or that we/our staff bear some responsibility for causing or exacerbating their conduct, they may consider using alternative dispute resolution strategies such as mediation and conciliation to resolve the conflict with the complainant and attempt to rebuild our relationship with them. If this is considered to be an appropriate option in a particular case, alternative dispute resolution will be conducted by an independent third party to ensure transparency and impartiality.

However, we recognise that in UCC situations, alternative dispute resolution may not be an appropriate or effective strategy particularly if the complainant is uncooperative or resistant to compromise. Therefore, each case will be assessed on its own facts to determine the appropriateness of this approach.

8.0 APPEALING A DECISION TO CHANGE OR RESTRICT ACCESS TO OUR SERVICES

8.1 [Right of appeal](#)

Complainants are entitled to one appeal of a decision to change/restrict their access to our services. This review will be undertaken by a senior staff member who was not involved in the original decision to change or restrict the complainant's access. This senior staff member will consider the complainant's arguments along with all relevant records regarding the complainant's past conduct. They will advise the complainant of the outcome of their appeal by letter which must be signed off by the General Manager. The senior staff member will then refer any materials/records relating to the appeal to the Public Officer to be kept in the appropriate file.

If a complainant continues to be dissatisfied after the appeal process, they may seek an external review from an oversight agency such as the NSW Ombudsman. The Ombudsman may accept the review (in accordance with its administrative jurisdiction) to ensure that we have acted fairly, reasonably and consistently and have observed the principles of good administrative practice including, procedural fairness.

9.0 MANAGING STAFF STRESS

9.1 Staff reactions to stressful situations

Dealing with complainants who are demanding, abusive, aggressive or violent can be extremely stressful and at times distressing or even frightening for all our staff – both experienced and inexperienced. It is perfectly normal to get upset or experience stress when dealing with difficult situations.

As an organisation, we have a responsibility to support staff members who experience stress as a result of situations arising at work and we will do our best to provide staff with debriefing and counselling opportunities, when needed. However, to do this we also need help of all KMC staff to identify stressful incidents and situations. As a result, all staff have a responsibility to notify relevant supervisors/senior managers of UCC incidents and any stressful incidents that they believe require management involvement.

9.2 Debriefing

Debriefing means talking things through following a difficult or stressful incident. It is an important way of 'offloading' or dealing with stress. Many staff members naturally do this with colleagues after a difficult telephone call, but debriefing can also be done with a supervisor or senior manager or as a team following a significant incident. We encourage all staff to engage in an appropriate level of debriefing, when necessary.

All staff can access the Employee Assistance Program – a free, confidential counselling service. For further information and contact details see Council's Intranet.

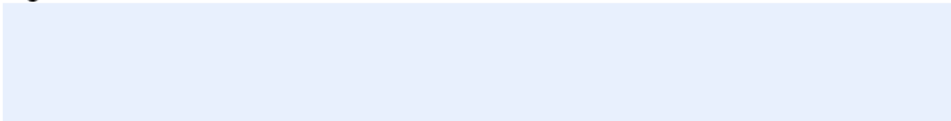
10.0 Attachments

Appendix A - Individual Rights and Responsibilities of the Parties to a Complaint

11.0 Document control

Date reviewed	Date adopted	Amendment
October 2019	TBC	New Policy

12.0 Signature

Name: Click or tap here to enter name.	Date: Click or tap to enter a date.
Signature: 	

Appendix A - Individual Rights and Responsibilities of the Parties to a Complaint

In order for Kiama Municipal Council (KMC) to ensure that all complaints are dealt with fairly, efficiently and effectively and that work health and safety standards and duty of care obligations are adhered to, the following rights and responsibilities must be observed and respected by all of the parties to the complaint process.

Complainants have the right:

- to make a complaint and to express their opinions in ways that are reasonable, lawful and appropriate
- to a reasonable explanation of the organisation's complaints procedure, including details of the confidentiality and/or privacy rights or obligations that may apply
- to a fair and impartial assessment and, where appropriate, investigation of their complaint based on the merits of the case
- to a fair hearing
- to a timely response
- to be informed in at least general terms about the actions taken and outcome of their complaint
- to be given reasons that explain decisions affecting them
- to at least one right of review of the decision on the complaint
- to be treated with courtesy and respect
- to communicate valid concerns and views without fear of reprisal or other unreasonable response.

Staff have the right:

- to determine whether, and if so how, a complaint will be dealt with
- to finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances
- to expect honesty, cooperation and reasonable assistance from complainants
- to expect honesty, cooperation and reasonable assistance from organisations and people within jurisdiction who are the subject of a complaint
- to be treated with courtesy and respect
- to a safe and healthy working environment
- to modify, curtail or decline service (if appropriate) in response to unacceptable behaviour by a complainant.

Subjects of a complaint have the right:

- to a fair and impartial assessment and, where appropriate, investigation of the allegations made against them
- to be treated with courtesy and respect by Council staff
- to be informed (at an appropriate time) about the substance of the allegations made against them that are being investigated
- to be informed about the substance of any proposed adverse comment or decision
- to be given a reasonable opportunity to put their case during the course of any investigation and before any final decision is made
- to be told the outcome of any investigation into allegations about their conduct, including the reasons for any decision or recommendation that may be detrimental to them
- to be protected from harassment by disgruntled complainants acting unreasonably.

How to contact Council

Post

General Manager
Kiama Municipal Council
PO Box 75
Kiama NSW 2533

Telephone

+61 (02) 4232 0444

Facsimile

+61 (02) 4232 0555

Online

Email: council@kiama.nsw.gov.au
Website: www.kiama.nsw.gov.au

Office hours

Our Administration Building located at
11 Manning Street Kiama is open 8.45 am to 4.15 pm
Monday to Friday (excluding public holidays)



KIAMA MUNICIPAL COUNCIL
your council, your community

11.3 2020 Ordinary Council Meeting Schedule

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.3 Council and the community working together

Delivery Program: 4.3.1 Foster positive community relationships through open communication, opportunities for participation and sharing information

Item 11.3

Summary

This reports seeks Council's endorsement for the rescheduling of the June 2020 Ordinary Council meeting.

Finance

Not applicable.

Policy

Local Government Act 1993 Section 365 and Council's Code of Meeting Practice

Consultation (Internal)

N/A

Communication/Community Engagement

The dates of Council meetings are advertised on Council's website and in the local newspaper.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council move the Ordinary Council meeting scheduled for June 2020 to the 4th Tuesday of the month, being 23 June 2020 to allow for Councillor attendance at the National General Assembly.

BACKGROUND

It is noted that the meeting scheduled for 16 June 2020 will clash with General Manager and Councillor attendance at the Australian Local Government Association's National General Assembly to be held from 14 to 17 June 2020.

Bearing this in mind, it is recommended that Council consider rescheduling the June meeting to 23 June 2020. This will allow for maximum attendance by Councillors at scheduled Council meetings and the two events.

Report of the General Manager

11.3 2020 Ordinary Council Meeting Schedule (cont)

The dates for the 2020 Ordinary Council meetings are scheduled for:

- 11 February
- 17 March
- 21 April
- 19 May
- 23 June
- 21 July
- 18 August
- 22 September
- 20 October
- 17 November
- 15 December

Item 11.3

11.4 Sponsorship: Kiama Garden Club request - 2019 annual garden competition

CSP Objective: 1.0 A healthy, safe and inclusive community

CSP Strategy: 1.1 Developing and implementing services and programs that promote social cohesion, healthy and active lifestyles for residents of all ages, abilities and interests

Delivery Program: 1.1.3 Provide and promote cultural and artistic activities and programs

Item 11.4

Summary

The Kiama Garden Club Inc. has requested prize sponsorship for the 2019 annual garden competition to be held in November.

Finance

\$250 to be funded from the Donations budget.

Policy

This request is not covered by Council's Donations Policy as the request is to sponsor prizes in the competition.

Consultation (Internal)

Not applicable

Communication/Community Engagement

The Kiama Garden Club will be requested to appropriately acknowledge Council's contribution.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council approve sponsorship of \$250 towards the prizes for the annual garden competition.

BACKGROUND

The Kiama Garden Club hold the annual Kiama Municipality Garden Competition which includes a category for the local primary schools. The competition is only open to residents of the Municipality and local schools. This year judging will be held in the second week of November.

Council has received a request for sponsorship towards prizes for the annual competition.

The categories are:

Report of the General Manager

11.4 Sponsorship: Kiama Garden Club request - 2019 annual garden competition (cont)

Best garden over ½ acre

Best front garden (incorporating a rose garden)

Best backyard garden (incorporating a vegetable garden)

Best water wise garden

Best balcony/unit garden

Best Primary School vegetable garden

Council has been a regular sponsor of the competition for many years and it is recommended that Council again provide \$250 sponsorship to the Kiama Garden Club Inc to be put towards prizes for the Annual Garden Competition.

11.5 Request for support: Lateral Event Management - L'Etape Australia by Tour de France - 2020/2021

CSP Objective: 3.0 A diverse, thriving economy

CSP Strategy: 3.3 Promote and support tourism in the local area

Delivery Program: 3.3.2 Maximise the tourism economy through the promotion of the Kiama Municipality as a destination and the provision of product options and experiences for all visitors

Item 11.5

Summary

This report considers the request for support from Lateral Event Management, the organisers of the 2020 L'Etape Australia being held in November 2020.

Finance

To be funded from the Major Events 2020 budget

Policy

Strategic Tourism and Events Plan

Consultation (Internal)

Manager Depot Operations

Waste Services

Engineering & Works

Property

Destination Kiama

Communication/Community Engagement

Appropriate acknowledgement commensurate with the level of Council support will be provided.

Attachments

- 1 Letter of Request - Council Support Request - L'Etape - Lateral Events - 2020 [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council enter into negotiations with Lateral Event Management to reach agreement on Council's resourcing and sponsorship commitments.

BACKGROUND

Council has received a request from Lateral Event Management (LEM) for in-kind support and the waiver of certain fees for the L'Etape Australia by Tour de France being held in the Local Government Area in 2020 and 2021.

Report of the General Manager

11.5 Request for support: Lateral Event Management - L'Etape Australia by Tour de France - 2020/2021 (cont)

A copy of the letter from LEM is attached for Councillors' information.

The following is a list of the items requested by LEM and the estimated costs:

Provision of	Details	2020	2021
Meeting room at The Pavilion to hold All Agency Meetings	7 meetings @ \$320	\$2,240	
	5 meetings @ \$320		\$1,600
Meeting room at The Pavilion to host the Event Command Centre on race day	26 November to 29 November 2020 2 December to 5 December 2021 4 days @ \$1,920	\$7,680	\$7,680
Community meeting room in Kiama. This could be held at either The Pavilion or the new community facility at Blue Haven Bonaira.	The Pavilion cost - 2 meetings @ \$680	\$1,360	\$1,360
Jamberoo School of Arts to hold community meetings	2 meetings – 3 hours @ \$88 per hour	\$528	\$528
Gerringong Town Hall to hold local community meetings	2 meetings – 3 hours @ \$91 per hour	\$546	\$546
Provision of outdoor storage space to store the event equipment which includes	Space for one shipping container and 5 pallets of barriers from 2 December 2019 to 6 December 2021	\$0	\$0
2,700 metres of crowd control barriers	This would be dependent upon the type of barriers required. Council only has 350 metres of para-webbing in stock at the Depot. Any water filled or steel railed barriers would have to be hired.	\$TBC	\$TBC
Coronation Park hire for the event	23 November to 30 November 2020 29 November to 6 December 2021 (a damage deposit bank guarantee of	\$1,000	\$1,000

Item 11.5

Report of the General Manager

11.5 Request for support: Lateral Event Management - L'Etape Australia by Tour de France - 2020/2021 (cont)

Provision of	Details	2020	2021
	\$10,000 would be required)		
Hire of Barney Street carpark for the event.	More information is required from LEM before cost can be determined	\$TBC	\$TBC
Waste services for Coronation Park and provision of cleaning services	<u>Waste</u> 50 x 25L garbage bins 25 x 240L recycling bins 5 x 1,100L garbage bins (Council does not have these types of bins. Estimate replaces 1,100L bins with 240L bins) <u>Cleaning</u> 27 & 28 November 2020 3 & 4 December 2021 3 cleans per day	\$16,000	\$16,000
Waiving of the development application fee	Fee estimate for Use of Council land for L'Etape event	\$595	
Waiving of road closure fees	More information is required from LEM before cost can be determined	\$TBC	\$TBC

Item 11.5



Florent Malézieux
L'Étape Australia Director
Lateral Events
Level II Challis House – 4, Martin Place
SYDNEY NSW 2000

Sydney, 11 October 2019

Karen Ronning
Manager Tourism and Events
Kiama Municipal Council
PO Box 75
KIAMA NSW 2533

Dear Karen,

Lateral Events is the organiser of **L'Étape Australia by Tour de France**, the most premium cycling event in Australia and the biggest Tour de France event outside of France. The event is supported by Destination NSW and SBS and has generated more than \$6.5m in direct expenditures across the last three editions.

2019 will be the last time the event will be hosted in the Snowy Mountains of NSW before relocating to the South Coast in 2020. The event hub of the 2020 and 2021 editions of the event will be located in Kiama, generating important tourism revenue for the region and showcasing the local businesses, activities and scenery to a wide and affluent audience.

The objective is to attract **10,200 visitors in 2020** and 13,600 visitors in 2021.

Lateral Events is committed to help every stakeholder reach their own goal, and the production of this large-scale event will require the support of every party involved.

Lateral Events would like to officially seek support from the Kiama Municipal Council on the following elements:

- Provision of a room (capacity of 40 (forty) people) at the Kiama Pavilion to hold the All Agency Meetings and host the Event Command Centre on race day:
 - o All Agency Meetings 2020: 11 Feb, 7 Apr, 28 Jul, 25 Aug, 29 Sept, 27 Oct, 10 Nov;
 - o All Agency Meetings 2021: 5 meetings (dates still to be confirmed);
 - o Event Command Centre:
 - From Thursday 26 November to Sunday 29 November 2020;
 - From Thursday 2 December to Sunday 5 December 2021.
- Provision of a room (capacity up to 75 (seventy-five) people) to hold the Local Community Meetings:
 - o 1 (one) room in Kiama to hold two meetings per year (date TBC);
 - o 1 (one) room in Jamberoo to hold two meetings per year (date TBC);
 - o 1 (one) room in Gerringong to hold two meetings per year (date TBC).
- Provision of an outdoor storage space to store the event equipment (1 (one) 40 ft container and 5 (five) pallets of barriers) from Monday 2 December 2019 until Monday 6 December 2021.



- Provision of 2,700 m of Crowd Control Barriers to materialise the start waves and guarantee the riders and pedestrians safety.
 - o From Thursday 26 November to Sunday 29 November 2020;
 - o From Thursday 2 December to Sunday 5 December 2021.

- Provisions of the main event venues:
 - o Coronation Park, to host the event Village on Friday 27 and Saturday 28 November 2020 and on Friday 3 and Saturday 4 December 2021. Access to the village will remain free for all visitors, should they be registered for the event or not.
 - o Barney Street, to host the race convoy car park on Saturday 28 November 2020 and Saturday 4 December 2021.

- Provision of the cleaning and waste management plan:
 - o 50 (fifty) 240 l garbage bins and 25 (twenty-five) 240 l recycling bins to be delivered to Coronation Park:
 - From Thursday 26 November to Sunday 29 November 2020;
 - From Thursday 2 December to Sunday 5 December 2021.
 - o 5 (five) 1,100 l garbage bins to be delivered to Coronation Park:
 - From Monday 23 November to Monday 30 November 2020;
 - From Monday 29 November to Monday 6 December 2021.
 - o 3 (three) toilet cleanings per day on Friday 27 and Saturday 28 November 2020 and on Friday 3 and Saturday 4 December 2021.

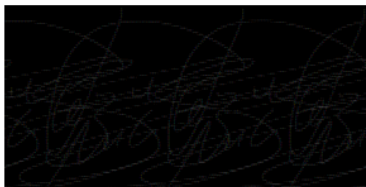
- Fee waiver on all the required and relevant Development Applications including, but not limited to the use of the Council's venues and the closure of the local roads managed by the Council.

In return of the Council's support, Lateral Events is keen to discuss extra benefits that could be delivered to the Kiama Municipal Council. These benefits could include (without being limited to) access to our 17,000 strong database as well as inclusion and recognition in the 25-minute documentary broadcast nationally on SBS after each edition of L'Étape Australia by Tour de France.

As mentioned during our meeting on Tuesday 8 October 2019, Lateral Events will be happy to enter into an agreement with the Kiama Municipal Council to make sure the event is beneficial to both parties.

Lateral Events is thrilled to bring the Tour de France atmosphere to Kiama and the Illawarra region. We are looking forward to hearing from you and we will remain available to start discussions.

Yours sincerely,



11.6 Request for donation: Gerringong Christmas Parade 2019

CSP Objective: 1.0 A healthy, safe and inclusive community

CSP Strategy: 1.1 Developing and implementing services and programs that promote social cohesion, healthy and active lifestyles for residents of all ages, abilities and interests

Delivery Program: 1.1.3 Provide and promote cultural and artistic activities and programs

Item 11.6

Summary

This report seeks Council's consideration of a request for support from the Gerringong Bowling Club for the annual Gerringong Christmas Parade on 21 December 2019.

Finance

The organisers of the Gerringong Christmas Parade are seeking a waiver of Section 138 fees of \$190 plus a donation of \$250 to assist in the cost of traffic management. Fees are to be funded from Council's Community Contributions & Donations (Events/Festivals) fund.

Policy

Not applicable.

Communication/Community Engagement

Kiama Council will be acknowledged as a supporter of the event and will assist in promotion of the event via social media.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council:

1. waive the \$190 application fee for Section 138
2. make a financial contribution of \$250 to assist in the cost of traffic management

BACKGROUND

In August 2019 participants of the Gerringong Christmas Parade received notification that the parade would not be going ahead this year.

Several residents, plus members of Rural Fire Service, Gerringong Lions Club, Sunrise Rotary and the Gerringong Bowling Club have since formed a new committee to reinstate and run the Christmas parade under the auspice of the Gerringong Bowling Club.

Report of the General Manager

11.6 Request for donation: Gerringong Christmas Parade 2019 (cont)

Considerable work has been done to date by these committee members and they are now seeking funding to assist in the cost of traffic management.

The Gerringong Christmas Parade has been a historic annual event providing economic, social and community benefits.

Item 11.6

12 REPORT OF THE DIRECTOR ENVIRONMENTAL SERVICES

12.1 Repeal of Chapter 12 - Short Term Rental Accommodation from Kiama Development Control Plan 2012

CSP Objective: 2.0 Well planned and managed spaces, places and environment

CSP Strategy: 2.1 Maintain the separation and distinct nature of local towns, villages and agricultural land

Delivery Program: 2.1.1 Develop and implement appropriate land use plans

Summary

At its Ordinary Meeting held on 17 July 2018, Council resolved to repeal Chapter 12 – Short Term Rental Accommodation (STRA) from Kiama Development Control Plan (DCP) 2012. At the same meeting, Council resolved to publicly exhibit a standalone STRA Policy to replace Chapter 12.

Chapter 12 and the draft Policy were placed on public exhibition from 2 to 30 October 2018. One submission was received.

During this time, the NSW Government publicly exhibited a bill passed in August 2018 to regulate STRA. As this new bill proposed to alter the current legislative framework for STRA it was deemed prudent to delay the final adoption of the draft Policy until such time as the new bill came into effect.

In September 2019 the NSW Department of Customer Service and the Department of Planning, Industry and Environment (DPIE) exhibited the new draft regulatory framework for STRA. Under the new regulatory framework the ongoing management/compliance of STRA will be via the new Code of Conduct regulated by the Department of Fair Trading.

As the ongoing management/compliance of STRA will be via the new Code of Conduct and the Department of Fair Trading it is now not appropriate for Council to have either DCP controls or a standalone Policy for STRA.

The existing DCP controls for STRA (i.e. Chapter 12) has led to confusion about which agency is responsible for the ongoing management/compliance of STRA. The confusion associated with the ongoing management/compliance of STRA has been discussed at length at Precinct Committees and community association meetings where it has been confirmed that Council has no enforcement powers to ensure compliance with DCP requirements outside the Development Assessment process.

In light of this confusion, it is recommended that Chapter 12 - Short Term Rental Accommodation be repealed and that Council not publish a standalone STRA Policy. It is recommended that Council produce a 'helpful hints for holiday houses' factsheet which provides recommendations for owners/operators, visitors and neighbours of STRA. The factsheet will need to strongly reinforce that Council is not the regulatory body for STRA, this falls to the Department of Fair Trading.

Finance

N/A

Report of the Director Environmental Services

12.1 Repeal of Chapter 12 - Short Term Rental Accommodation from Kiama Development Control Plan 2012 (cont)

Policy

Council endorsement is required prior to any amendments to the DCP being published.

Consultation (Internal)

Nil

Communication/Community Engagement

The proposed amendment to the Kiama DCP 2012 by way of repealing of Chapter 12 – Short Term Rental Accommodation was advertised on Council's website, with a notification being placed in The Bugle. The proposed amendment to the Kiama DCP was on public exhibition between 2 and 30 October 2018 (i.e. 28 days).

It is a requirement of the EP&A Regulation 2000 for Council to give public notice of its decision to make amendments to a DCP in a local newspaper within 28 days after the decision is made. If endorsed, a notice will be placed in The Bugle as soon as possible.

The community will also be made aware of the amendment to the Kiama DCP 2012 by way of repealing of Chapter 12 – Short Term Rental Accommodation via:

- Kimunico article;
- Social Media posts;
- Notices sent to individuals who made submissions;
- Notices sent to Precinct Committees and ratepayer/community associations; and
- Notice at the customer service counter in Council's Administration Building.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council:

1. Repeal Chapter 12 – Short Term Rental Accommodation of the Kiama DCP 2012 and place notice in The Bugle within 28 days of Council meeting; and
2. Prepare a 'helpful hints for holiday houses' factsheet to publish on Council's website; and
3. Notify the Precinct Committees, Ratepayers/Community Associations, individuals who made submissions and the wider community of Council's resolution and new factsheet.

Report of the Director Environmental Services

12.1 Repeal of Chapter 12 - Short Term Rental Accommodation from Kiama Development Control Plan 2012 (cont)

BACKGROUND

At its Ordinary meeting on 17 July 2018, Council resolved to amend the Kiama DCP 2012 by way of repealing of Chapter 12 – Short Term Rental Accommodation. At the same meeting, Council resolved to publicly exhibit a standalone STRA Policy to replace Chapter 12. The repeal of Chapter 12 and the draft Policy were placed on public exhibition from 2 to 30 October 2018. One submission was received.

Public Exhibitions Submissions

During the public exhibition period, 1 submission was received. The submission received raised concerns with noise and car parking issues resulting from the use of STRA. As discussed below, Council are not the regulatory authority for excessive noise from activities inside a premises, anti-social and alcohol related neighbourhood disturbances. The NSW Police should be contacted for these types of incidents at the time they are occurring.

Either the NSW Police or Council's rangers should be contacted if cars are illegally parked on nature strips or blocking driveways.

The concerns raised in the public submission have also been previously raised by the community. There is some confusion around who is responsible for ongoing management/compliance of STRA. The community are often hopefully that Council can prohibit STRA in certain circumstances or at the very least enforce the controls contained in Chapter 12 of the DCP.

As outlined in the July 2018 Council meeting, it is inappropriate for STRA controls to be contained within the DCP. The purpose of the DCP is to provide guidance for applicants to achieve the aims and objectives of the LEP 2011 as part of a Development Application (DA).

Under clause 6.10 of LEP 2011 an existing dwelling can operate as a STRA without the need to go through the DA process. As a DA is not required to operate a STRA it is not appropriate for this policy to be contained within the DCP.

Draft State Regulatory Framework

During this time, the NSW Government publicly exhibited a bill passed in August 2018 to regulate STRA. As this new bill proposed to alter the current legislative framework for STRA it was deemed prudent to delay the final adoption of the draft Policy until such time as the new bill came into effect.

In September 2019 the NSW Department of Customer Service and the Department of Planning, Industry and Environment (DPIE) exhibited the new draft regulatory framework for STRA. The new draft regulatory framework included a draft:

1. *State Environmental Planning Policy (STRA) 2019*, which included a state-wide definition of STRA ;
2. Code of Conduct for the STRA Industry that will apply to hosts, guests, online booking platforms and letting agents;
3. *Fair Trading Amendment (Code of Conduct for Short-Term Rental Accommodation Industry) Regulation 2019* to support the Code's implementation;

Report of the Director Environmental Services

12.1 Repeal of Chapter 12 - Short Term Rental Accommodation from Kiama Development Control Plan 2012 (cont)

-
4. Fire Safety Standard for STRA;
 5. *Environmental Planning and Assessment (STRA) Regulation 2019*, the draft amendment to the Regulation prohibit dwellings being used for STRA unless complying with fire safety and evacuation controls.

Staff have reviewed each draft document in more detail and provide the following comments regarding the specific amendments.

Draft State Environmental Planning Policy 2019 & Environmental Planning & Assessment Regulation 2019

The *draft State Environmental Planning Policy (Short-term Rental Accommodation) 2019*, contains savings provisions for STRA that commenced prior to the regulations coming into force. Essentially, this means that existing STRA can continue to operate as if the *draft State Environmental Planning Policy* had not commenced.

Going forward the *draft State Environmental Planning Policy* allows for the following in the Kiama Municipality:

- STRA to be exempt (i.e. no approval required) on land that is not bushfire or flood prone land:
 - for 365 days per calendar year, and
 - the number of occupants in the STRA at any one time is not to exceed:
 - 2 persons per bedrooms, or
 - 12 persons per dwelling, whichever is the lesser.

On bushfire or flood prone land approval, a complying development certificate (i.e. fast approval process), can be granted for STRAs with the number of days and occupants as listed above.

STRA cannot occur in:

- Boarding houses;
- Group homes;
- Hostels;
- Seniors housing;
- Eco tourist facilities;
- Tourist and visitor accommodation;
- Camping grounds or caravan park.

Non-hosted STRAs must not be used as STRA for more than 180 days in a calendar year if located:

- i. In the Greater Sydney Region, the Ballina area or the City of Lake Macquarie area, or
- ii. Certain areas in Clarence Valley and Muswellbrook (these have been specifically mapped)

Report of the Director Environmental Services

12.1 Repeal of Chapter 12 - Short Term Rental Accommodation from Kiama Development Control Plan 2012 (cont)

Currently, under clause 6.10 of the *Kiama Local Environmental Plan (LEP) 2011* STRA can only be let out for a maximum period of 60 consecutive days in any 12 month period. Clause 6.10 of the Kiama LEP will be repealed as part of new State regulatory framework. In a submission to the DPIE, Council outlined that it was interested in reducing the number of days that a non-hosted STRA can be occupied for in the Municipality, in a similar fashion to the Greater Sydney Region, the Ballina area and the City of Lake Macquarie area. Council outlined that it would welcome the opportunity to be involved in further discussions regarding this matter.

The ongoing management/compliance of STRA will be via the new Code of Conduct and the Department of Fair Trading.

Draft Code of Conduct & Fair Trading Amendment Act

The draft Code of Conduct for the STRA Industry will be legislated by an amendment to the *Fair Trading Act*. The draft Code of Conduct will apply to current and future STRA operators.

Under the Code of Conduct anyone can lodge a complaint, against specific guests, hosts or a premises, with the Commissioner for Fair Trading in the NSW Department of Customer Services. If the Commissioner determines that the complaint is valid, they may issue:

- 1) A written warning notice
- 2) A direction to stop acting in a manner relevant to the complaint
- 3) Record a strike
- 4) Record a host or guest on the Exclusion Register

Under the Code of Conduct, if 2 strikes are recorded in a 2 year period the offending guest, host or premises will be recorded on the Exclusion Register.

Under the Code of Conduct, if a guest, host or premises is recorded on the Exclusion Register both online booking platforms (i.e. AirB&B, Stayz etc.) and traditional letting agents must not advertise the premise, any other premises of the host, or let to the guest. Offending guests, hosts and/or premises will remain on the Exclusion Register for a 5 year period.

Under the Code of Conduct, it is the responsibility of hosts to:

- a) Ensure they are contactable outside of ordinary hours to deal with emergencies
- b) Ensure guests have access to the Code of Conduct and any by-laws that apply to the premises
- c) Notify the owners corporation (if applicable), the community association (if applicable) and the occupants of the residential premises directly neighbouring the premises:
 - a. That the host is operating a STRA
 - b. The contact details of the host or authorised representative

Under the Code of Conduct, it is the responsibility of guests not to:

Report of the Director Environmental Services

12.1 Repeal of Chapter 12 - Short Term Rental Accommodation from Kiama Development Control Plan 2012 (cont)

-
- a) create noise that because of its level, nature, character, or quality, or the time it is made, is likely to harm, offend, or unreasonably disrupt or interfere with the peace and comfort of neighbours and other occupants of the premises or any immediately adjoining premises
 - b) act in a violent or threatening manner towards neighbours or other occupants of the premises or any immediately adjoining premises
 - c) act in a manner that could reasonably be expected to cause alarm or distress to neighbours and other occupants of the premises or any immediately adjoining premises
 - d) use or enjoy the premises in a manner, or for a purpose, that interferes unreasonably with the use or enjoyment of common property by neighbours and other occupants of the premises in a strata or community scheme
 - e) intentionally, recklessly or negligently cause damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises
 - f) intentionally, recklessly or negligently damage the personal property of neighbours or other occupants of a strata community scheme.

Management/Compliance of STRA

As the ongoing management/compliance of STRA will be via the new Code of Conduct and the Department of Fair Trading it is not appropriate for Council to have either DCP controls or a stand-alone Policy for STRA.

As Council currently has DCP controls for STRA the community are of the opinion that Council are the regulatory authority for the management/compliance of STRA. This is not the case. There are no enforcement powers to ensure compliance with DCP controls outside the DA process.

The existing planning system contains compliance measures to address issues such as noise, illegal parking and waste accumulation. The following is Council's recommended approach for people wanting to complain about these issues:

- Call Police in relation to noise and anti-social behaviour, including consumption of alcohol on the Council reserve when the activity is occurring;
- Contact Council rangers in relation to any illegal parking of vehicles;
- Contact Council in relation to waste and rubbish as additional collection of the Council reserve bins can be arranged in peak periods.

NSW Police are the regulatory authority for investigating incidents of excessive noise from activities inside a premises, anti-social and alcohol related neighbourhood disturbances as such incidents can potentially turn hostile.

If Council was to publish a stand-alone Policy for STRA this confusion related by regulation would continue.

The confusion associated with the ongoing management/compliance of STRA has been discussed at length at Precinct Committees and Community Association meetings where it has been confirmed that Council has no enforcement powers to

Report of the Director Environmental Services

12.1 Repeal of Chapter 12 - Short Term Rental Accommodation from Kiama Development Control Plan 2012 (cont)

ensure compliance with DCP requirements outside the development assessment process. At the October 2019 Kiama Central Precinct Committee meeting the NSW Police confirmed that they are the regulatory authority for investigating incidents of excessive noise from activities inside a premises, anti-social and alcohol related neighbourhood disturbances. The community have been reminded to contact the NSW Police when the issue is occurring rather than at a later date/time.

Conclusion

In light of this confusion, it is recommended that Kiama DCP 2012 be amended by way of repealing Chapter 12 - Short Term Rental Accommodation. It is also recommended that Council not proceed with publishing a stand-alone STRA Policy. Instead, it is recommended that Council produce a 'helpful hints for holiday houses' factsheet which provides recommendations for owners/operators, visitors and neighbours of STRA. The factsheet will need to reinforce that Council is not the regulatory authority for STRA.

Council will also update its website once the draft State regulatory framework has come into effect in order to notify the community.

12.2 Deep water exploratory drilling and mining for fossil fuels in the Great Australian Bight

CSP Objective: 2.0 Well planned and managed spaces, places and environment

CSP Strategy: 2.2 Our community and natural environments are adaptive, resilient and sustainable

Delivery Program: 2.2.2 Protect and maintain environmentally significant natural areas

Item 12.2

Summary

Council has received correspondence from Shoalhaven City Council encouraging NSW Coastal Councils to support their decision to oppose the proposal for deep water exploratory drilling and mining for fossil fuels in the Great Australian Bight. The community of Shoalhaven City has expressed concern about the potential of negative impacts on the marine environment, wildlife, beaches and tourism should an oil spill occur.

Finance

N/A

Policy

N/A

Communication/Community Engagement

Notification of the resolution will be communicated on Council's website and social media account.

Attachments

- 1 Letter from Shoalhaven Council [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council:

1. Join other Councils to protect the Great Australian Bight and oppose further exploratory drilling and mining for fossil fuels in the Great Australian Bight.
2. Write to relevant State and Federal members of parliament to inform them of Councils position
3. Write to the Victorian and South Australian Councils that have already opposed this, to express Council's support for their position
4. Write to the Shoalhaven City Council confirming Council's support opposing the proposed deep water exploratory drilling/mining for fossil fuels in the Great Australian Bight.

Report of the Director Environmental Services

12.2 Deep water exploratory drilling and mining for fossil fuels in the Great Australian Bight (cont)

BACKGROUND

The Great Australian Bight is renowned for its marine sanctuary, endemic marine ecosystems, commercial fisheries, aquaculture, tourism, coastal communities and wildlife. It is claimed that more than 85% of species in this remote stretch of rocky coastline are not found anywhere else in the world.

The Great Australian Bight is potentially one of Australia's largest untapped oil reserves. Drilling for oil in the Great Australian Bight has occurred since the 1960s.

Norwegian energy company Equinor is seeking approval from the Federal Government to drill a deep water oil well 370km offshore to a depth of almost 2.5 km in search of oil. The proposed drilling location is in the Southern Ocean which is renowned for severe storms and large ocean swells.

Equinor acquired the exploration permits in 2017, after BP and Chevron made the decision not to proceed with plans to drill for oil in the Great Australian Bight in 2016.

The proposal has generated strong opposition and in a recent poll showed seven out of ten South Australian voters are against drilling in the Bight. Recently hundreds of people gathered on an Adelaide beach to protest against this proposal.

Their main concerns include the lack of economic benefits for local communities, more fossil fuel investment, weak regulation and the potential for an oil spill, and its potential devastating effect on the Great Southern Reef.

According to estimates from the 2016 Worst Credible Discharge report, authored by Equinor and its former joint-venture partner, BP a spill could leak up to and in excess of 4.3 million barrels (683ML) before being controlled.

Spill risk modelling provided by Equinor in their Environmental Plan for the Stromlo 1 submitted to NOPSEMA (National Offshore Petroleum Safety and Environmental Management Authority), shows that the boundaries for Risk of Environment May Be Affected (EMBA) under unmitigated release scenarios extends up the east coast to approximately Port Macquarie. Incident response times in the event of a spill could take between 17 days (best-case) and 39 days (worse case) scenarios and the goal scenario is 26 days.

From research, the 2010 Gulf of Mexico Deepwater Horizon oil spill, the largest marine oil spill to date, was from a deep sea oil drilling operation which was operating in approximately 1,500m of water, 70km from the coast in a low to moderate swell sea state. It was estimated the total discharge was 4.9 million barrels (779ML).

The immediate and ongoing impacts from this disaster are well documented and highlights the risks and associated impacts of deep water petroleum exploration and extraction to the natural environment.

Notification of Shoalhaven City Council's Resolution to Oppose the Proposal

Recently Shoalhaven City Council received a petition with over 1,000 signatures showing opposition to this proposal.

Residents and visitors have expressed their concerns for what this drilling could potentially mean for our local beaches, industries, tourism and wildlife if a spill was to

Report of the Director Environmental Services

12.2 Deep water exploratory drilling and mining for fossil fuels in the Great Australian Bight (cont)

occur. This is on top of the impacts a spill could have on the marine environment of the Great Australian Bight and its marine sanctuary, endemic marine ecosystems, commercial fisheries, aquaculture, tourism, coastal communities and wildlife.

This matter was considered by Shoalhaven Council's Development and Environment Committee at its meeting on 3 September 2019.

The Committee resolved (MIN19.612) that the Council:

1. Join other Councils to protect the Great Australian Bight and oppose all exploratory drilling and mining for fossil fuels in the Great Australian Bight;
2. Write to relevant State and Federal Members of Parliament;
3. Write to Victorian councils that have already opposed this to express Council's support for their position;
4. Request that the Federal Government treat Shoalhaven Council as a stakeholder and inform us duly of the progress of Equinor's application; and
5. Write to all Coastal Councils in NSW, NSW Coastal Council (NSW Development of Planning, Industry and Environment), and the Australian Coastal Councils Association Incorporated to advise them of Council's decision and encourage their support.

There are 16 South Australian and Victorian coastal councils who are opposed to the deep water exploration and drilling in the Great Australian Bight. The positions taken reflect the strong community feeling and recognition of the risks to the unique and pristine environments present in the Bight and along the South Australian and Victorian coasts, which would be most heavily affected by an oil spill.

Conclusion

It is considered that Kiama Council should also strongly oppose the proposed drilling and support the stance and recommendations as adopted by Shoalhaven City Council and other like-minded Councils.

A spill could leak between 4.3 million barrels and 7.9 million barrels – the largest oil spill in history, according to estimates from the 2016 Worst Credible Discharge report, authored by Equinor and its former joint-venture partner, BP.

The Bight is a wild place, with violent storms, strong winds and severe wave activity. The geography is remote, unmonitored, largely unpopulated and lacks sufficient physical infrastructure to respond effectively to an oil spill.

In such an event, Equinor has said it would take 17 days to respond in a best-case scenario. The worst-case scenario is 39 days, and the goal scenario is 26 days.

In modelling for the worst-case scenario, the company predicts the oil from a spill could even reach from Albany in Western Australia to Port Macquarie on the New South Wales mid north coast. Under such a scenario Kiama's coastline of beaches, rock platforms and estuaries would be impacted with potentially dire impacts for marine ecosystems, wildlife, coastal communities and the tourism industry locally.



Bridge Rd, Nowra NSW 2541 | 02 4429 3111
Deering St, Ulladulla NSW 2539 | 02 4429 8999

Address all correspondence to
The General Manager, PO Box 42, Nowra NSW 2541 Australia
council@shoalhaven.nsw.gov.au | DX5323 Nowra | Fax 02 4422 1816

shoalhaven.nsw.gov.au

Council Reference: 19356E (D19/336129)
1 October 2019

Mr Kerry McMurray
General Manager
Kiama Municipal Council
PO Box 75
Kiama NSW 2533

Dear Mr McMurray

**Notification of Council Resolution
Opposition to Exploratory Drilling/Mining for Fossil Fuels –
Great Australian Bight**

I wish to advise that Council considered a report on the above matter at its Development & Environment Committee Meeting on 3 September 2019. The Committee resolved (MIN19.612) that Council:

1. Join other councils to protect the Great Australian Bight and oppose all exploratory drilling and mining for fossil fuels in the Great Australian Bight;
2. Write to relevant State and Federal Members of Parliament;
3. Write to Victorian councils that have already opposed this to express Council's support for their position;
4. Request that the Federal Government treat Shoalhaven City Council as a stakeholder and inform us duly of the progress of Equinor's application; and
5. Write to all Coastal Councils in NSW, NSW Coastal Council (NSW Department of Planning, Industry and Environment) and the Australian Coastal Councils Association Incorporated to advise them of Council's decision and encourage their support.

The above resolution came about after the Shoalhaven City Council received a petition with over 1,000 signatures showing their opposition to the proposed drilling in the Great Australian Bight. Residents and visitors alike have grave concerns for what this drill could potentially mean for our beaches, our industries, our tourism and our wildlife if a spill was to occur. Let alone the catastrophic effect it would have on the Great Australian Bight, the main highway for wildlife found nowhere else in the world, some already endangered.

The Shoalhaven City Council strongly opposes the proposed drilling and supports the stance of all like-minded Councils. We encourage all areas of Government to give this critical issue serious consideration.

If you need further information about this matter, please contact me on (02) 4429 3318 or by email to council@shoalhaven.nsw.gov.au. Please quote Council's reference 19356E (D19/336129).

Yours faithfully

Phil Costello
Director, Planning, Environment & Development

RESPECT | INTEGRITY | ADAPTABILITY | COLLABORATION

Item 12.2

Attachment 1

12.3 Potential CCTV System Solutions for Kiama Downs Shopping Precinct

CSP Objective: 1.0 A healthy, safe and inclusive community

CSP Strategy: 1.3 We live in a safe community

Delivery Program: 1.3.3 Undertake local community safety initiatives

Summary

This report responds to a Council motion at the February Council Meeting in regard to further investigation of options for providing CCTV coverage at the Kiama Downs shopping strip.

Finance

To be determined.

Policy

Kiama Municipal Council CCTV Policy.

Consultation (Internal)

Director of Environmental Services & MANEX.

Communication/Community Engagement

N/A

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council not pursue procuring a CCTV system for the Kiama Downs shopping strip and associated public car park.

BACKGROUND

At the February 2019 Council Meeting, a motion was carried... *“That Council proceed to investigate design options 3 and 4 in more detail and that a further report be prepared for Council’s consideration. Budget allocation for a Council resolution would need to be considered at that time.”* Design option 3 was a standalone system similar to the Gerringong system (one pole with 6 cameras networked back to a server in a Council building), and design option 4 is where Council offers the Kiama Downs shopping strip businesses a one-off subsidy (matched dollar for dollar) if they were to install/upgrade their own CCTV systems that includes cameras covering the road and footpaths in front of their businesses. This work has been undertaken now with a summary of actions and outcomes provided below.

In the period June to September 2019, Kiama Downs shop business owners were asked to complete a short survey to gauge their interest in the potential for Council to

Report of the Director Environmental Services

12.3 Potential CCTV System Solutions for Kiama Downs Shopping Precinct (cont)

offer a subsidy up to \$2,500 to upgrade/install CCTV in their businesses that included coverage of the public areas in front of their businesses, and to gain insight into local business perspectives on crime in the area.

Council's Manager Community & Cultural Development visited each business in the shopping strip in June 2019 to speak with business owners, to get contacts to send a link to the survey to and generally gauge interest in the subsidy model. Nine businesses were sent a link asking them to complete the survey which resulted in 7 surveys being completed.

While survey respondents were in general supportive of the provision of a CCTV system for the shopping strip to improve safety and deter crime, only around 50% of respondents were interested in a subsidy model. In addition, most respondents identified that, in their opinion, the majority of crime occurs in the public car park area. Therefore if a system were to be installed it would need to fully cover the public car park area, not just the areas in front of the shops.

The respondent's perception of crime differs from data obtained from the NSW Bureau of Crime Statistics & Research (BOCSR). The 5 year dataset for the Kiama Local Government Area (LGA) does not identify Kiama Downs as a hot spot for crime. Data specifically focused on the Kiama Downs area shows that there was:

- Robbery – 1 incident over the past 5 years;
- Break & enter non-dwelling – 8 incidents over last 5 years;
- Motor vehicle theft – 28 over the last 5 years with most of these occurring in residential areas (22) and street/road/footpaths (6);
- Steal from motor vehicle 109 incidents over last 5 years with none occurring in the retail/wholesale areas;
- Steal from retail store – 2 over the last 5 years.

Given that the quotes previously obtained to provide a standalone system that covered the footpaths and roads in front of the shops ranged from \$70,000 to \$166,000, it is estimated that to expand any system to provide coverage of the whole car park area (that would involve up to an additional 4 poles and 8 cameras and associated trenching and fibre networks), plus the areas in front of the shops would be cost prohibitive and not an efficient use of Council resources to address a sporadic issue.

It is for these reasons that it is recommended that Council no longer pursue providing a CCTV system for the Kiama Downs shopping precinct and associated car park.

A summary report of the survey outcomes is available for Councillors upon request.

12.4 Health and Sustainability Grants - Round 5

CSP Objective: 1.0 A healthy, safe and inclusive community

CSP Strategy: 1.1 Developing and implementing services and programs that promote social cohesion, healthy and active lifestyles for residents of all ages, abilities and interests

Delivery Program: 1.1.5 Facilitate sport and health related facilities and programs

Summary

Six applications for the fifth round of the Health and Sustainability Grants program were received by 6 September 2019, four were deemed ineligible and two sent to the working group for assessment. On 23 September 2019, the Health and Sustainability Working Group reviewed and assessed the applications. These results were reported to the Health and Sustainability Committee on 29 October 2019 for approval. The Committee has recommended to award a single grant on this occasion.

Finance

\$1,500 from already approved budget.

Policy

Not applicable

Consultation (Internal)

Health Promotion Team, Health and Sustainability Working Group and Health and Sustainability Committee.

Communication/Community Engagement

Grant program promoted across all of Council promotion platforms.

Attachments

1 Minutes - Health and Sustainability Committee Meeting - 29 October [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council approve the following recommended Health and Sustainability Grants funding application: [Jamberoo Community Preschool - \\$1500.00](#)

BACKGROUND

The minutes of the Health and Sustainability Committee meeting held 29 October 2019 are attached for information. Contained within the minutes is a recommendation from the Committee to award a single grant only for the fifth round of the Health and Sustainability Grants program, which closed on 6 September 2019.

Report of the Director Environmental Services

12.4 Health and Sustainability Grants - Round 5 (cont)

The Health and Sustainability Grants Program offers \$6,000 every financial year to bring together local residents and community groups with an interest in health and sustainability, to drive small projects that will contribute to positive health and environmental outcomes for the Kiama community.

The funding is made available in one round of applications each year (usually July however, due to staff changes this round was pushed back until September); with applicants able to apply for up to \$1,500 (matched funds).

During this round (Round 5), six applications were received and four were deemed ineligible therefore, two were assessed using the following criteria;

Project Category Areas

The project must fit into one or more of the four categories listed below:

- Provide and promote opportunities for the community to engage in regular physical activity;
- Provide and promote opportunities for the community to develop skills in sustainable food practices (excluding community gardening);
- Provide and promote opportunities for the community to develop knowledge and skills in healthy eating and active living principles.
- Provide and promote opportunities for the community to improve the health of the natural environment.

Funding Criteria

Project fitting into one or more of the 4 project category areas; (Projects that fit into more than one category are desired).

- The extent to which the project is innovative, sustainable and has outcomes that extend beyond its lifetime;
- The extent to which the project stimulates opportunities for participation and positive community connections, connecting neighbours, residents;
- The community's buy-in and interest in the project and the degree to which community engagement has been thought through;
- How well the project fits into one or more of the four category areas;
- The capacity built in the community from this project through raising awareness, increasing knowledge and skills etc.;
- The extent to which the project can be further built on, expanded to a larger scale or used as a model for other projects;
- Extent to which the dollar for dollar matching is in cash versus in-kind;
- The capacity of the group/organisation to manage project (establishment, track record, group health);
- The clarity of the project plan & identified milestones – are they realistic & achievable;
- Sound budget and realistic timeframes;

Report of the Director Environmental Services

12.4 Health and Sustainability Grants - Round 5 (cont)

- Any third party licences required for the project to proceed have been identified, and are included in the project plan & all relevant stakeholders have been liaised with.

The following applications were assessed for funding:

Recommended as successful by WGJamberoo Preschool*Jamberoo Preschool Garden Project*

Build a new garden bed, full of fresh vegetables that are planted and harvested with the children and families at the preschool.

Amount requested: \$1,500.00

Amount recommended: \$1,500.00

The project consists of a sustainable garden for the preschool children and families. It will be implemented as a community project. The children will continue to learn and engage in activities such as garden to plate, sharing resources, food preparation and healthy eating.

Recommended as unsuccessful by WGMinnamurra Public School P & C Association*Bike racks at MPS*

Install 36 new bike racks to encourage children to ride their bikes to school.

Amount requested: \$1,000.00

Amount recommended: \$0

This application was not supported as there was not adequate evidence provided to demonstrate an implementation plan to ensure the new racks would be used, plus this sort of infrastructure should be provided by the NSW Department of Education.

Minutes of the Kiama Health & Sustainability Committee meeting held on Tuesday 29 October 2019 in the Council Chambers Committee Room 1 at 3:30pm.

Present: Councillor Andrew Sloan, Councillor Kathy Rice, Cornelia Graf, Beth Horner, Paul Czulowski, Naomi Reid, Karen Tavener-Smith, Stephen Davidson, Bruce Flint, Kasima Carroll.

1.Apologies: Nick Guggisberg, Brodie Brady, Kay Cope, Billy Wang (standing apology), Josephine St John (standing apology).

2.Minutes of Previous Meetings – 11 June and 27 August 2019

That the minutes of the meeting held on 11 June be accepted as an accurate record of the meeting.

Moved: Cllr Andrew Sloan **Seconded:** Karen Tavener-Smith **CARRIED**

That the notes of the meeting held on 27 August 2019 be accepted as an accurate record of the meeting.

Moved: Karen Tavener-Smith **Seconded:** Bruce Flint **CARRIED**

3. Business Arising

11 June 2019 meeting

Increasing Resilience to Climate Change

Paul Czulowski updated that he has spoken to Engineering and Works regarding the historic report on connecting cycleway's to schools, beaches and identifying linkages. There was no further information found.

Regional Litter Strategy

Paul Czulowski updated that as a part of the Regional Litter Strategy a grant has been received to conduct an education program to reduce cigarette butt litter around Kiama Harbour. Council are also looking at establishing designated smoke free areas.

27 August 2019 meeting

New shopping centre redevelopment plans – bike racks, water refill stations, breastfeeding / parents room

Naomi Reid reported on behalf of Nick Guggisberg that the suggestions of bike racks, water refill stations, breastfeeding / parent's room and charging station have been passed onto the Planning team. They have advised that Council does not have a policy to include water refill stations or a breastfeeding / parents room. However, if the applicant elects to include an adult change room in the development, there may be an opportunity for this change room to double as a breastfeeding / parents room. Naomi Reid also reported that the revised plans have provisions for bicycle parking and future charging stations for electric vehicles. Paul Czulowski reported that he is aware of a mandatory requirement building code of Australia for adult changing facilities. Cornelia Graf queried the return and earn facility at Kiama. Paul Czulowski updated that the facility may need to be relocated to the Leisure Centre.

Action: Paul Czulowski to investigate the mandatory building code of Australia for adult changing facilities and circulate.

Public transport to new Blue Haven – bus link

Naomi Reid reported on behalf of Nick Guggisberg that he has followed up with Engineering and Works regarding the bus stop, timetable and bus signage display needing to be re-named at the new Blue Haven. Council's Road Safety Officer has advised that Transport for NSW are the relevant authority responsible for setting bus routes and bus stop locations. Naomi advised that the Road Safety Officer will be attending a Transport for NSW workshop on upgrading bus signage and this issue will be highlighted at the workshop. The Road Safety Officer has also spoken to Kiama Coaches who have advised that they will be up grading timetables and on-bus signage as applicable.

Bike racks near surf clubs

Naomi Reid reported on behalf of Nick Guggisberg that surf clubs are on crown land with Council as the crown land manager. Council own the buildings and the clubs have a lease.

Local Strategy Planning Statements

Clr Rice updated that an interim report on the second round of Local Strategic Planning Statement consultations has been conducted. The technical papers that were derived from the consultations are now available to the public on Council's website.

Action: Naomi Reid to circulate email from Clr Rice regarding links to Local Strategic Planning Statement technical papers.

The Park Run

Karen Tavener-Smith investigated regarding the Park Run event. If anyone is interested and has the capacity to establish a Kiama Park Run to contact Karen for more information.

Action: Karen Tavener-Smith to circulate information to Health Promotion team on the Park Run.

4. General Business

4.1 Welcome to new Committee member Stephen Davidson

The Committee welcomed Stephen and introduced themselves, providing a brief background on themselves and their interest in the Committee.

4.2 Opportunities to incorporate Health and Sustainability into strategic planning documents

Clr Sloan suggested that the Committee review the Local Strategic Planning Statement technical reports, including the environment report.

4.3 Health and Sustainability Grants Program – Round 5

A detailed written report was provided to the Committee prior to the meeting. Naomi Reid reported that a Working Group meeting was held on 23 September 2019. Six applications were received, however 4 were deemed ineligible. Therefore, a total of two applications were assessed which included; Jamberoo Community Preschool and Minnamurra Public School P&C. Jamberoo Community Preschool was recommended by the Working Group and Committee to receive funding.

Motion: Jamberoo Community Preschool be awarded a Round 5 Health and Sustainability Grant to the amount of \$1500.

Moved: Clr Rice **Seconded:** Stephen Davidson **CARRIED**

4.4 Health Moves

Karen Tavener-Smith updated that during 2019 Council and ISLHD piloted the Health Moves program. The program is ongoing, and has been attended by ages ranging from 50s through to 90s. Positive feedback has been received from all programs, with praise to the facilitators running the programs. There has been some strong feedback from participants on poor acoustics of venue at Leisure Centre.

Motion: To investigate whether the acoustics in the group exercise room needs improving.

Moved: Clr Rice **Seconded:** Stephen Davidson **CARRIED**

Action: Naomi Reid to follow up with Jenene Gilbert regarding the acoustics in the group exercise room.

4.5 Health 2000 Days Framework

Karen Tavener-Smith provided an update on the adopted Health 2000 Days Framework focussing on the child's first 5 years of life and supporting families. There is a particular focus on children and families that need extra support.

Action: Karen Tavener-Smith to bring the Health 2000 Days Framework to next meeting.

4.6 Program Updates

The Committee noted the Program Updates that were shared via email prior to the meeting.

Other updates included:

Commercial Waste Recycling

Paul Czulowski provided an update that Council are investigating interest in OK organics and food rescue. There may be an opportunity to provide this service to commercial services via Sawco. Council is waiting to hear regarding EPA grants approval to install a cardboard bailer which will open up opportunities for commercial businesses to drop off more cardboard.

Organics Recycling to Blue Haven Bonaira

Paul Czulowski updated that Council are working with Blue Haven staff and residents to find the best time for implementation of organics recycling. A draft EOI is almost finalised, and Paul reported to maximise recycling they will need waste educators.

5. Business without notice

Carbon Footprint

Clr Rice questioned Council's carbon footprint and the baseline. Paul Czulowski updated that a report was commissioned by Iron Bark Consulting regarding the footprint of the municipality, including community commissions. Clr Sloan questioned if it was possible to find out how Council is trending. Paul reported that it may be difficult to determine, however Council know how they are trending with waste, and can also look at electricity.

Action: Paul Czulowski to look into preparing a report for the Committee in 2020 on Council's current carbon footprint and to investigate the capacity to report on whether our emissions are trending up or down.

Chinese Wasp

Paul Czulowski updated that Council has been asked if they will support a campaign to eradicate the Chinese wasp. Local Land Services are working on project and Paul suggested perhaps Council can support through education.

6. Correspondence

NIL

7. Next Meeting:

The next meeting of the Kiama Health and Sustainability Committee will be held on 10 December 2019 at 3:30pm in Council's Committee Room 1.

There being no further business, the meeting closed at 5:20pm

13 REPORT OF THE DIRECTOR CORPORATE AND COMMERCIAL SERVICES

13.1 Statement of Investments - October 2019

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.1 Council is financially sustainable

Delivery Program: 4.1.2 Identify opportunities to diversify and maximise funding sources

Summary

This report recommends receipt and adoption of the Statement of Investments for October 2019.

Finance

N/A

Policy

Clause 625 of the Local Government Act 1993 (NSW)

Clause 212 of the Local Government (General) Regulation 2005

Kiama Municipal Council – Investment Policy

Communication/Community Engagement

N/A

Attachments

1 Statement of Investments - October 2019 [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council receive and adopt the information relating to the Statement of Investments for October 2019.

BACKGROUND

Attached is a copy of the Statement of Investments for October 2019.

Investment commentary

Council's direct investments are often rolled over on maturity with the same financial institution, if competitive, and based on whether funds are required for operations.

The investment portfolio is regularly reviewed in order to maximise investment performance and minimise risk. Comparisons are made between existing investments with available products that are not part of Council's portfolio.

Report of the Director Corporate and Commercial Services

13.1 Statement of Investments - October 2019 (cont)

Independent advice is sought on new investment opportunities.

A decision by the Reserve Bank board meeting on 5 November 2019 has seen the cash rate steady at 0.75%.

Graph of the Cash Rate



Index	October 2019	September 2019
RBA Official Cash Rate	0.75%	1.00%
90 Day (3 month) BBSW Rate	0.93%	0.95%
3yr Australian Government Bonds	0.81%	0.73%
10yr Australian Government Bonds	1.14%	1.01%
US Fed Funds Rate	1.50%-1.75%	1.75%-2.00%
10yr US Treasury Bonds	1.69%	1.68%

Certification – Responsible Accounting Officer

I hereby certify that the investments listed in this report have been made in accordance with Section 625 of the Local Government Act 1993, clause 212 of the Local Government (General) Regulation 2005 and Council’s Investment Policy.

Item 13.1

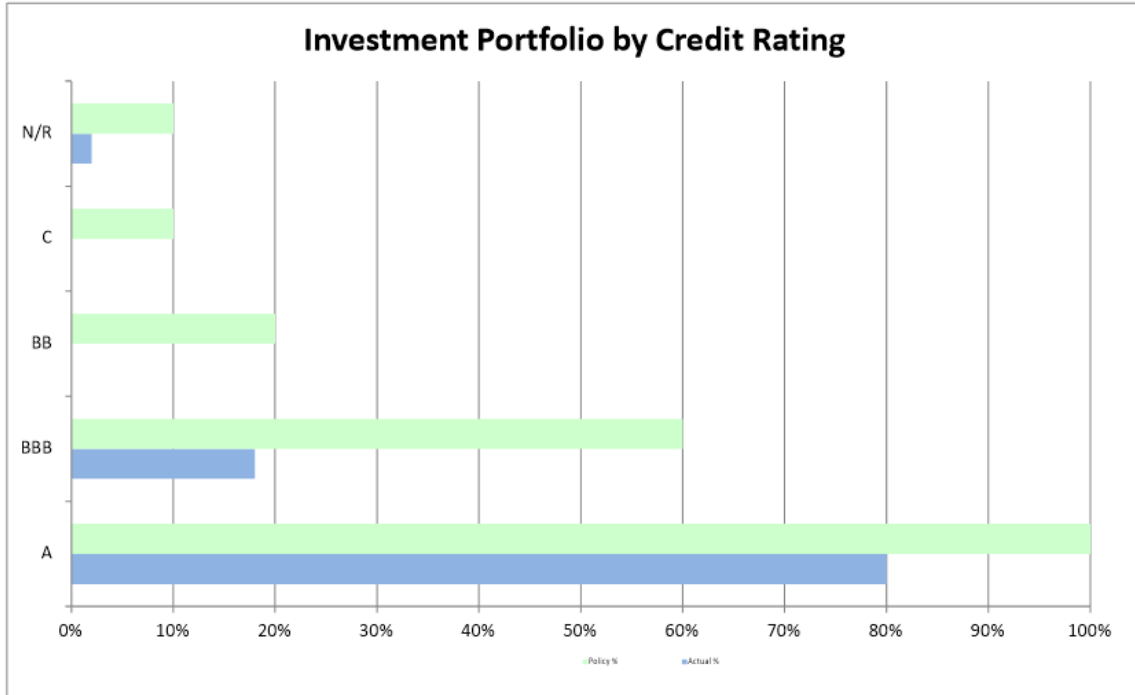
(b) Council Investments as at 31 October, 2019

DIRECT INVESTMENTS: INSTITUTION	S & P RATING	MARKET VALUE \$	INVESTMENT TYPE	DATE LODGED	MATURITY DATE	TERM (DAYS)	RATE %
AMP	BBB+	1,000,000	Term Deposit	09/09/19	11/03/20	184	1.90
AMP	BBB+	500,000	Term Deposit	24/10/18	21/10/20	728	2.85
Bankwest	A	4,000,000	Term Deposit	16/09/19	15/11/19	60	1.55
Bank of Qld	BBB+	1,000,000	Term Deposit	24/10/18	21/10/20	728	2.90
ING Bank (Australia)	A1/A	1,000,000	Term Deposit	02/11/18	21/10/20	719	2.88
Bendigo	BBB+	1,000,000	Term Deposit	10/07/19	13/11/19	126	1.85
Judo Bank	N/R	500,000	Term Deposit	16/05/19	12/11/19	180	2.70
Macquarie Bank	A	2,000,000	Term Deposit	05/09/19	04/12/19	90	1.80
NAB	AA-	1,500,000	Term Deposit	28/08/19	27/11/19	91	1.68
NAB	AA-	2,000,000	Term Deposit	23/10/19	16/12/19	54	1.17
Suncorp	A+	1,000,000	Term Deposit	10/07/19	11/12/19	154	1.93
Newcastle Permanent FRN	BBB	1,008,880	Floating Rate Note	28/09/18	06/02/23	1592	2.23
Total Term Deposits & FRNs		16,508,880					2.12
TcorpIM Cash Fund	AAA	4,424,590	Cash Fund		AT CALL		1.32
Westpac	AA-	4,116,182	Bank Account	-	AT CALL		0.99
Total 'At Call' Funds		8,540,773					0.99
TOTAL CASH & INVESTMENTS		25,049,653			Average Rate- Oct 2019		1.63
					Average Rate- Oct 2018		2.35
TOTAL INVESTMENTS Sep 2019		29,714,795	-18.62%	Change in total investment over prev 1 month			
TOTAL INVESTMENTS Oct 2018		40,351,307	-37.92%	Change in total investment over prev 12 months			

Note: The Westpac Bank Account balance shown above of \$4.12M includes deposits at month-end not processed to Council's financial system and excludes cheques that have not been presented.

Item 13.1

Attachment 1



Long Term Credit Ratings (S&P or Moodys or Fitch)	Policy Maximum	Current Holding %	Current Investment \$
A- to AAA	100%	80%	\$20,040,773
BBB- to BBB+	60%	18%	\$4,508,880
BB- to B+	20%	0%	\$0
C - CCC	10%	0%	\$0
Not Rated (N/R)	10%	2%	\$500,000
			\$25,049,653

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Attachment 1

(c) Application of Invested Funds

Restricted Funds:	Description	Value (\$)
Externally Restricted	Developer Contributions	5,330,949
	Unexpended Grants	1,350,116
	Domestic Waste	3,128,551
	Waste & Sustainability	414,590
	Illawarra Shoalhaven Joint Organisation	1,804,484
Internally Restricted	Employees leave entitlement	2,220,000
	Carry over works	4,297,144
	Blue Haven ILU	461,115
	Blue Haven care – residential	1,517,602
	CACP	160,703
	Community bus	399,127
	Computer	770,128
	Future Projects	500,000
	Council Elections	145,000
	Holiday parks	959,050
	Land development	3,703,466
	Plant replacement	1,899,563
	Regional carer respite centre	416,663
	Waste business unit	748,755
	Arts Precinct	38,722
	Energy Efficiency	284,768
	Pavilion Renewal	40,000
	Risk Improvement Incentive	105,237
Unrestricted Funds:	Funds to meet current budgeted expenditure	- 5,646,079
TOTAL INVESTMENTS		25,049,653

The above Application of Invested Funds reflects draft unaudited balances. The values are subject to change.

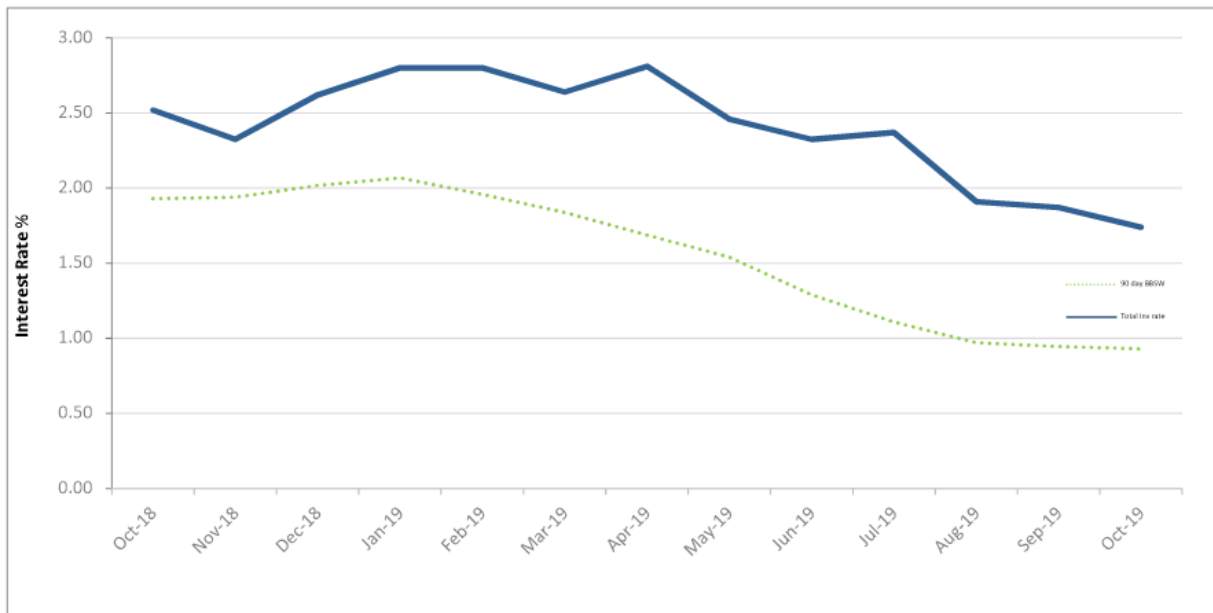
The Unrestricted Funds balance forms available cash to fund Council's ongoing budget operations.

(d) Investment Portfolio Performance

Investment Performance vs Benchmark

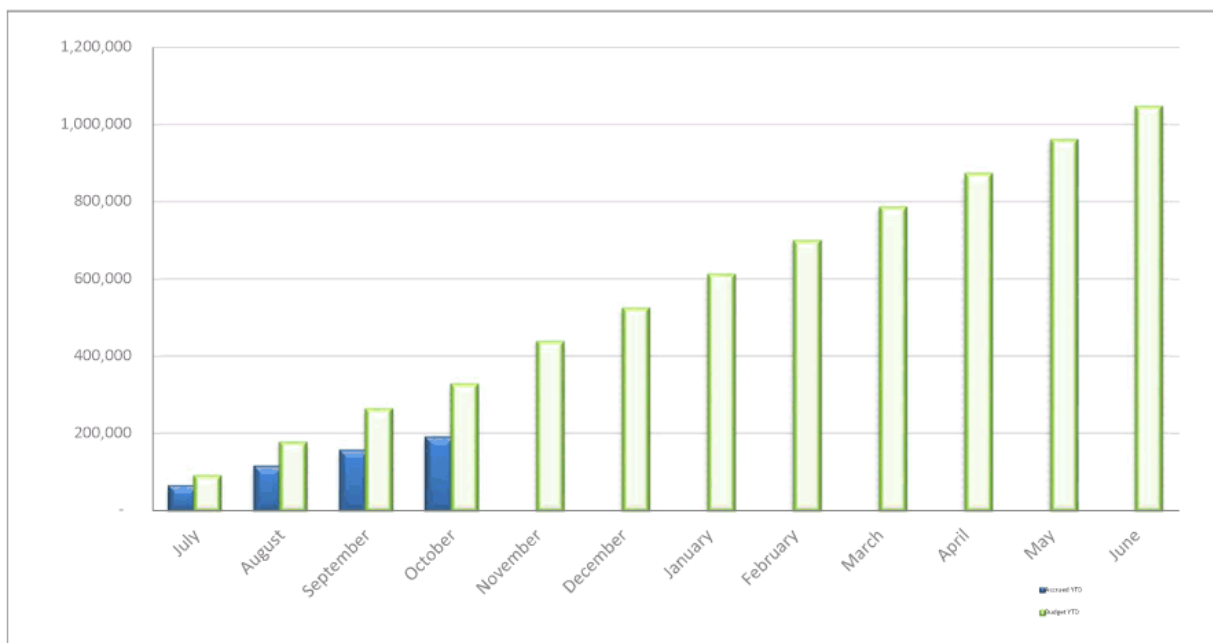
	Investment Portfolio Return (%pa)	Benchmark: BBSW 90 day Bank Bill Index (source RBA)
1 month average	1.63	0.93
3 month average	2.05	1.01
6 month average	2.29	1.26
12 month average	2.45	1.61

It Performance Compared to Benchmark



Council has been able to consistently perform above the Reserve Bank 90 day Bank Bill Index.

Accrued Interest Compared to Budget as at 31 October, 2019



13.2 New Fees and Charges Item

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.1 Council is financially sustainable

Delivery Program: 4.1.2 Identify opportunities to diversify and maximise funding sources

Item 13.2

Summary

This report recommends the introduction of a new Personal Training fee for Leisure Centre operations.

Finance

The new fee will allow for the capture of new revenue.

Policy

Fees and Charges.

Consultation (Internal)

Manager Commercial Services

Director Corporate and Commercial Services.

Communication/Community Engagement

If adopted by Council the new fee is required to go on Public Exhibition for 28 days in order to be levied.

Attachments

Nil

Enclosures

Nil

RECOMMENDATION

That Council adopt a new fee for Leisure Centre Personal Training Sessions as follows:

Members

30 minutes \$40

45 minutes \$60

45 minute – 5 session voucher \$275

Non-Members

30 minutes \$50

45 minutes \$80

45 minute – 5 session voucher \$375

Include a complimentary personal training assessment in both Silver and Gold memberships

[Opportunity for discounts with Leisure Centre marketing and promotions.](#)

BACKGROUND

In order to meet industry and market expectations for fitness and related leisure services it is necessary to introduce a new fee for personal training sessions at the Leisure Centre. Analysis has been undertaken including other fitness providers and the proposed fee structure is considered to be fair and reasonable.

In accordance with Council policy the proposed new fee will be advertised for 28 days for public comment.

Item 13.2

13.3 Financial Report for the period ending 30 September 2019

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.1 Council is financially sustainable

Delivery Program: 4.1.1 Meeting and reporting against IPART/Fit for the Future benchmarks

Summary

That the revised budget for the period ending 30 September 2019 be received and adopted.

Finance

Variation to Council's 2019/2020 Budget

Policy

This report is a requirement under the Local Government Act 1993

Attachments

1 Quarterly Budget Review Statement - September 2019 [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council receive and adopt the revised budget for the period ending 30 September 2019.

BACKGROUND

In accordance with Clause 203 of the Local Government (General) Regulation 2005 the revised budget for the period is presented for Council's consideration. A detailed budget review statement will be tabled at the meeting. The statement provides for any variations, which have previously been approved by Council, and adjustments to income and expenditure items based on present trends to date.

Fit For the Future Criteria	Benchmark s	Original Budget 2019/20		Revised Budget as at 30/09/2019	
Operating Performance Ratio	>0%	0.34%	✓	-0.45%	X
Own Source Operating Revenue Ratio	>60%	67.11%	✓	66%	✓
Asset Maintenance Ratio	>=100%	102%	✓	102%	✓
Building & Infrastructure Renewals Ratio	>=100%	117%	✓	100.1%	✓
Debt Service Ratio	>0% <20%	3.89%	✓	3.89%	✓
Infrastructure Backlog Ratio	<2%	1.56%	✓	1.56%	✓
Real Operating Expenditure - Consolidated	Decreasing	Decreasing	✓	Decreasing	✓

Budget Review Report

Material variations to the budget are included in the following statements.

Summary of changes in the following reports: (\$,000)

Income & Expenses Statement - net increase in revenue 862

Capital Budget Statement - net increase in expenditure 774

Attached are Revised Income Statement, Capital Budget Statement, Cash and Investments, Key Performance Indicators and Contracts & Other Expenses showing the material variances for the September quarter.

The Budget Review Report will be tabled at the meeting.

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

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Item 13.3

Attachment 1

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005:

30 September 2019

It is my opinion that the Quarterly Budget Review Statement for Kiama Municipal Council for the quarter ended 30/09/19 indicates that Council's projected financial position at 30/6/20 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Signed: _____

date: 12/11/2019

Rob Owens
Responsible Accounting Officer

Item 13.3

Attachment 1

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Income & Expenses Budget Review Statement

Budget review for the quarter ended 30 September 2019

Income & Expenses - Council Consolidated

(\$000's)	Original Budget 2019/20	Carry Forwards	Revised Budget 2019/20	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures
Income							
Rates and Annual Charges	23,839		23,839	-		23,839	23,753
User Charges and Fees	20,956		20,956	(17)	1	20,939	5,191
Interest and Investment Revenues	1,043		1,043	-		1,043	20
Other Revenues	3,419		3,419	2	2	3,421	586
Grants & Contributions - Operating	11,412	6	11,418	92	3	11,510	2,732
Grants & Contributions - Capital	12,731		12,731	1,109	4	13,840	6,981
Net gain from disposal of assets	336		336	-		336	-
Total Income from Continuing Operations	73,736	6	73,742	1,186		74,928	39,264
Expenses							
Employee Costs	28,914	12	28,926	50	5	28,976	7,445
Borrowing Costs	1,127		1,127	-		1,127	34
Materials & Contracts	18,831	228	19,059	272	6	19,331	7,644
Depreciation	7,437		7,437	-		7,437	1,859
Legal Costs	192		192	-		192	148
Consultants	-		-	-		-	-
Other Expenses	3,962		3,962	1	7	3,964	1,135
Total Expenses from Continuing Operations	60,462	240	60,702	324		61,026	18,265
Net Operating Result from All Operations	13,274	(234)	13,040	862		13,902	20,999
Net Operating Result before Capital Items	542	(234)	308	(247)		62	14,018

Item 13.3

Attachment 1

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 31/12/18 and should be read in conjunction with the total QBRS report

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Income & Expenses Budget Review Statement

Budget review for the quarter ended 30 September 2019

Income & Expenses - Blue Haven Aged Care Facility

(\$000's)	Original Budget 2019/20	Carry Forwards	Revised Budget 2019/20	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures
Income							
Rates and Annual Charges	-	-	-	-	-	-	-
User Charges and Fees	6,266	-	6,266	-	-	6,266	1,528
Interest and Investment Revenues	593	-	593	-	-	593	-
Other Revenues	2,217	-	2,217	-	-	2,217	-
Grants & Contributions - Operating	7,967	-	7,967	-	-	7,967	1,882
Grants & Contributions - Capital	7,876	-	7,876	-	-	7,876	6,100
Total Income from Continuing Operations	24,918	-	24,918	-		24,918	9,510
Expenses							
Employee Costs	10,130	-	10,130	-	-	10,130	2,490
Borrowing Costs	834	-	834	-	-	834	1
Materials & Contracts	3,486	-	3,486	-	-	3,486	751
Depreciation	335	-	335	-	-	335	84
Other Expenses	494	-	494	-	-	494	25
Total Expenses from Continuing Operations	15,280	-	15,280	-		15,280	3,351
Net Operating Result from Continuing Operator	9,638	-	9,638	-		9,638	6,159
Discontinued Operations - Surplus/(Deficit)	-	-	-	-	-	-	-
Net Operating Result from All Operations	9,638	-	9,638	-		9,638	6,159
Net Operating Result before Capital Items	1,762	-	1,762	-		1,762	59

This statement forms part of Council's Quarterly Budget Review Statement (QBR) for the quarter ended 31/12/18 and should be read in conjunction with the total QBR report

Item 13.3

Attachment 1

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Income & Expenses Budget Review Statement

Budget review for the quarter ended 30 September 2019

Income & Expenses - Holiday Parks

(\$000's)	Original Budget 2019/20	Carry Forwards	Variations for this Sep Qtr	Notes	Projected Year End Result	Actual YTD figures
Income						
Rates and Annual Charges	-		-		-	-
User Charges and Fees	8,873		-	1	8,873	2,189
Interest and Investment Revenues	-		-		-	-
Other Revenues	99		-		99	26
Grants & Contributions - Operating	15		-		15	-
Grants & Contributions - Capital	-		-		-	-
Net gain from disposal of assets	-		-		-	-
Total Income from Continuing Operations	8,987		-		8,987	2,215
Expenses						
Employee Costs	123		0	5	124	33
Borrowing Costs	131		-		131	3
Materials & Contracts	4,627	-	2	6	4,629	1,895
Depreciation	-		-		-	-
Legal Costs	-		-		-	-
Consultants	-		-		-	-
Other Expenses	880		-	8	880	209
Total Expenses from Continuing Operations	5,761	-	3		5,764	2,140
Net Operating Result from All Operations	3,226	-	(3)		3,223	75
Net Operating Result before Capital Items	3,226	-	(3)		3,223	75

Item 13.3

Attachment 1

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 31/12/18 and should be read in conjunction with the total QBRS report

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details	\$,000
Income:		
1	Engineering User Fees	(17)
2	Increase in Regulations Public Works Income	2
3	Additional RMS funding	92
4	Black Spot Funding - W3541	60
	Stronger Country Communities Grant	128
	BMX Sanctuary Quarry- Grant funding	50
	Splash Zone - Grant funding	61
	Visitor Information Centre - Grant funding	182
	Kiama Surf Club - Grant funding	67
	Minnamurra Fish Cleaning Table - Grant funding	12
	RFS/ Jameroo Combined Sports - Grant funding	40
	Bombo Staircase - Grant funding - Grant funding	150
	Kevin Walsh Oval - Grant funding	359
Expenses:		
5	Term employee engaged rather than using contractors	50
6	Term employee engaged rather than using contractors	-50
	Fountaindale Dam Study	197
	Regional Roads	107
	RMS Additional Work	13
7	minor immaterial adjustment	1

Item 13.3

Attachment 1

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/1

Capital Budget Review Statement

Budget review for the quarter ended 30 September 2019

Capital Budget - General Fund

(\$000's)	Original Budget 2018/19	Carry Forwards	Revised Budget 2018/19	Variations for this Sept Qtr	Notes	Projected Year End Result	Actual YTD figures	Notes
Capital Expenditure								
New Assets								
- Plant & Equipment	134	38	172	- 0		172	17	
- Land & Buildings	19,751	15,235	34,986	702		35,688	9,562	
- Roads, Bridges, Footpaths	3,257	818	4,074	8		4,082	190	
- Other Structures	60	-	60	-		60	-	
Renewal Assets (Replacement)								
- Plant & Equipment	2,574	-	2,574	-		2,574	1,268	
- Land & Buildings	2,264	748	3,012	- 120	1	2,892	1,993	
- Roads, Bridges, Footpaths	1,579	368	1,947	281	2	2,228	350	
- Other Assets	3,108	39	3,146	- 97		3,049	625	
Loan Repayments (Principal)			-			-	15	
Total Capital Expenditure	32,726	17,246	49,972	774		50,746	14,019	
Capital Funding								
Rates & Other Untied Funding	10,490		10,490	61		10,551	3,211	
Capital Grants & Contributions	10,849	2,991	13,840	2,221		16,061	6,981	
Reserves:								
- External Restrictions/Reserves		3,292	3,292	-		3,292	569	
- Internal Restrictions/Reserves	1,604	4,528	6,132			6,132	4,528	
New Loans	9,783	6,623	16,406			16,406	1,623	
Total Capital Funding	32,726	17,434	50,160	2,282		52,442	16,912	
Net Capital Funding - Surplus/(Deficit)	(0)	188	188	1,508		1,696	2,893	

Item 13.3

Attachment 1

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 31/12/18 and should be read in conjunction with the total QBRS report

Kiama Municipal Council

Cash & Investments Budget Review Statement

Budget review for the quarter ended 30 September 2019

Cash & Investments - General Fund

(\$000's)	Opening Balance 2019/20	Original Budget Movements	Revised Budget 2019/20	Variations for this Sep Qtr	Notes	Projected Year End Result
Externally Restricted ⁽¹⁾						
S94 Developer Contributions	5,358		5,358			5,358
Grants and Contributions	1,092	(1,092)	-			-
Unexpended Loan Funds			-			-
Domestic Waste	3,089	477	3,566			3,566
Waste & Sustainability			-			-
Illawarra Shoalhaven Joint Organisation	1,804		1,804			1,804
Total Externally Restricted	11,343	(615)	10,728	-		10,728
<small>(1) Funds that must be spent for a specific purpose</small>						
Internally Restricted ⁽²⁾						
Arts Precinct	39	(39)	-			-
Blue Haven care – residential	1,518		1,518			1,518
Blue Haven ILU	461		461			461
CACP	161		161			161
Carry over works	4,528	(4,528)	-			-
Community bus	399		399			399
Computer	770		770			770
Unspent Loan Funding	1,623	(1,623)	-			-
Council Elections	145	45	190			190
Employees leave entitlement	2,220		2,220			2,220
Energy Efficiency	285	4	289			289
Fleet replacement	40		40			40
Future Projects	500		500	649		1,149
Holiday parks	3,537		3,537			3,537
Land development	3,823		3,823			3,823
Leisure Centre Renewal	-		-			-
Regional carer respite centre	417		417			417
Organisational development	-		-			-
Pavilion	40		40	(40)		-
Plant replacement	1,900	(1,371)	529			529
Property insurance	-		-			-
Risk Improvement Incentive	105		105			105
S94 recoupments	-		-			-
Waste and sustainability	415		415			415
Waste business unit	749		749			749
Total Internally Restricted	23,675	(7,512)	16,163	609		16,772
<small>(2) Funds that Council has earmarked for a specific purpose</small>						
Unrestricted (ie. available after the above Restrictions)	34		649	(609)		40
Total Cash & Investments	35,052	(7,512)	27,540			27,540

Item 13.3

Attachment 1

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Cash & Investments Budget Review Statement

Investments

Investments have been invested in accordance with Council's Investment Policy.

Cash

The Cash at Bank figure included in the Cash & Investment Statement totals \$26,790,095

This Cash at Bank amount has been reconciled to Council's physical Bank Statements.
The date of completion of this bank reconciliation is 30th September 2019

Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details	\$,000	\$,000
		To	From
	Future Project Development	649	
	Pavilion - renovations		40

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Key Performance Indicators Budget Review Statement - Industry KPI's (OLG)

Budget review for the quarter ended 30 September 2019

(\$000's)	Current Projection		Original Budget 19/20	Actuals Prior Periods	
	Amounts 19/20	Indicator 19/20		18/19	17/18

NSW Local Government Industry Key Performance Indicators (OLG):

1. Operating Performance

Operating Revenue (excl. Capital) - Operating Expenses	- 274	-0.45 %	0.74 %	-1.94 %	4.77 %
Operating Revenue (excl. Capital Grants & Contributions)	60,753				

This ratio measures Council's achievement of containing operating expenditure within operating revenue.



2. Own Source Operating Revenue

Operating Revenue (excl. ALL Grants & Contributions)	49,578	66.2 %	60.2 %	74.0 %	60.4 %
Total Operating Revenue (incl. Capital Grants & Cont)	74,928				

This ratio measures fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants & contributions.

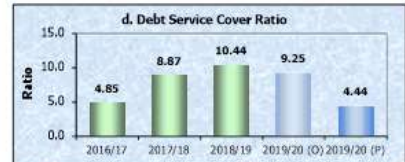


NSW Local Government Industry Key Performance Indicators (OLG):

4. Debt Service Cover Ratio

Operating Result before Interest & Dep. exp (EBITDA)	8,625	4.44	9.25	10.44	8.87
Principal Repayments + Borrowing Interest Costs	1,941				

This ratio measures the availability of operating cash to service debt including interest, principal and lease payments.



6. Cash Expense Cover Ratio

Current Year's Cash & Cash Equivalents (incl. Term Deposits)	27,540	15.75	9.53	9.86	10.71
Operating & financing activities Cash Flow payments	1,748				

This liquidity ratio indicates the number of months a Council can continue paying for its immediate expenses without additional cash inflow.



NSW Local Government Infrastructure Asset Performance Indicators (OLG):

7. Building and Infrastructure Renewals Ratio

Asset Renewals (Building, Infrastructure & Other Structures)	5,243	102.4 %	102.5 %	199.2 %	199.2 %
Depreciation, Amortisation & Impairment	5,118				

To assess the rate at which these assets are being renewed relative to the rate at which they are depreciating.



Item 13.3

Attachment 1

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Contracts Budget Review Statement

Budget review for the quarter ended 30 September 2019

Part A - Contracts Listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract Value	Start Date	Duration of Contract	Budgeted (Y/N)	Notes
Roadworx	Supply and lay asphaltic concrete for the 2019/20 financial year.	1,084,380	16/07/19	12 months	Y	
Bucher Municipal Pty Ltd	2 x broom type street sweepers	756,624	18/07/19	10 months	Y	
Garwood International Pty Ltd	Rear loading garbage compactor	258,066	18/07/19	10 months	Y	
Southern Truck Centre	Sideloader compactor truck	430,084	18/07/19	10 months	Y	
Wendgold Pty Ltd	Supply and installation of five (5) cabins at Surf Beach Holiday Park	1,095,220	30/07/19	6 months	Y	
Beau Corp Projects	Design and construction of pool precinct at Surf Beach Holiday Park	845,158	21/08/19	4 months		
Momentum Built	Building of Gerringong Library and Museum project	3,480,000	11/09/19	12 months	Y	

Notes:

1. Minimum reporting level is 1% of estimated income from continuing operations of Council or \$50,000 - whatever is the lesser.
2. Contracts listed are those entered into during the quarter being reported and exclude contractors on Council's Preferred Supplier list.
3. Contracts for employment are not required to be included.

This statement forms part of Council's Quarterly Budget Review Statement (QBR) for the quarter ended 31/12/18 and should be read in conjunction with the total QBR report

Item 13.3
Attachment 1

Kiama Municipal Council

Quarterly Budget Review Statement
for the period 01/07/19 to 30/09/19

Consultancy & Legal Expenses Budget Review Statement

Consultancy & Legal Expenses Overview

Expense	YTD Expenditure (Actual Dollars)	Budgeted (Y/N)
Consultancies	-	Y
Legal Fees	147,612	Y

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Item 13.3

Attachment 1

14 REPORT OF THE DIRECTOR ENGINEERING AND WORKS

14.1 Overnight parking restrictions at Kevin Walsh Oval, Jamberoo

CSP Objective: 1.0 A healthy, safe and inclusive community

CSP Strategy: 1.3 We live in a safe community

Delivery Program: 1.3.3 Undertake local community safety initiatives

Summary

Following concerns received from the Jamberoo community regarding overnight parking at Kevin Walsh Oval, this report seeks Council's resolution to implement parking restrictions in the area.

Finance

2019/20 Budget allocation under Infrastructure Capital New – Recreation & Open Space

Policy

N/A

Consultation (Internal)

N/A

Communication/Community Engagement

Various meetings held with Jamberoo Valley Residents & Ratepayers Association.

Report tabled to November meeting of Kiama Local Traffic Committee

Attachments

- 1 Report for Information - 15.9 Jamberoo Free Camping Area - 25 June 2019 [↓](#)
- 2 Kevin Walsh Oval Parking Signage Plan [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council:

1. Adopts the parking restrictions and rules and regulations (including prohibited activities) for 48 hour overnight parking at Kevin Walsh Oval, Jamberoo applicable to designated areas as detailed in:
 - a) Overnight Parking Signage Plan, Kevin Walsh Oval - Site Plan no 2554-A
 - b) Rules and Regulations (including Prohibited Activities) for the usage for 48 Hour Overnight Parking at Kevin Walsh Oval, Jamberoo, as contained on Site Plan numbers 2554-B and 2554-C.
2. Authorises the erection of enforcement signs (Notices) in the designated locations as identified in Overnight Parking Signage Plan, Kevin Walsh Oval -

Report of the Director Engineering and Works

14.1 Overnight parking restrictions at Kevin Walsh Oval, Jamberoo (cont)

[Site Plan numbers 2554-A, 2555-B and 2555-C.](#)

BACKGROUND

For a number of years, a designated area at Kevin Walsh Oval has been used for short stay camping. Subsequent to the Report for Information on this matter tabled at the 25 June 2019 Council meeting, further investigation has been undertaken on a range of measures to address ongoing concerns raised by the Jamberoo Valley Ratepayers and Residents Association (JVRRA) on issues associated with the free camping area.

Given the apparent confusion with users of the area and the difficulties in enforcing the parking extents, length of stay, type of vehicles and conditions of use, it is proposed that new signage be installed in the area that addresses the above and is legally enforceable. In consultation with Ranger Services, a signage plan has been prepared that designates an overnight parking area (48 hours maximum) for 4 self-contained motorhomes or caravans only. Prohibited vehicles including those with roof top tents, camper trailers, campervans/cars and camping tents.

Under Section 632 of the Local Government Act 1993, a person who, fails to comply with the terms, rules and regulations and parking requirements as contained in the notices (signs) to be erected at Kevin Walsh Oval Jamberoo is guilty of an offence. Where a breach occurs, Ranger Services can issue a caution notice seeking compliance or an infringement notice. A penalty infringement notice can be issued for non-compliance and fines can range from \$110 up to a maximum of \$1,100 under this Act.

In order for the signage plan to be legally enforceable, a resolution of the Council is required. If endorsed by Council it is proposed to have the signage manufactured and installed prior to the busy holiday period.

Item 14.1

ORDINARY MEETING

25 JUNE 2019

Reports for Information

15.9 Jamberoo Free Camping Area

Responsible Director: Environmental Services

Kevin Walsh Oval has been used for short stay camping for some years. An RV grey and black water disposal point located at the site makes it ideal for overnight stays.

There are restrictions on the use of the site for short stay camping which includes a two day limit, no tent camping, no littering and no fires. There are also restrictions on the areas within the reserve that short stay RV camping is allowed.

The intended capacity of the area has been significantly exceeded at times, largely as a result of the site being included in social media platforms as a free campsite. To help manage the capacity and use of the area and to assist the Ranger Service in legal enforcement of the short stay RV camping area, some improvements were made in 2018. These included the installation of new enforcement signage, lighting and vehicle barrier bollards. The Ranger Service continues to patrol, educate and enforce Council regulation at the site on a regular basis and maintains a register of visitor vehicle numbers so frequency and visitor turnaround can be monitored.

The Jamberoo Valley Ratepayers and Residents Association discussed the ongoing issues associated with the free camping area at its meeting held on 7 May 2019. The Association noted ongoing concerns associated with the camping including:

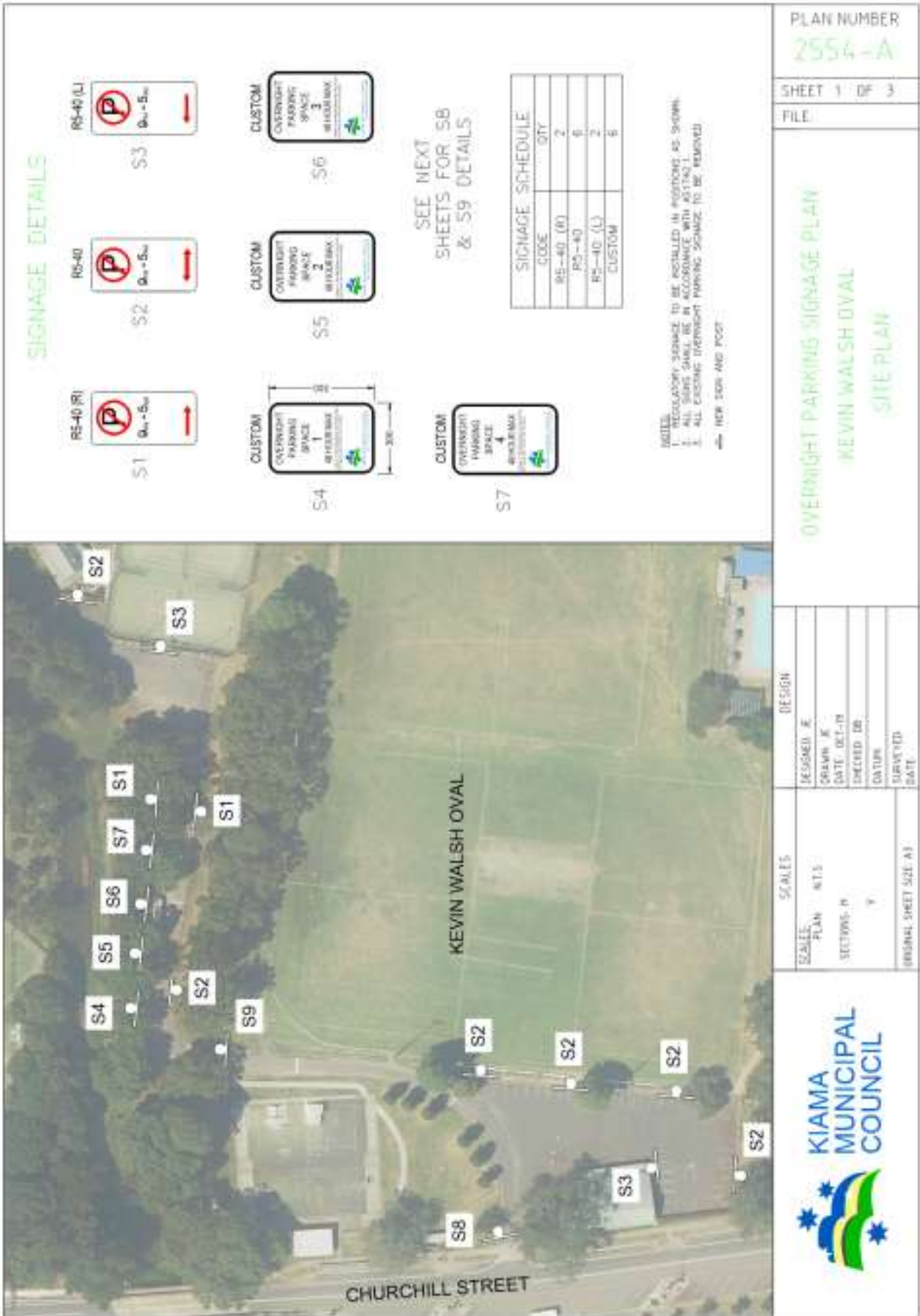
- Interference with vehicle access to tennis club
- Improper use of picnic and other facilities
- Inconvenience to sporting and other event organisers at Kevin Walsh oval
- Hygiene issues associated with campers not using local amenities

The Association wishes to support the ongoing provision of free camping in the area but would like to work with council to put in place some measures to better manage their concerns. A representative group of JVRRA and sporting groups met with council staff (Director Environmental Services, Acting Director Engineering and Works and Manager Environment and Health) on 31 May to discuss potential improvements.

Council has undertaken to investigate a range of initial measures that were agreed to at the meeting that include:

- Enforcement opportunities
- Clearer signage
- Parking restrictions
- Availability of information on Council's website.

Further discussions will be held in the coming weeks and months to finalise and implement some initial improvements.



Attachment 2 Item 14.1



Attachment 2 Item 14.1


1200
750

RULES & REGULATIONS FOR 48 HOUR OVERNIGHT PARKING - KEVIN WALSH OVAL


PARKING RESTRICTIONS AND REQUIREMENTS

1. ARRIVALS OF MOTORHOMES AND CARAVANS AND TOURING VEHICLES DURING THE DAY AND OVERNIGHT IS ONLY ALLOWED IN THE FOUR (4) DESIGNATED PARKING SPACES IDENTIFIED IN THE SITE MAP (H) SHOWN
2. MOTORHOMES AND CARAVANS MUST HAVE SHOWER, TOILET AND WITCHEN FACILITIES CONTAINED IN THE VEHICLE AND BE FITTED WITH BLACK WATER AND GREY WATER TANKS
3. ALL MOTORHOMES AND CARAVANS AND TOURING VEHICLES MUST BE PARKED WITHIN A DESIGNATED PARKING SPACE (POWANGA, ALLIANCE) AND MUST NOT STAY FOR MORE THAN 48 HOURS
4. PROHIBITED VEHICLES, INCLUDING VEHICLES WITH ROOF TENTS, CAMPER TRAILERS, CAMPER VANHOMES, CARAVAN TANKS AND BEAT OVERNIGHT AT KEVIN WALSH OVAL


PROHIBITED ACTIVITIES




NO CAMPING



NO FIRES



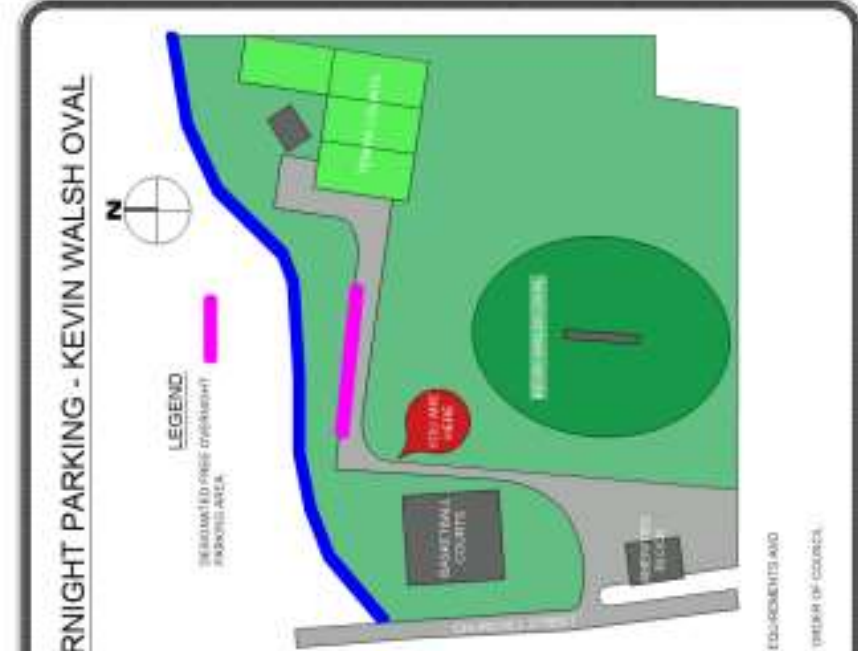
NO DISCHARGE OF EFFLUENT



KIAMA MUNICIPAL COUNCIL
your council, your community

ANYONE WHO DOESN'T COMPLY WITH THE PARKING REQUIREMENTS AND TERMS OF THIS NOTICE IS LIABLE FOR A FINE.

FINES FOR BREACHES OF THIS NOTICE WILL BE DECIDED BY THE CHIEF OF POLICE.



LEGEND

- DESIGNATED PARKING SPACES
- DESIGNATED FIRE OVERNIGHT PARKING AREA

SCALE: PLAN: A1:5
SECTION: H

DESIGNED: E
DRAWN: E
DATE: 01-11
CHECKED: DB
DATE: 01-11
SUBMITTED: DATE

ORIGINAL SHEET SIZE: A1

DESIGNED: E
DRAWN: E
DATE: 01-11
CHECKED: DB
DATE: 01-11
SUBMITTED: DATE

OVERNIGHT PARKING SIGNAGE PLAN
KEVIN WALSH OVAL
SIGN DETAIL 2

PLAN NUMBER
2554-C

SHEET 3 OF 3

FILE

15 REPORT OF THE DIRECTOR BLUE HAVEN

Nil

16 REPORTS FOR INFORMATION

16.1 2019 Household Bulky Waste Drop Off Event

Responsible Director: Environmental Services

The 2019 Household Bulky Waste Drop Off Event was held over 9 days from 7-15 September 2019 (between 8am and 4pm) at the Minnamurra Waste & Recycling Facility. The event was managed by Council which included checking residents off the booking sheets on arrival (including sighting proof of residency and recording vehicle types), providing labour to assist with unloading of vehicles and separating materials into the appropriate bays.

General statistics from the event are summarised below:

- 1025 registrations were booked through Eventbrite;
- 925 registrations were recorded (this includes the 'no bookings' and disregards the 'no shows');
- 905 attendees were recorded;
- 20 attendees were not booked in;
- 120 residents booked in but did not attend;
- From the urban waste area zone 5 was the most represented (14%);
- From the rural waste area zone 12 was the most represented (14%);
- The most common type of vehicle was a car;
- The most popular timeslot was 10am – 12noon;
- The most popular day was the last day, Sunday 15 September;
- Sunday 8 September had the most amount of no shows;

Total tonnages and materials received:

- Approximately 182.5 tonnes of material was dropped off.
- 67.32 tonnes of material was sent to landfill. This is 1.05 tonnes more than last year's event. The increase in the amount of material sent to landfill was due to the wet weather which occurred throughout the week after the event was held, whereby all the remaining up 4 grabs items were damaged and thereby sent to landfill.
- Approximately 115.18 tonnes was either recycled or taken for reuse representing 63.12% total resource recovery rate. This is 5.11% decrease from last year's event (as explained above).
- Material breakdown is included in the table below. The major recovered items were: Up4Grabs items 29.38%, metals 9.86%, e-waste 2.47%, mattresses 3.52% and paint 1.56%.

Promotion of the event:

Reports for Information

16.1 2019 Household Bulky Waste Drop Off Event (cont)

-
- The event was created on an external booking system, Eventbrite and a slider was put onto the Council's website page in August with a link to the Eventbrite registration page.
 - The event was posted on Council's Facebook page, shared to various community pages and boosted approximately 3 times.
 - The event dates and details were provided in the 2018-2020 waste collection calendar, which was distributed to all households in June 2018.
 - An event flyer was not posted to residents, instead advertisements were placed in The Bugle and the Gerringong/Gerroa Whispers.

Lessons learned from 2018 event

- To manage the attendees more efficiently, extra staff were appointed at the checkpoint to assist with the unloading of the materials from vehicles, provide information on where to dispose of materials and to manage the materials at the up 4 grabs tent.
- Additional safety signage was erected at the event. This was to avoid any safety concerns that may arise at the event such as unsupervised children, injury to persons for wearing inappropriate footwear and climbing on furniture.

Positives:

- Overall the feedback has been very positive.
- Received a letter of thanks from a local resident.
- Additional staff appointed to the up 4 grabs tent/checkpoint enabled the event to run smoothly and without incident. Staff were on hand to assist with the unloading of vehicles and the placement of materials within the up 4 grabs tent.
- Only 23 illegal dumping incidents recorded in July – September 2019 quarter.

Suggested Improvements for 2020 Event:

- It was suggested, following the 2018 event, that a Safety Officer be designated to monitor children who attend the event with their parents and carers. With staff on hand being more aware of children present at the event, a designated Safety Officer has been deemed unnecessary.
- Clearer signage to identify parking area.
- Appropriate directional signage to be made and erected at the entry point to direct drivers upon entry to the site to minimise confusion and reduce congestion.
- Requirement to completely block off the use of the weighbridge on Sundays during the event.

Reports for Information

16.1 2019 Household Bulky Waste Drop Off Event (cont)

Material Type	Examples of Items	Possible Market	Total Tonnage 2019	Total Tonnage 2018	Total Tonnage 2017	Total Tonnage 2016	Total Tonnage 2015
Paper and cardboard	Boxes, newspapers	Council – current arrangement	4.50	6.50	7.5	10	8.20
Steel/metal	Whitegoods (more than 75% of the item is made from metal) BBQ, metal clothes line, metal gates, metal roofing, car parts, hot water systems, tap ware	Council – current arrangement – steel bin	18.00	22.00	28.00	24.86	21.50
Glass/plastic – mixed recyclables	Bottles, cans, milk bottles	Council – current arrangement	1.10	1.30	2.00		2.30
Batteries	Batteries (car and truck)	Council – current arrangement Toxfree	1.20	1.25	1.50	1.78	0.52
Batteries (alkaline)	Batteries (alkaline)	Council – current arrangement Toxfree	.10	.20	.03	Included above	0.04
Polystyrene	Polystyrene (No 6 Only)	Council – current arrangement processed onsite	.10	.10	.15	0.14	0.15
Silage Wrap and baling twine	Silage wrap and baling twine	Council – current arrangement (Plasbak)	-	-	Nil	2	1.28
Drums	Only drumMuster branded drums accepted	Council – current arrangement (drumMuster)	-	-	Nil	0.3	0.30
Motor oil	Motor oil	Council – current arrangement Toxfree	1.10	1.25	1.50	5.0	1.00
Cooking oil	Cooking oil	Council – current	.20	.10	.25	1	0.05

Item 16.1

Reports for Information

16.1 2019 Household Bulky Waste Drop Off Event (cont)

Material Type	Examples of Items	Possible Market	Total Tonnage 2019	Total Tonnage 2018	Total Tonnage 2017	Total Tonnage 2016	Total Tonnage 2015
		arrangement Toxfree					
Light globes	Fluorescent tubes, CFL's and mixed globes	Council – current arrangement Toxfree	.15	.12	.25	0.5	0.25
Textiles	Curtains, linen, clothing, handbags, footwear	Lifeline Mission Australia	.40	.50	.40	0.36	0.35
Paint		Council – current arrangement Toxfree	2.85	3.80	5.51	3	0
Bicycle	Adult and small adult bikes with wide tyres ONLY	Australian Goodwill - Berrima Recycling Centre, Southern Highlands	All bikes received placed in Up4Grabs tent	All bikes received placed in Up4Grabs tent	6.38	1	0.25
Books	Reading books	Lifeline – 19 Auburn Street, Wollongong	All books received placed in Up4Grabs tent	All books received placed in Up4Grabs tent	Nil	1	0.45
Xrays		Council – current arrangement	-	Nil	Nil		
Mattresses	Mattresses and ensembles	Soft Landings	6.42 (291)	7.50 (340)	8.19 (321)	9.62 (426)	8.51 (453)
Gas bottles, fire extinguisher		Council – current arrangement Toxfree	1.50	1.20	1.25	10	6.66
Mobile phones		Council – current arrangement Toxfree	Part of e-waste	Part of e-waste	Part of e-waste	Maybe part of e-waste	0.07
E-waste		Council – current arrangement Toxfree	4.50	7.80	11.50	23.63	19.09
Up 4 Grabs Tent			53.62	66.64	32.52	56.52	28.26

Item 16.1

Reports for Information

16.1 2019 Household Bulky Waste Drop Off Event (cont)

Material Type	Examples of Items	Possible Market	Total Tonnage 2019	Total Tonnage 2018	Total Tonnage 2017	Total Tonnage 2016	Total Tonnage 2015
Recycling from Landfill pile			22.44	22.09	26.60		
Landfill			67.32	66.27	79.80	132.53	75.02
Total			182.50	208.62	213.33	283.24	138.06
Total Recycled			115.18	142.35	133.53	150.71	63.04
			63.12%	68.23%	62.59%	53.2%	45.66%

Item 16.1

The 2019 Household Bulky Waste Drop Off Event budget allocated for this event (2019/20) was set at \$52,054 (excluding GST). Actual expenditure for this event (excluding tip fees, \$41,014) breakdown as per the following table:

ITEM	AMOUNT (excl. GST)
Materials ie. Advertising, hire of additional stillages for CRC and transport of e-waste	2,000
Processing of collected material (refer to table above) excluding tip fees	8,197
Wages/salaries, overtime and superannuation for KMC staff	26,917
Excavation, loading and transporting of materials	3,900
TOTAL job number 2360.3425	\$41,014
Tip fees from job number 2360.0770	\$27,601
TOTAL COSTS FOR HBW 2019	\$68,615
Resource Recovery Rate	63%

Household Kerbside Clean Up Collection – March 2019

This event enabled residents to place out for collection up to 1m³ of eligible material excluding, televisions, computers, mattresses, lounges and other bulky furniture that is not able to be picked up safely by one person.

ITEM	AMOUNT (excl. GST)
Hire of trucks, staff and wages	\$100,000
Tip fees from job number	\$85,618
Income from collected steel (100.6T @ \$60 per tonne)	\$6,036
TOTAL COSTS FOR HBW 2019	\$179,582
Resource Recovery Rate	41%

Reports for Information

16.1 2019 Household Bulky Waste Drop Off Event (cont)

Kiama Council has been selected as a finalist in the 2019 Local Government NSW Excellence in the Environment Awards in the Community Waste Services category for our Household Bulky Waste Drop Off event. This is recognition for the efforts of all the staff involved in putting this annual event together. Winners will be announced at the presentation to be held in Sydney on Tuesday 3 December.

Communication/Community Engagement

Refer to "Promotion of Event" above.

16.2 Alcohol and Other Drugs Policy and Procedure for Councillors - administrative amendmentResponsible Director: Office of the General Manager

At the 25 June 2019 meeting Council endorsed the Alcohol and Other Drugs Policy for Councillors and the Alcohol and Other Drugs Procedures for Councillors.

Following advice from Drug and Alcohol Solutions Australia (DASA) and subsequent updates in the Australian Standards, minor administrative changes to both the Policy and Procedures are required.

In both documents the following changes have been made:

Clause 4i(i) and 4i(ii)

The edition of the words “and any subsequent editions” to follow the reference to AS3547:1997 and AS4760:2006.

Throughout the Procedures document

Removal of the year reference for the Australian Standards so that the document only refers to AS3547 and AS4760.

A marked-up version of the Policy and the Procedure is attached for Councillors' information.

Communication/Community Engagement

As the changes to the Procedures were administrative only there is no requirement for the document to be further endorsed by Council, so no public exhibition is required.

Attachments

- 1 Alcohol and Other Drugs Policy for Councillors - adopted 25/06/19 - administrative changes for Council meeting 19/11/19 [↓](#)
- 2 Alcohol and Other Drugs Procedures for Councillors - adopted 25/06/19 - administrative changes for Council meeting 19/11/19 [↓](#)



Alcohol and Other Drugs Policy for Councillors



Item 16.2

Attachment 1



RESPECT



INNOVATION



INTEGRITY



TEAMWORK



EXCELLENCE

Date adopted	25 June 2019
Resolution number	19/225OC
Date effective	25 June 2019
Date last reviewed	New Policy
Next review date	1 June 2021
Department	Office of the General Manager
Author	Risk Management Coordinator
TRIM reference	19/63163
Supporting documents	Alcohol and Other Drugs Procedures for Councillors

Item 16.2

Attachment 1

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Item 16.2

Attachment 1

1.0 Purpose

Kiama Municipal Council is committed to ensuring all workers are provided with a safe, health and productive workplace free from the adverse effect of any drugs and/ or alcohol. Council takes a zero tolerance stance of any use of alcohol or illegal drugs which constitutes a criminal offence or has the potential to adversely affect the health and safety of council's workers and others in the workplace or the conduct of council's operations.

2.0 Objectives

2.1 The objectives of this policy are to:

- a) create a safe and healthy work environment for all workers, contractors and visitors which is free from the hazards associated with the inappropriate use of alcohol and/or other drugs.
- b) create a supportive culture that acknowledges and encourages workers to accept individual responsibility for workplace health and safety.
- c) provide support for workers who may have difficulty addressing alcohol and/or drug related issues.
- d) foster an attitude and culture amongst all workers that it is not acceptable to come to work under the influence of alcohol and/or drugs that will prevent them from performing their duties in a safe manner.
- e) ensure Council meets its legal obligations by providing a safe working environment for its workers and the general public.
- f) provide education and peer support for rehabilitation from alcohol or drug related issues.
- g) establish measures to achieve a workplace culture that supports fitness for work.
- h) ensure all disciplinary processes are consistently managed in accordance with the Kiama Municipal Council's Code of Conduct for Councillors and Procedures for the Administration of the Code of Conduct, if any disciplinary action is required.

3.0 Scope

This policy applies to the Mayor, Councillors and General Manager (referred to as 'worker' throughout this policy for consistency with standard WHS practice and legislation) within Kiama Municipal Council.

4.0 References

4.1 This document should be read in conjunction with:

- a) Council's Alcohol and Other Drugs Procedure for Councillors
- b) Work Health and Safety Act 2011 (NSW)
- c) Work Health and Safety Regulations 2017 (NSW)
- d) Alcohol and Other Drugs Policy and Procedure Local Government Association (NSW)
- e) Council's Code of Conduct for Councillors
- f) Council's Procedures for the Administration of the Code of Conduct

- g) Road Transport Act 2013
- h) NSW Local Government Alcohol and Other Drugs Policy and Procedure
- i) Australian Standards:
 - i) AS3547:1997 and any subsequent editions – breath alcohol testing devices for personal use
 - ii) AS4760:2006 and any subsequent editions – procedures for specimen collection and the detection and quantitation of drugs in oral fluid

5.0 Policy

- 5.1 Council recognises its responsibility to ensure the health, safety and welfare at work of workers and is committed to providing a safe, healthy and productive workplace that is free from hazards relating to alcohol and drug use.
- 5.2 The Alcohol and Other Drugs Procedure which accompanies this policy (to be read together) describes the standard behaviour expected in relation to the:
 - a) use of alcohol and other drugs
 - b) responsibilities of its workers and others in the workplace
 - c) actions and processes that Kiama Council will take to ensure that the purpose of the Policy are met
 - d) consequences of a breach.


6.0 Private review

- 6.1 This protocol was formally adopted by Council on 25 June 2019.
- 6.2 Council reserves the right to review or vary this protocol in consultation with employees affected by this protocol.

7.0 Document control

Date reviewed	Date adopted	Amendment
New Policy	25 June 2019	V1

8.0 Signature

Name: Kerry McMurray – General Manager	26 June 2019
Signature: 	

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Monday to Friday (excluding public holidays)



KIAMA MUNICIPAL COUNCIL
your council, your community



Alcohol and Other Drugs Procedure for Councillors



Item 16.2

Attachment 2



RESPECT



INNOVATION



INTEGRITY



TEAMWORK



EXCELLENCE

Date adopted	25 June 2019
Resolution number	19/225OC
Date effective	25 June 2019
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Attachment 2

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1.0 Purpose

The purpose of this procedure is to:

- a) Manage alcohol and other drugs and their effect on workers' fitness for work whilst performing duties at Council; and
- b) Ensure that Council has a mechanism to appropriately manage the misuse of alcohol and other drugs in the workplace through training, education and where required, rehabilitation.

2.0 Objectives

The objective of this procedure is to:

- a) Eliminate the risks associated with the misuse of alcohol and other drugs in the workplace, thereby providing a safer work environment;
- b) Reduce the risks of alcohol and other drugs impairment in the workplace; and
- c) Promote a supportive culture that encourages a cooperative approach between mayor and councillors and builds on the shared interest in workplace health and safety.

3.0 Scope

This policy applies to the mayor, councillors and general manager (referred to as 'worker' throughout this policy for consistency with standard WHS practice and legislation) within council.

4.0 References

This document should be read in conjunction with:

- a) Council's Alcohol and Other Drugs Policy for Councillors;
- b) Work Health and Safety Act 2011 (NSW);
- c) Work Health and Safety Regulations 2017 (NSW);
- d) Alcohol and Other Drugs Policy and Procedure Local Government Association (NSW);
- e) Council's Code of Conduct for Councillors;
- f) Council's Procedures for the Administration of the Code of Conduct;
- g) Road Transport Act 2013;
- h) NSW Local Government Alcohol and Other Drugs Policy and Procedure; and
 - i) Australian Standards:
 - i) AS3547:1997 and any subsequent editions – breath alcohol testing devices for personal use
 - ii) AS4760:2006 and any subsequent editions – procedures for specimen collection and the detection and quantitation of drugs in oral fluid

5.0 Duty of care, responsibilities and obligations

Council recognises its responsibility to ensure the health, safety and welfare at work of workers (including contractor/ sub-contractors, consultants and volunteers) and visitors, and is committed to providing a safe, healthy and productive workplace that is free from hazards relating to alcohol and drug use.

5.1 General requirements

The following **general requirements** apply to all workers on a council worksite:

- a) At all times workers will present themselves for work, or resume duties in a 'fit for work' condition, that is, not under the influence of alcohol or other drugs except where the drug is legally prescribed by a doctor for the purposes of treating a medical condition and their work is not likely to be affected by the drug;
- b) No worker will ingest, inhale or inject any drug at work except where the drug is legally prescribed by a doctor (or able to be purchased legally over the counter). All workers have a duty of care to ensure that any prescribed/ over the counter medication will not affect their ability to work safely; and
- c) All workers will refer any alcohol and/ or drug related and/ or welfare concerns likely to pose a safety hazard to any person or property to mayor. If the issues are not resolved it should be referred to the general manager.

5.2 Specific requirements:

5.2.1 Mayor:

- a) Report to work in a fit state, unimpaired by any substance, including when they return to work following scheduled breaks.
- b) Ensure the implementation and adherence of the alcohol and other drugs procedure throughout the councillor's workplace.
- c) Ensure workers are aware of their responsibilities and are provided with adequate information, instruction and training.
- d) Ensure compliance with the requirements of this procedure.
- e) Ensure the provision of confidentiality are adhered to.
- f) Advise the general manager if they, or any other worker is known to be, or suspected of being unable to perform their duties due to the effects of alcohol and/ or drugs.

5.2.2 Councillors:

- a) Report to work in a fit state, unimpaired by any substance, including when they return to work following scheduled breaks.
- b) Ensure the law is adhered to in relation to the possession and consumption of any substances including alcohol.
- c) Advise the mayor if they, or any other worker, including the general manager is known to be, or suspected of being unable to perform their duties due to the effects of alcohol and/ or drugs.
- d) Question their doctor or pharmacist in regard to the effect or side effect, if any, their medications may have on work and/ or safety performance.
- e) Recognise that performance of their duties could be affected by alcohol or drugs and instigate appropriate risk control measures if required.
- f) Not undertake duties if their ability to perform their duties safely, competently and professionally is affected by alcohol or drugs.

- g) Observe all directions from the mayor in regards to this procedure.
- h) Not possess, distribute or otherwise consume any prohibited substance or deliberately misuse substances while on duty or on council's premises.

5.2.3 General Manager:

- a) report to work in a fit state, unimpaired by any substance, including when they return to work following scheduled breaks.
- b) ensure the implementation and adherence of the alcohol and other drugs procedure throughout council workplace and operations.
- c) make all workers aware of, and understand, the alcohol and other drugs procedure and the provision therein.
- d) ensure provisions of confidentiality in this procedure are adhered to.
- e) address concerns or issues relating to the procedure, promptly and proactively to ensure the health and safety of all workers.
- f) ensure support is provided to workers who request/ require assistance with issues around substance abuse as appropriate.

5.3 Usage of council vehicles:

- a) In circumstances where workers are required to operate council vehicles, workers have an obligation not to drive these vehicles whilst under the influence of alcohol, illegal drugs or prescription/ over the counter medication (if their side effects of the prescription/ over the counter medication prohibit safety usage of vehicle/ plant).
- b) Workers may be personally liable where their actions in these circumstances lead to injury or property damage.
- c) All legal limits for the operation of vehicles will be adhered to.

5.4 Approved work related social events:

- a) The mayor may grant permission for the consumption of alcohol at social events, meetings or civic functions.
- b) Workers attending any council approved function will demonstrate moderation, maintain professional conduct at all times and ensure they and other workers are not adversely affected by alcohol.
- c) No worker will ingest, inhale or inject any drug at work except where the drug is legally prescribed by a doctor (or able to be purchased legally over the counter). All staff have a duty of care to ensure that any prescribed/ over the counter medication will not affect their ability maintain professional conduct.

5.5 Approved work related social event at a council worksite:

- a) In the event that the mayor permits alcohol to be consumed at a council owned facility the function must be held away from any machinery or vehicles that are being, or may be, operated.
- b) Council approved work related social events at a council worksite are to occur at the end of the working day away from the immediate work area.

5.6 Conferences, training courses or seminars:

- a) Workers attending a council approved function or representing council at conferences, training courses or seminars must ensure they act in a reasonable and responsible manner when consuming alcohol.
- b) No worker will ingest, inhale or inject any drug at work except where the drug is legally prescribed by a doctor (or able to be purchased legally over the counter). All

workers have a duty of care to ensure that any prescribed/ over the counter medication will not affect their ability to work safely.

6.0 Education and training

Council recognises that it is important to develop a safe workplace culture in relation to the use of alcohol and other drugs, through education; where workers are prepared to encourage each other to be safe and not under the influence or impaired at work.

6.1 Information for mayor and general manager

Council will provide practical guidelines and training for:

- a) responsibilities for the implementation of alcohol and other drugs protocol and procedure
- b) management of strict confidentiality of test results and/or referral for assistance
- c) communication with persons who may be affected by alcohol and other drugs
- d) correct application of disciplinary action
- e) reintegration of a worker into the workplace upon completion of rehabilitation
- f) creation and maintenance of suitable records.

6.2 Information for workers

Workers will receive information through further training, intranet and council briefings on the following topics:

- a) council's Alcohol and Other Drugs Policy and Procedures
- b) the health implications of consuming alcohol and other drugs
- c) the effects of alcohol and other drugs on safety and performance
- d) the early detection of problems related to the use of alcohol and other drugs
- e) council's management of privacy and confidentiality of test results and referrals for assistance.

7.0 Supportive culture and employee assistance

A key feature of the way alcohol and other drug use (as it impacts upon the workplace) is managed is by providing supportive culture where open and honest conversations on this subject can be had between the mayor and Councillors.

It is vital all Kiama Council workers understand that first and foremost Council's preferred option is to provide assistance to staff with an alcohol and/ other drug dependence. It should be noted however that this procedure does provide a process for disciplinary action should repeated non-adherence occur.

7.1 Identifying other workers whose behaviour is risky to themselves and others

- a) It is recognised that there may be reasons why workers feel uncomfortable about identifying fellow workers whose behavior is risky to themselves and others
- b) Council supports workers and will provide assistance through a rehabilitative approach to manage these issues.
- c) Under no circumstances is it permissible to discriminate against a worker who raises a safety issue relating to alcohol and other drug use; nor a worker suspected of breaching this procedure. *Refer to Appendix 1 – Self Disclosure Flowchart.*

- d) At all times the matter of alcohol and other drug use (as it impacts upon the workplace) is to be managed in a confidential and sensitive manner.

7.2 Rehabilitation

- a) The mayor may where appropriate work with the worker to develop a rehabilitation plan to manage their fitness for work issue.
- b) The details of the plan should be agreed between the parties and may include the aim of the plan, the actions to be taken, the progress reporting procedure, the review date and timeframe for return to work.
- c) The parties may also include a representative of their choice to assist in the development of this plan.
- d) With the approval of council, unpaid leave may be available to the worker undertaking alcohol and/ or other drugs rehabilitation or counselling. Such approval shall not be unreasonably withheld.
- e) A rehabilitation plan template is included in this procedure. *See Appendix 2.*
- f) If a worker has previously been under a rehabilitation plan and subsequently breaches council's Alcohol and Other Drugs Policy and Procedure or the workers actions represent gross misconduct, support for rehabilitation may not be available and supported by council. Council reserves the right to take other appropriate action, which could include disciplinary action in accordance with the Policy and Procedure Code of Conduct.

7.3 Worker assistance

- a) If a worker has issues of concern including those related to alcohol and other drugs, council encourages workers to make use of the Employee Assistance Program (EAP) and seek appropriate support and assistance.
- b) Council will provide appropriate education, information, instruction and counselling necessary for workers to understand the risks associated with the use and abuse of alcohol and other drugs at work.

7.4 Mitigating factors

Mitigating factors will be taken into consideration for each instance that a worker does not appear to be in a fit state for work. All workers will be given an opportunity to explain their behaviour (keeping in mind that a person may appear to be impaired from alcohol or other drugs but not necessarily have taken any such substances).

- a) The symptoms of impairment consistent with alcohol and other drugs use may also be similar to other health issues. These may include psychological, behavioural, environmental or medical issues (all of which can have a detrimental effect on council's ability to provide a safe workplace). In these instances the strength of the relationship between mayor and councillors is critical because if a trust relationship is not formed the worker will not feel comfortable discussing these sensitive issues.
- b) Council strongly encourages (but cannot force) workers to disclose any issues they may be suffering which has the potential to adversely impact upon themselves or other workers.
- c) It is expected that if a worker voluntarily discloses psychological, behavioural, environmental or medical personal information that this information is treated with a strict adherence to confidentiality/ privacy principles.
- d) Mitigating factors include things such as, but not limited to:
 - i) unexpected impairment from prescription or over the counter medication;
 - ii) side effects from medical treatment or an illness or injury;

- iii) impairment from fatigue to a personal trauma, sleep deprivation or other issue; or
- iv) any similar factor that may cause impairment but is not the result of inappropriate alcohol or other drug consumption.

7.5 Prescription/ over the counter medication

Certain medication may cause impairment whilst at work and return a non-negative result during alcohol and other drug testing. Workers are therefore encouraged to inform the mayor if they are taking any medication that may either return a result that would indicate impairment or more importantly hinder their ability to perform their duties safely.

- a) Workers should seek advice from their doctor and/or pharmacist if they believe the pharmaceutical and/ or prescribed medication may impact their own and others safety at work,
- b) It is recommended that workers seek alternative medication from their doctor and if not available, ask for information regarding the medication. It is recommended to keep medication packaging on hand while at work.
- c) Whilst taking any form of medication the level of consumption should not be in excess of the recommended dose.
- d) If a worker is taking a medication which hinders their ability to work safely, standing the worker down for that shift should be considered. Should the latter be required, assistance will be given to the worker to ensure they arrive home safely.

8.0 Alcohol and other drugs testing program

Council has established a program of testing that will discourage people from entering a council workplace where they may be unfit for work because of alcohol or other drugs. Additionally, council's alcohol and other drugs testing program will assist in identifying people who may be unfit for work.

Council's testing program will:

- a) provide workers with information about the effect of alcohol and other drugs
- b) discourage people from coming to work where they may be unfit for work because of alcohol or other drugs
- c) assist in identifying workers who may be unfit for work.

8.1 Testing methods

- a) Voluntary
- b) Random
- c) Reasonable suspicion
- d) Return to work targeted.

8.1.1 Voluntary testing

- a) Voluntary testing provides workers with the ability to volunteer to be tested for alcohol and other drugs before attending work.
- b) A breath analysis device and/ or oral swab test will be used to conduct the screening in accordance with the Australian Standard.
- c) Workers should request a voluntary test if in doubt, prior to commencing duties.

- d) Any worker who voluntarily undergoes an alcohol and other drugs screening will not be subject to disciplinary action, however they will be encouraged to refer themselves to an EAP provider.
- e) Continued absence from work after returning non-negative results to voluntary screening can invoke disciplinary action.

8.1.2 Random testing

- a) Random testing for alcohol and/ or other drugs for workers may be conducted at any time throughout the workers hours of work (including overtime and/or on-call staff).
- b) Testing will be carried out by a suitably qualified personnel in a private area which contains the adequate facilities for testing.
- c) Random testing may be undertaken with little or no notice and all workers will be eligible for selection for random testing.
- d) Workers will be selected for testing by using a simple random selection process involving the selection of a worker, location or group of workers located in a specific area.
- e) Workers may be randomly selected using the following methods;
 - i) a simple random number generator may be used to randomly select worker identification numbers; or
 - ii) alternatively, an entire work site may be randomly selected with all staff at work at that particular site that day being tested.
- f) Workers who are selected will be required to present themselves for testing immediately.
- g) Testing will be conducted in an appropriate area which contain adequate facilities for testing.

8.1.3 Reasonable suspicion

- a) Reasonable suspicion testing is used in instances where information is received or inappropriate behaviours are observed that may indicate that a worker is not in a fit state to be on a Council worksite.
- b) The worker will be requested to undergo an alcohol and other drug test under the direction of the Mayor; General Manager or Delegated Responsible Person.

8.1.4 Return to work targeted testing

- a) The mayor is accountable for monitoring the frequency of targeted random testing for a worker who provides a non-negative confirmatory result. The mayor will determine the appropriate action.
- b) Targeted random testing will only be required:
 - i) for drugs, where the non-negative confirmatory result was not in accordance with declared prescribed medication levels; and
 - ii) for alcohol, where a non-negative result above the relevant blood alcohol limit applicable to the worker has occurred.
- c) If a worker has returned a confirmed positive alcohol and other drug test; as part of the return to work process, they must submit to a targeted alcohol and other drug test.
- d) Workers on the targeted random testing program have either;
 - i) previously given a confirmed positive test result for alcohol and/ or other drugs; and/ or

- ii) unreasonably refused a test for alcohol and/ or other drugs as a result of a random screening program.
- e) Workers will still be included in the random test program.
- f) Where a worker presents a negative result or result lower than the acceptable levels identified in this procedure, the person will be permitted to commence or resume their normal duties.

9.0 Testing procedure – alcohol

- a) Workers identified to participate in alcohol testing will be required to carry out a supervised alcohol test using a calibrated breath testing device in accordance with AS3547:1997 Breath Alcohol Devices for Personal Use
- b) Testing will be administered by a suitably qualified person
- c) An alcohol test will be conducted at a suitable private location in the workplace. The worker has the right to have a nominated representative present during the test and a right to change their mind and refuse the alcohol test
- d) Unless medically required, no food or drink is to be consumed for 15 minutes prior to the test. Smoking shall also not be permitted as it may distort the results
- e) In the event that a non-negative result is registered, a subsequent test will be carried out 15 minutes after the initial test. During this period, the worker is to be supervised continually at all times by the person conducting the tests
- f) Workers with a non-negative second breath analysis test result will be presumed unfit for work until arrangements will be made to transport the person to their home.
- g) Workers with a non-negative second breath analysis will then be required to submit for a further test at the first available opportunity on the next working day before being able to resume normal working duties
- h) If the worker does not wish to have the initial and/or second test, it will be presumed to be treated as though a second non-negative result was achieved and it may invoke disciplinary action in accordance with the KMC Code of Conduct Policy and Procedure
- i) Refusal to undertake a test will be recorded as a “refused test.” It will be presumed to be treated as a non-negative result. Repeated refusal to undertake a test may be referred to the Office of Local Government.
- j) Refer to Appendix 3: Alcohol Testing Flowchart
- k) A confirmatory breath test result is equal to the limits set in prescribed concentration levels of alcohol.

9.1 Prescribed concentration levels of alcohol

Council’s acceptable Prescribed Concentration of Alcohol levels (based on the NSW Governments blood alcohol concentration levels) are as follows:

9.1.1 0.00% applies to:

- Learner drivers
- Provisional 1 drivers
- Provisional 2 drivers
- Visitor drivers holding an overseas or interstate learner, provisional or equivalent licence.

9.1.2 Under 0.02% applies to:

- Drivers of vehicles of 'gross vehicle mass' greater than 13.9 tonnes
- Drivers of vehicles carrying dangerous goods
- Drivers of public vehicles such as taxi or bus drivers
- Workers engaged in the operation of major and/ or minor plant
- Workers undertaking activities specified as hazardous under WHS Act 2011 and WHS Regulations 2011.

9.1.3 Under 0.05% applies to:

- All other workers who do not meet any of the above criteria including those who are not required to drive as a part of their employment or who are unlicensed.

10.0 Testing procedure – other drugs

- a) Workers identified to participate in a drug test will be required to undergo an oral swab test as per the Australian Standard **AS4760:2006** – Procedures for specimen collection and the detection quantitation of drugs in oral fluid.
- b) This test will be administered by a suitably qualified person.
- c) Where practicable the tester shall provide a list of medications which may provide a false positive result.
- d) Any worker required to undertake drug testing can choose to declare any medication taken immediately prior to the test being conducted or can declare following the test if an initial non-negative result is obtained. Such information is to be kept confidential and only to be used in determining if such medication has contributed to or caused a false positive.
- e) If the worker declares the medication prior to any testing being conducted and the drug class(es) declared is consistent with the drug class(es) detected at the initial screening test, then no disciplinary action is to be taken.
- f) If the worker did not declare the medication prior to the testing being conducted, or if the drug class(es) declared is inconsistent with the drug class(es) detected or there are methamphetamines present, then the person will be assessed as unfit for work and arrangements will be made to transport the person to their home or a safe place.
- g) Refer to Appendix 4 – Other Drugs Flowchart.
- h) Refusal to undertake a test will be recorded as a “refused test”. Repeated refusal to undertake a test will be managed by council in accordance with the Code of Conduct Policy and Procedure. Repeated offences may be referred to the Office of Local Government.

11.0 Confirmatory testing

- a) Confirmatory testing is a second analytical test performed to identify the presence of alcohol and/or other drugs in accordance with **AS3547:1997** and **AS4760:2006**.
- b) In instances where confirmatory testing supports the findings of the preliminary test, the worker may be subject to disciplinary action.
- c) Where confirmatory testing is required, it will be undertaken by a suitably qualified person.

- d) If an external party is utilised for confirmatory testing they may require a sample of urine be taken from the worker and screened for alcohol and other drugs.

11.1 Confirmatory testing is non-negative and consistent with medication

- a) A confirmatory non-negative test result for other drugs will be determined by the Australian Standard **AS4760:2006**.
- b) The accredited testing laboratory will forward all test results to the general manager in writing, identifying the confirmatory test was positive but consistent with medication declared.
- c) If the worker has been stood aside pending the confirmatory tests, the general manager will contact the worker and request that they return to work once the results have been received. On return to work the mayor in consultation with the general manager will reassess their suitability for duties.

11.2 Confirmatory testing is non negative and not consistent with medication

- a) The accredited testing laboratory will forward all results to the general manager.
- b) The worker and the mayor will be advised in writing that the confirmatory test was non-negative but inconsistent with the medication disclosed by the worker.
- c) The letter of confirmation will set out a nominated time and date when the worker and if required, their representative, will discuss further action with the mayor.
- d) As a part of the further actions discussion a worker may request access to leave.

11.3 Confirmatory test is negative

- a) The accredited testing laboratory will forward the results to the general manager who will then advise the worker and the mayor that the confirmatory test was negative.
- b) If the worker has been stood down pending the outcome of the confirmatory test, the general manager will contact the worker to arrange the workers return to work.

12.0 Procedure for non-negative results

- a) The mayor will afford the worker procedural fairness and discuss the non-negative result with the person. The mayor will provide an opportunity for the worker to provide any information or comments that may be a mitigating factor when considering the confirmatory test result.
- b) Workers will be advised of counselling services available through the Employee Assistance Program (EAP).
- c) Before returning to work, a worker will be required to provide a negative test result. Whilst this result is being achieved, workers may be asked to leave the workplace.
- d) Council may initiate disciplinary actions in accordance with the Code of Conduct Policy and Procedure.
- e) *Refer to Appendix 5 – Disciplinary Action Flowchart*

13.0 Tampering with samples

Any attempt to tamper with samples and introduce or alter the concentration of alcohol or other drugs in their own or another's saliva or breath will constitute serious misconduct and will be dealt with according to council's Code of Conduct Policy and Procedure

14.0 Dealing with aggressive behaviour

- a) If a worker displays aggressive or violent behaviour when required to undertake an alcohol and/ or other drug test, the mayor should remain calm and not argue with or mirror the workers behaviour.
- b) Emphasis should be placed on getting the worker to calm down and discussion kept away from personal issues. The worker should be asked to comply with the direction and be informed that the worker will have the opportunity to dispute the decision through the normal grievances process utilised by council.
- c) If the worker refuses to modify their behaviour, the worker should be advised that the discussion is terminated and they must leave the workplace immediately. The worker should be reminded that acts of aggression or violence in the workplace are in breach of the Code of Conduct and not in line with council's values
- d) In the case of actual or apprehended violent behaviour, the worker is to be advised that the police will be called. This will be utilised as a last option.

15.0 Confidentiality and record keeping

15.1 Confidentiality

- a) Confidentiality is fundamental to dealing with problems in the workplace that are related to the misuse or abuse of alcohol and other drugs.
- b) All information regarding counselling or treatment will be treated confidentially. Workers must give their permission in writing for information to be disclosed by their counsellor. Only work-related information may be disclosed and will be used to support the most effective management of work performance and the reintegration of the worker into the workplace.
- c) In most cases, no information is to be released to a third party, without the written consent of the worker unless it is considered that the matter, if neglected could endanger persons/ property or the matter concerned is subject to a police/ relevant regulator investigation.
- d) In the event of conflict between the maintenance of confidentiality and duty of care, the mayor has the authority to determine the most appropriate course of action.

15.2 Record keeping

- a) The mayor must keep written records of any discussions relating to alcohol and other drug use in the workplace.

16.0 Unlawful activities associated with alcohol and drug use

- a) Being affected by alcohol and other drugs at work, particularly in a high risk work environment, can seriously compromise the health, safety and welfare of workers, volunteers, contractors and visitors.
- b) Impairment by alcohol and other drugs can reduce an individual's ability to perform their work safely, competently and professionally.
- c) Council is committed to the following factors regarding illicit alcohol and drug use:
 - i) Unlawful conduct arising from alcohol and drug use will be referred to the police

- ii) All legal limits for the operation of plant, equipment will be adhered to
- iii) All workers are required to report to work in a fit state at all times, unimpaired by any substance
- d) Council will not tolerate:
 - i) consuming alcohol at work (except in circumstance where the mayor has given prior approval for a work related function);
 - ii) possessing, selling, distributing or consuming prohibited drugs in the workplace; or
 - iii) being affected by alcohol and other drugs, including medically prescribed and over the counter drugs, such that they are unable to work safely, competently and professionally in accordance with Council's Code of Conduct.
- e) Under the Work, Health and Safety Act 2011 (NSW):
 - i) council has a duty to ensure the health, safety and welfare of their workers and other people in the work place (s19);
 - ii) workers have a duty of care to take reasonable care for their own health and safety, as well as other people in the workplace and to cooperate with their employer in providing a safe working environment (s28).
 - iii) other persons at a workplace must take reasonable care for his or her own health and safety, take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and comply, so far as the person is reasonably able, with any reasonably instruction that is given by the employer to allow the employer to comply (s29).
- f) There are penalties under legislation for employers and through the application of disciplinary procedures in accordance with the Code of Conduct and for workers who fail to take their work, health and safety responsibilities seriously.
- g) It is an offence under Road Transport Act 2013 to drive or attempt to drive a motor vehicle, truck or mobile equipment when under the influence of alcohol or other drugs in excess of legal limits.

17.0 Grievances/ disputes relating to this procedure

Any dispute relating to the application of this procedure shall be settled in accordance with the Grievance and Dispute Settlement Procedure

18.0 Review

This protocol was formally adopted by Council on 26 June 2019.

Council reserves the right to review or vary this procedure in consultation with the representatives of workers affected by this protocol.

19.0 Definitions


For the purpose of this document the following definitions apply:

alcohol	includes all food, beverages, medications and any other product containing alcohol
authorised function	means a mayor approved social event or function
authorised organisation	means an appointed organisation that can demonstrate it meets the Australian Standard requirements for collectors who will be used for the collection of specimens for alcohol and other drug testing and further analysis of results will require an independent National Association of Testing Authorities (NATA) certified collection agency
chain of custody	means the chronological documentation or paper trail, showing the collection, transfer, receipt, analysis, storage and disposal of the sample taken
Delegated Responsible Person	Means a person who is appropriately trained in the Alcohol and Other Drugs Policy and Procedure for Councillors and in the assessment of fitness for work.
drug	means every substance or article which is a dangerous drug under and within the meaning of the Narcotics Drugs Act 1967 (Cth) or any other substance, article, preparation or mixture (with the exception of alcohol) whether gaseous, liquid, solid or in any other form which may alter the fitness for work of a person
negative	means the result at or below the nominated or target concentration used for initial testing
non-negative	means the initial positive test as yet unconfirmed by confirmatory testing by a designated collector
over the counter medication	means medicines available through a pharmacy without prescription
social events	means any endorsed event by the mayor, general manager or council, including council meetings
suitably qualified person	means a person from the authorised organisation who has been trained and assessed as competent in the use of alcohol and/ or drug testing equipment in accordance with the Australian Quality Training Framework (AQTF) requirements. For drug screening a designated collector also needs to hold NATA certification
workers	means the mayor, councillors, general manager undertaking work for, with, or on behalf of council. This excludes any person, volunteer, contractor undertaking work for, with or on behalf of council. Please refer to Alcohol and Other Drugs Protocol and Procedure

20.0 Document control

Date reviewed	Date adopted	Amendment
New Policy	25 June 2019	V1
7 August 2019	25 June 2019	V2 – administrative changes to 8.1.3 (additional delegations included), 9.0 i) (definition of "refused test" added) and 19.0 (definition of Delegated Responsible Person added) – no Council adoption required

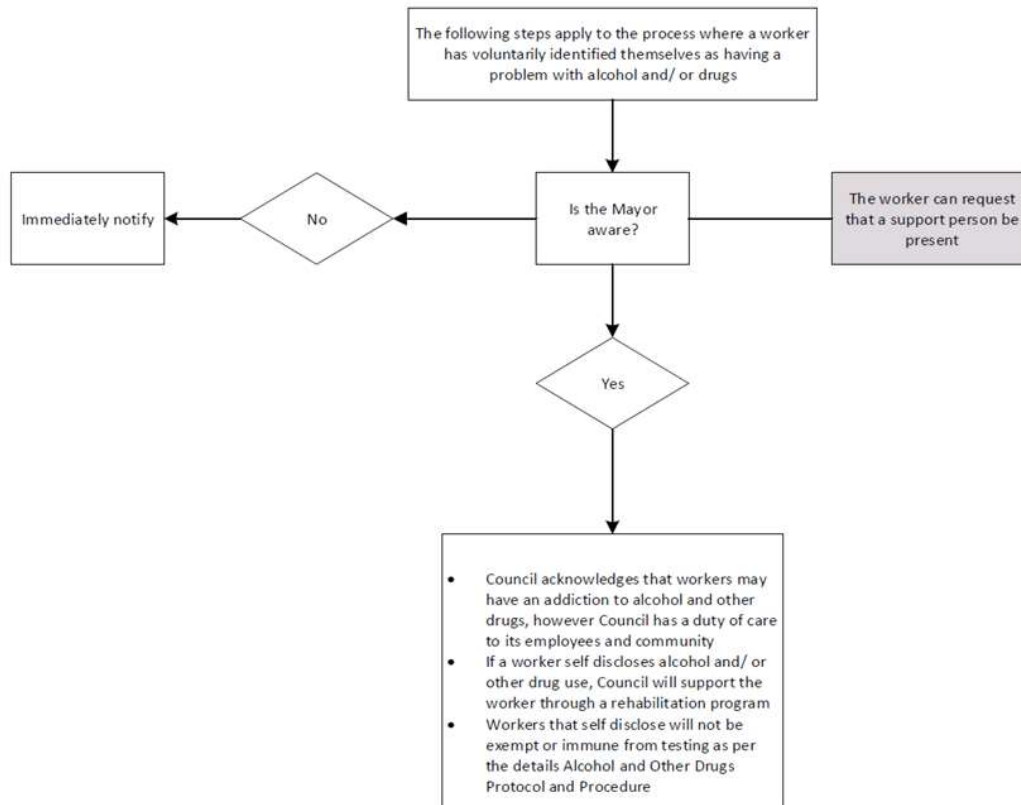
21.0 Signature

Name: Kerry McMurray – General Manager	Date: 26 June 2019
Signature: 	

Item 16.2

Attachment 2

Appendix 1 – self disclosure rehabilitation flowchart



Item 16.2

Attachment 2

Appendix 2 – alcohol and drug rehabilitation plan

Alcohol and/or Other Drugs Rehabilitation Plan - Confidential

The following Rehabilitation Plan has been developed for:

Employee:	Phone:
Goal: To present to work and during work to be in a fit state without impairment that would prevent them from being able to undertake their duties in a manner that is safe and to current legislation.	

Current rehabilitation issues: *can be what has been tested positive for, concerns or issues that they have with their addiction etc*

Steps that have been agreed: *for example, to take time off for an initial review of their addiction, factors affecting their addiction, make appointments with EAP provider, seek further counselling/intervention from organisations that may provide more specific addiction counselling such as alcoholic anonymous, a time frame for these steps to be commenced, review and completion*

Agreed costs: *what the council has agreed to fund, eg fees for extra counselling above normal EAP sessions, type of leave to be accessed etc*

Persons involved: *who are the personnel involved with this rehabilitation plan that will have access to information contained, who can authorise (with the person's permission) additional persons etc*

Comments:

The following parties have agreed to the above Rehabilitation Plan:

Employee: _____ Date: / /

Supervisor/Manager: _____ Date: / /

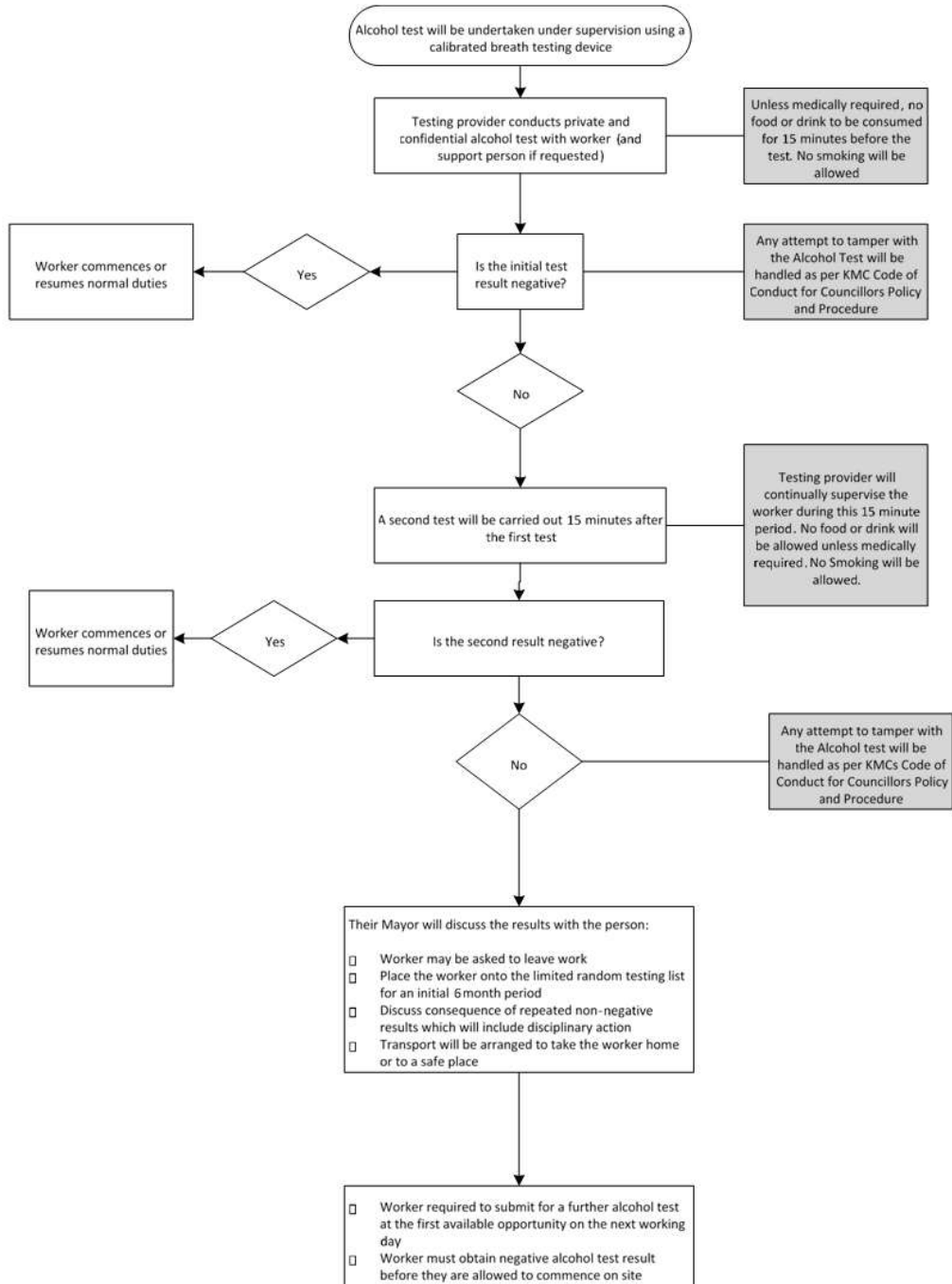
HR Manager (or authorised HR representative): _____ Date: / /

Doctor (if applicable): _____ Date: / /

Item 16.2

Attachment 2

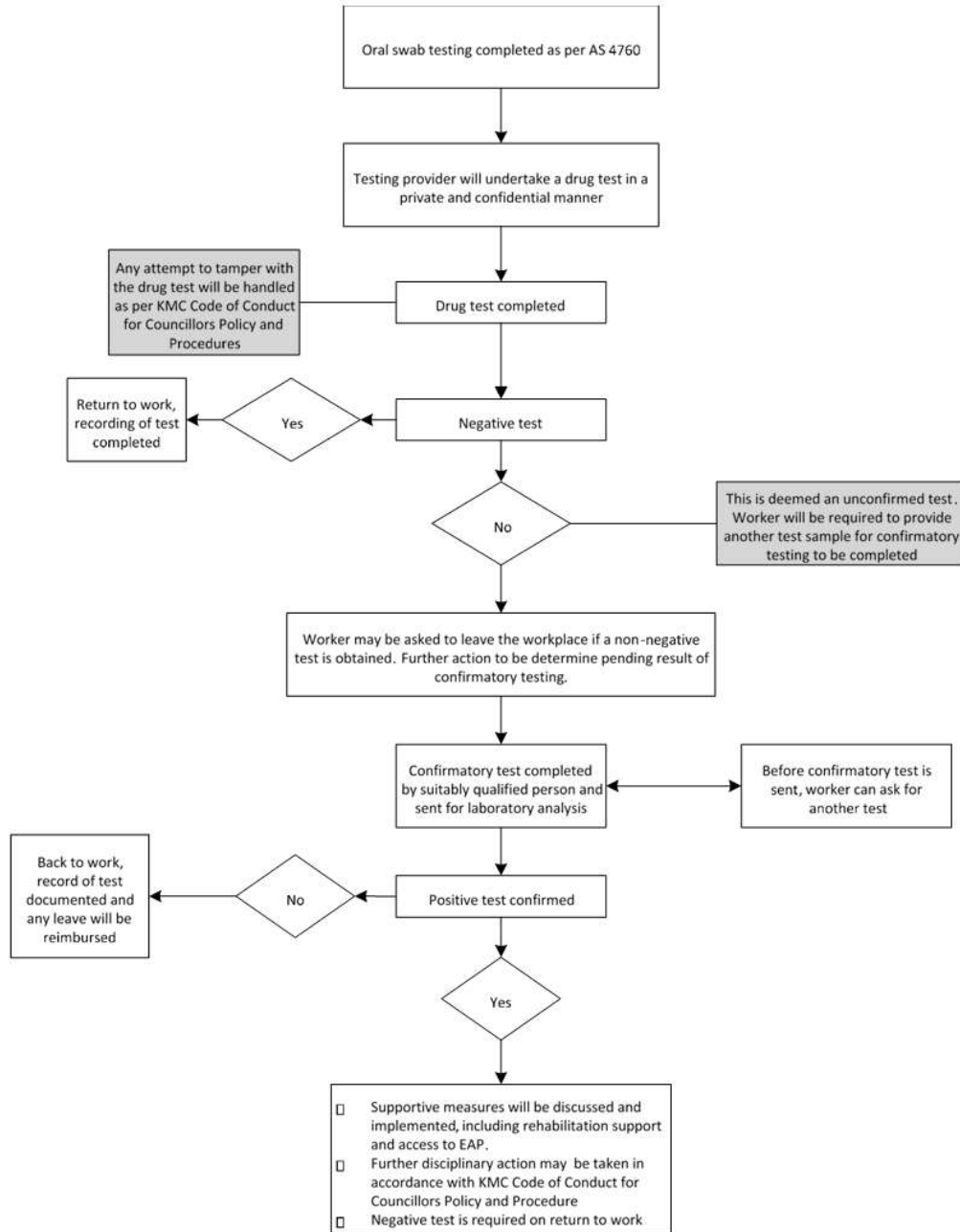
Appendix 3 – alcohol testing flowchart



Item 16.2

Attachment 2

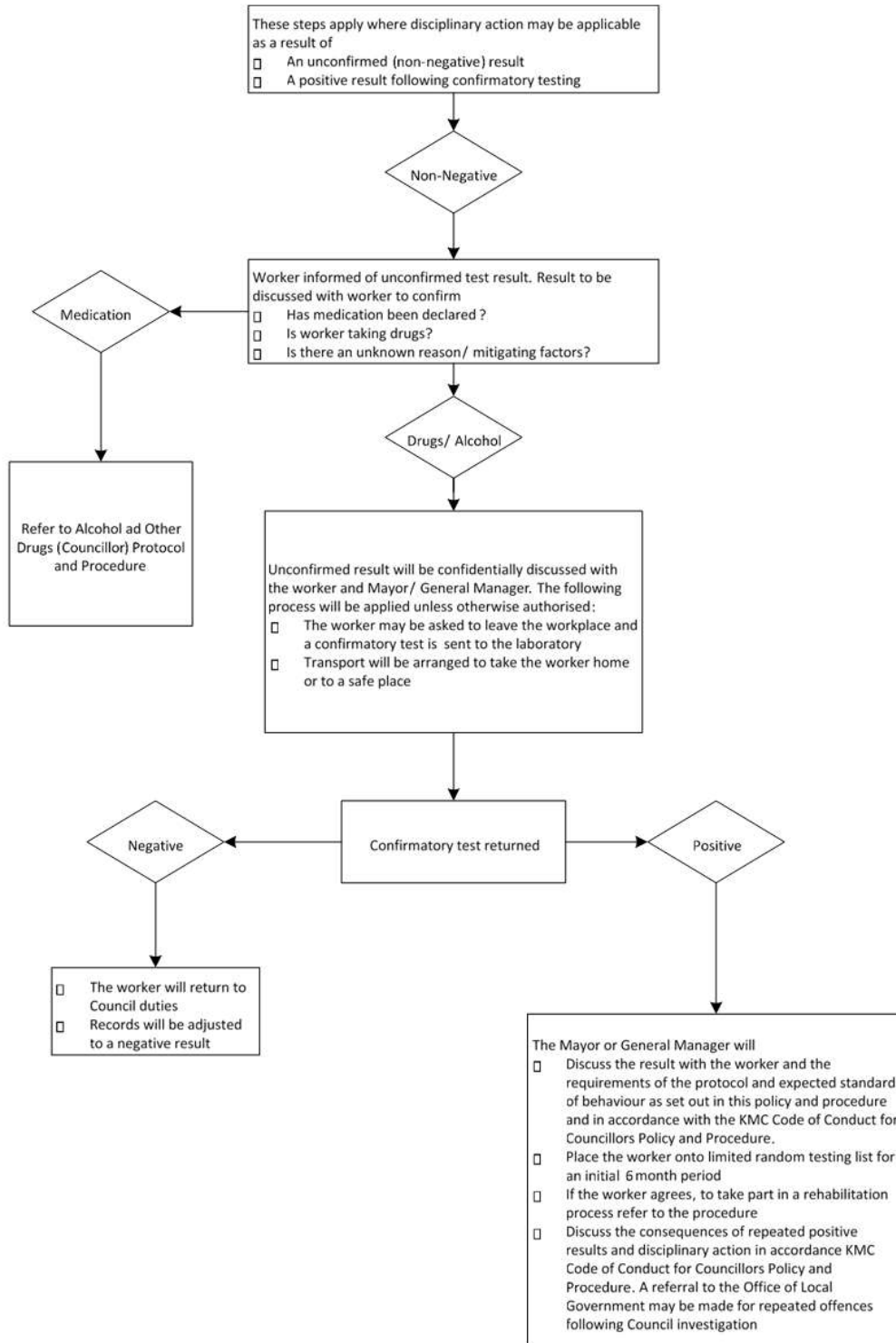
Appendix 4 – drug testing flowchart



Item 16.2

Attachment 2

Appendix 5 – disciplinary action flowchart



How to contact Council

Post

General Manager
Kiama Municipal Council
PO Box 75
Kiama NSW 2533

Telephone

+61 (02) 4232 0444

Facsimile

+61 (02) 4232 0555

Online

Email: council@kiama.nsw.gov.au
Website: www.kiama.nsw.gov.au

Office hours

Our Administration Building located at
11 Manning Street Kiama is open 8.45 am to 4.15 pm
Monday to Friday (excluding public holidays)



KIAMA MUNICIPAL COUNCIL
your council, your community

16.3 Councillor Meetings Register - 1 July 2019 to 13 November 2019

Responsible Director: Office of the General Manager

The table below lists the interactions that Councillors have had with staff for the period 1 July 2019 to 13 November 2019.

Officer	Councillor	Date	Subject	Duration (mins)
A Allport	Way	05/11/19	IT issues	30
A Allport	Way	05/11/19	Printer issues	1
A Smith	Way	04/11/19	Printer issues	30
A Smith	Way	05/11/19	Printer issues	30
A Smith	Steel	06/11/19	Printer issues	1
A Smith	Way	06/11/19	Printer issues	1
A Smith	Steel	06/11/19	IT support	5
A Smith	Way	11/11/19	IT support	5
A Randall	Honey	22/10/19	DA 10.2018.277	30
B Leo	Brown	01/11/19	DA Enhance Service Station	5
B Leo	Sloan	06/11/19	DA 10.2013.230.3	10
B Leo	Reilly	06/11/19	DA 10.2013.56.5	15
C Bax	Steel	24/10/19	DA 10.2017.24.1	20
D Brady	Steel	11/07/19	Tree issue	5
D Brady	Way	15/07/19	Project updates	5
D Brady	Way	16/07/19	Unscheduled meeting	15
D Brady	Way	22/08/19	Minnamurra Boardwalk	15
D Brady	Way	04/09/19	Minnamurra Boardwalk	10
D Brady	Way	18/10/19	Minnamurra Boardwalk	10
D Brady	Honey	21/10/19	Monthly catch-up	60
D Brady	Way	12/11/19	James Oates Reserve	60
E Paterson	Steel	23/10/19	10.2017.241.1	1
L Croker	Reilly	06/11/19	Old Fire Station exhibition	10
M Biondich	Way	04/07/19	General discussion	10
P Gill	Rice	30/10/19	Jones Beach	35

16.4 Councillor Rice report - LGNSW conference

Responsible Director: Office of the General Manager

Attached for Councillors' information is the report from Councillor Kathy Rice on her attendance at the Local Government NSW conference, on 14-16 October 2019 in Warwick Farm, Sydney.

Communication/Community Engagement

A Councillor is required to furnish a report on any attendance at a course, workshop or conference.

Attachments

- 1 Councillor Kathy Rice report on LGNSW conference [↓](#)

The LGNSW Conference was held at The William Inglis Hotel, between 14th and 16th October.

This was an election year for the Board of LGNSW. Linda Scott was returned for another two years of presidency.

Day One In a new approach for this conference, addresses by State Politicians were confined to a breakfast session. Constraints with travel meant the Kiama delegation did not attend this session. The rest of that day consisted of training workshops.

The first workshop I attended was Understanding and Measuring Social Impact by Dr. Jack Noone *The Centre for Social Impact, UNSW Business School*. The workshop covered measuring the intended or unintended social impact of Council interventions and projects.

Dr Noone emphasised the value of social impact measurement in securing ongoing funding for social projects or simply evaluating their worth to community members. For Kiama Council, social impact analysis would be valuable for projects such as the change to a person centred care regime at Blue Haven or the impact of any place making and social infrastructure that follows the Town Centre Study. For a detailed explanation of the process described in the training workshop, the following booklet is valuable.

<https://www.csi.edu.au/research/project/compass-your-guide-social-impact-measurement/>

The next presentation on Land Use Planning was conducted by Danny Wiggins. It was one that all three Kiama Councillors attended. Danny spent much of his time focusing on the changes to planning in NSW and the manner in which the Regional Plan, the Local Environmental Plan, the Local Strategic Planning Statement and the Community Strategic Plan were linked in effect. It was pleasing to realise how familiar I have become with much of the material that Danny presented. He concluded by discussing development applications and rezoning, emphasising that for community resilience, part of the uplift in land value that occurs through rezoning should become community wealth.

In the final session for the day, I attended a workshop run by Carole Webb, on Public Speaking and Debating Skills. It was a pretty much a DIY workshop. She began with two questions.

1. What could you do better in public speaking?
2. What turns you on and what turns you off when you listen to others speaking?

She then proceeded to discuss the responses to these questions. Essentially it boiled down to being comfortable about your physical presence, ensuring some personalisation of content, good planning and evaluation of both content and delivery, and being confident about the message you are delivering. I don't think I learnt much new here.

Day Two was spent debating motions.

Kiama presented the following readily adopted motion to the conference.

- That Local Government NSW advocates for the NSW Government to review the processes of the regional planning panels, including the current Code of Conduct, with a view to ensuring that, in practice, genuine local representation including councillors on these panels is preserved.

The motion below generated the most debate but was eventually adopted.

- That Local Government NSW, in recognition of the urgent need for climate action, calls upon the NSW Government to:
 - a) Join over 900 governments worldwide, including the United Kingdom, the Australian Capital Territory and over 30 Australian councils, in declaring a Climate Emergency;
 - b) In a bipartisan manner, make clear, effective and unambiguous steps to avert a climate crisis in NSW.

All other resolutions can be found at: <https://bit.ly/2CpWYig>

During Day Three delegates were encouraged to consider innovation.

The day began with the Save Our Recycling launch, <https://www.lgnsw.org.au/news/publication/save-our-recycling> This campaign being run by LGNSW aims to encourage the NSW government to change their thinking so that waste is viewed as a product and not a problem. An increased market for processed recyclable products needs to be generated in NSW. Waste levy funds should be more greatly invested in recycling technology and in Regional approaches to their application. Councils are being encouraged to jump on board with this campaign and publicly endorse it.

The rest of the day was spent listening to perspectives on innovation by James O’Laughlin, Paul Hawkins, several local Councils and Chris Riddell.

James O’Loughlin ex. *New Inventors*, recommended spending 5 minutes per day thinking about what could be done differently and questioning everything that you do. Think about what customers want and how it could be made easier. Failure is part of the process.

Paul Hawkins *Crazy Might Work*, focused on solving wicked problems using the disruptive design approach. He talked of selecting a diverse highly involved team to define the roots of a problem and design a process for progressing with its resolution. Once a tentative solution can be proposed, make it into a storyboard and present it for feedback by others.

Council Examples of Innovation,

Liverpool – Tracks pedestrians (without identification) using CCTV and phone data, to monitor and improve the city's walkability, and for better traffic planning. Data on the popularity of place making projects can be harvested by recording any change in movements in that place.

Lismore - Hired glass crushing machinery and has used the product in pavement.

Lake Macquarie – Has installed a variety of beach sensors that detect risk situations. Digital beach safety signage then responds to this data.

Georges River – Has smart bins and smart places. Selected street furniture has USB charging ports.

Newcastle - Thought in advance during town centre redevelopment and laid conduit for future Smart City purposes.

Chris Riddell *Global Futurist*, Data is driving the future.

AmazonGo – Are frictionless stores, go in, pick up products, walk out, auto payment.

Waze app - Real time information on anything affecting your driving route – It requires road users to input their observations. The input act, or “feeding the beast” is a way that incredible community value can be generated.

The mass of available data drives insights into competitors and stimulates creativity into other ways of using available data. The global megatrends are the Sharing Economy, Block chain, Augmented Intelligence and the Internet of Things. “Our children will have relationships with artificial intelligence just like we did with humans”. The top publicly listed companies are all tech companies. Start Ups emerge from the new world of technologies, their beginnings can be dangerous and unknown, but any failure along the way will also expose alternatives.

And with that the conference was over for another year. It had some good features in that there was the opportunity for professional development on Day 1, yet this lacked options beyond beginner level. Having all of the motions considered on Day 2 was tiring but efficient, and meant that unlike in some other years the conference didn't end with some motions remaining undebated.

The final day was interesting overall and sent us all home with an increased drive to think differently.

16.5 Minutes: Country Mayors Association - Annual General Meeting and General Meeting - 1 November 2019

Responsible Director: Office of the General Manager

The minutes of the Country Mayors Association Annual General Meeting and General Meeting held on 1 November 2019 are attached for Councillors' information.

Communication/Community Engagement

N/A

Attachments

- 1 Minutes: Country Mayors Association - General Meeting - 01/11/19 [↓](#)
- 2 Minutes: Country Mayors Association - AGM - 01/11/19 [↓](#)



Country Mayors Association of NEW SOUTH WALES

Chairperson: Cr Katrina Humphries
PO Box 420 Moree NSW 2400
02 6757 3222
ABN 92 803 490 533

MINUTES

GENERAL MEETING

FRIDAY, 1 NOVEMBER 2019 THEATRETTE, PARLIAMENT HOUSE, SYDNEY

The meeting opened at 9.40 a.m.

1. ATTENDANCE:

Armidale Regional Council, Cr Peter Bailey
Bathurst Regional Council, Cr Bobby Burke, Mayor
Bega Valley Shire Council, Cr Kristy McBain, Mayor
Bellingen Shire Council, Cr Dominic King, Mayor
Bellingen Shire Council, Ms Liz Jeremy, General Manager
Bland Shire Council, Cr Brian Monaghan, Mayor
Blayney Shire Council, Cr Scott Ferguson, Mayor
Blayney Shire Council, Ms Rebecca Ryan, General Manager
Cabonne Shire Council, Cr Kevin Beatty, Mayor
Cabonne Shire Council, Mr Brad Burns, General Manager
Coolamon Shire Council, Cr John Seymour, Mayor
Coonamble Shire Council, Cr Allan Karanouh, Mayor
Cootamundra-Gundagai Regional Council, Cr Abb McAlister
Dubbo Regional Council, Mr Michael McMahon, CEO
Forbes Shire Council, Cr Phyllis Miller, Mayor
Forbes Shire Council, Mr Steve Loane, General Manager
Gilgandra Shire Council, Cr Ash Walker, Deputy Mayor
Gilgandra Shire Council, Mr David Neeves, General Manager
Glen Innes Shire Council, Cr Carol Sparkes, Mayor
Griffith City Council, Mr Brett Stonestreet, General Manager
Gunnedah Shire Council, Cr Jamie Chaffey, Mayor
Gunnedah Shire Council, Mr Eric Growth, General Manager
Gwydir Shire Council, Cr John Coulton, Mayor
Gwydir Shire Council, Mr Max Eastcott, General Manager
Hilltops Council, Cr Brian Ingram, Mayor
Kempsey Shire Council, Cr Liz Campbell, Mayor
Kiama Municipal Council, Cr Mark Honey, Mayor
Kyogle Council, Cr Danielle Mulholland, Mayor
Leeton Shire Council, Cr Paul Maytom, Mayor

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Leeton Shire Council, Ms Jackie Kruger, General Manager
Lithgow City Council, Cr Ray Thompson, Mayor
Lithgow City Council, Mr Graeme Faulkner, General Manager
Lockhart Shire Council, Cr Roger Schirmer, Mayor
Lockhart Shire Council, Mr Peter Veneris, General Manager
Moree Plains Shire Council, Cr Katrina Humphries, Mayor
Moree Plains Shire Council, Ms Libby Carter, Integrated Planning and Reporting
Manager
Murray River Council, Cr Christopher Bilkey, Mayor
Narrabri Shire Council, Cr Catherine Redding, Mayor
Narrabri Shire Council, Mr Stewart Todd, General Manager
Narromine Shire Council, Cr Craig Davies, Mayor
Oberon Council, Cr Kathy Sajowitz, Mayor
Oberon Council, Mr Gary Wallace, General Manager
Parkes Shire Council, Cr Ken Keith, Mayor
Queanbeyan-Palerang Regional Council, Mr Tim Overall, Mayor
Shellharbour City Council, Cr Marianne Saliba, Mayor
Shoalhaven City Council, Cr Amanda Findley, Mayor
Shoalhaven City Council, Mr Stephen Dunshea, CEO
Singleton Council, Cr Sue Moore, Mayor
Snowy Monaro Regional Council, Cr Peter Beer, Mayor
Snowy Monaro Regional Council, Mr Peter Bascombe, General Manager
Temora Shire Council, Cr Rick Firman, Mayor
Temora Shire Council, Mr Steve Firth, Director Administration and Finance
Tenterfield Shire Council, Cr Peter Petty, Mayor
Upper Lachlan Shire Council, Cr John Stafford, Mayor
Uralla Shire Council, Cr Michael Pearce, Mayor
Walcha Council, Cr Eric Noakes, Mayor
Walcha Council, Ms Anne Moddero, General Manager
Warrumbungle Shire Council, Cr Denis Todd, Mayor
Warrumbungle Shire Council, Mr Roger Bailey, General Manager
Wentworth Shire Council, Cr Melisa Hendrics, Mayor
Wentworth Shire Council, Mr Ken Ross, General Manager
LGNSW, President, Cr Linda Scott
LGNSW, Chief Executive, Tara McCarthy

APOLOGIES:

As submitted

SPECIAL GUESTS:

Mr Rob Rogers AFSM, Deputy Commissioner, NSW Rural Fire Service, and Mr Cory
Shackleton, Director Community Resilience, NSW Rural Fire Service
Mr Matt Fuller, Acting Deputy Secretary, Regional and Outer Metropolitan, Transport
for NSW and Peter Ryan, Senior Manager, Major Property Development and
Corporate Real Estate, Corporate Services, Transport for NSW
Mr Gary White, Chief Planner, Planning, Industry and Environment

2. Mr Rob Rogers AFSM, Deputy Commissioner, NSW Rural Fire Service and Mr Cory Shackleton, Director Community Resilience, NSW Rural Fire Service

So far this season there has been 5,350 bush and grass fires across the state since 1 July with 494,028 hectares burnt with 23 fires reaching Emergency Warning level and 33 fires reaching Watch and Act level. There have been 801 aircraft taskings across the state and 2.373 million litres of retardant dropped. 6,003 out of area personnel have been deployed and 594 interstate personnel deployed. 420 houses, buildings or facilities have been destroyed and 216 damaged. Lack of water is affecting some aerial fire fighting operations particularly helicopter bucketing. To assist landholders a Special Fire Permit will be available this season to assist with the disposal of livestock. Legislative changes since 2002 have resulted in greater emphasis on bush fire protection in the development approval process and bushfire land maps guidelines released. A bush fire prone area is designated under legislation. There are three categories of Bush Fire Prone Land in NSW with buffer zones ranging from 30 metres to 100 metres. If a bush fire risk management plan applies to a council area, council must request the NSW RFS Commissioner to designate land considered to be bush fire prone. A revised 2019 PBP will be published shortly and adopted by legislation in early 2020. Grassland deeming provisions introduced through PBP 2019 are
59m APZ – No bushfire protection measures
20m APZ – BAL 12.5 – Apply other BPM's
Less than 20m APZ – Full site assessment – Determine BAL – Apply other BPM's

3. ADOPTION OF MINUTES OF PREVIOUS MEETING:

RESOLVED that the minutes of the General Meeting held on 2 August 2019 be accepted as a true and accurate record (Kyogle Council / Uralla Shire Council).

4. Matters Arising from the Minutes

Waste Levy Taskforce

That it be noted that the Waste Levy Taskforce supports motion 3 LGNSW conference Waste and Recycling

Prioritisation of Electricity Grid Connections

RESOLVED That Minister Kean be asked for clarification and answers on how prioritisation of electricity grid connections are to be achieved (Bellingen Shire Council/ Glen Innes Severn Council)

5. CORRESPONDENCE

Outward

- (a) Hon Adam Marshall MP, Minister for Agriculture and Western NSW, thanking him for his presentation to the 2 August meeting
- (b) Hon Mark Coulton MP, Minister for Regional Services, Decentralisation and Local Government, Assistant Trade and Investment Minister, thanking him for his presentation to the 2 August meeting

- (c) Geoff McKechnie APM, Assistant Commissioner, Commander, Western Region NSW Police Force, thanking him for his presentation to the 2 August meeting
- (d) Mr Richard Colbran, Chief Executive Officer, NSW Rural Doctors Network, thanking him for his presentation to the 2 August meeting
- (e) The Hon Shelley Hancock MP, Minister for Local Government, regarding the \$50 limit on gifts under the Model Code of Conduct
- (f) Cr Linda Scott, President, Local Government NSW, advising that Country Mayors supports the removal of the minimum per capita amount grant under the Local Govt Financial Assistance Act 1995
- (g) Executive Officer, Local Government Grants Commission, advising that Country Mayors supports the removal of the minimum per capita amount grant under the Local Govt Financial Assistance Act 1995
- (h) Mr John Cleland, Chief Executive Officer, Essential Energy, expressing opposition to the announced 182 job cuts in regional NSW
- (i) The Hon Shelley Hancock MP, Minister for Local Government, forwarding copies of letters sent to the Premier and the Minister for Police and Emergency Services opposing RFS increased contributions
- (j) Cr Linda Scott, President, local Government NSW, forwarding copies of letters sent to the Premier and the Minister for Police and Emergency Services opposing RFS increased contributions
- (k) The Hon Gladys Berejiklian MP, Premier, requesting a reply to our letter opposing the RFS increases to take affect from the 2019-2020 year
- (l) The Hon Gladys Berejiklian MP, Premier, requesting that Benefit Cost Ratio analysis be removed for funding programs
- (m) Independent Pricing and Regulatory Tribunal, advising that the Association does not support the funding hierarchy recommended by IPART's review of Local Government Costs

Inward

- (a) Hon Shelley Hancock MP, Minister for Local Government, regarding a Waste Levy Taskforce
- (b) Bruce Miller, Chair of Board, Local Government Super, regarding the Defined Benefits Scheme
- (c) Hon Gladys Berejiklian MP, Premier, regarding the Emergency Services Levy
- (d) Andrew Lewis, Executive Director, Energy Strategy, Planning, Industry and Environment regarding prioritization of electricity grid connections at substations
- (e) Hon Shelley Hancock MP, Minister for Local Government, regarding acceptance of gifts and benefits under the Model Code of Conduct
- (f) Hon Minister Barilaro MP, Deputy Premier, Minister for Regional NSW, Minister for Industry and Trade regarding royalties for regions
- (g) Essential Energy regarding workforce reshaping
- (h) Melanie Gibbons, MP, Parliamentary Secretary for Families, Disability, and Emergency Services, regarding the Emergency Services Levy for 2019-20
- (i) Essential Energy regarding proposed workforce reductions

NOTED

Item 16.5

Attachment 1

6. FINANCIAL REPORT

RESOLVED That the financial reports for the last quarter were tabled and accepted (Bathurst Regional Council / Parkes Shire Council)

7. Mr Matt Fuller, Acting Deputy Secretary, Regional and Outer Metropolitan, Transport for NSW and Peter Ryan, Senior Manager, Major property Development and Corporate Real Estate, Corporate Services, Transport for NSW

There is a 10 year blueprint and long term vision "Future Transport 2056". The vision comprises Core Values, Strategic Priorities, Those We Create Value For, and Primary Outcomes Strategic priorities include Working in Partnership, Data Driven Decision Making, Technology and Innovation, Financial Sustainability, Place Based Integrated Service Design, Enabling the Mobility Ecosystem and Evolution at Work. They are looking at connecting regions in different ways. The Transport Department has been reorganized with a regional focus with divisions of Customer Strategy and Technology, Greater Sydney and Regional and Outer Metropolitan under the Secretary Transport for NSW. Regional and Outer metropolitan Division has 4,100 employees and a budget of \$10.9 billion Regional NSW is a test bed for NSW for new and innovative transport options including new intercity and regional rail fleets and working towards zero with road safety.

8. Mr Gary White, Chief Planner, Planning, Industry and Environment

Planning for the future must start with an understanding of the context for which we are planning. We are consuming more than twice what we can sustain. Government policy will play an important role in developing new ways. As populations grow wealthier demand will rise for services and experiences. To maximise the opportunities to take Australia forward towards 2060 the CSIRO have identified Industry, Urban, Energy, Land and Culture. The NSW Government is committed to improving the planning systems through reforms to the EPA Act and a comprehensive regional planning framework. The planning system in NSW is becoming more strategic focused and outcomes orientated. Strategic planning is future orientated and presents a narrative or set of circumstances for the future. Rules for developing ought to be rational, they ought to be simple, they should be prohibitive and prescriptive and they should be stable. The rules should be calibrated at the most appropriate assessment level from strategic planning, planning delivery platforms, infrastructure delivery and projects and DA's. An overarching local strategic plan will include Land Use Vision, a Succinct Planning Context, Planning Priorities, and a Monitoring and Reporting Program. A competent planning system relies on political will, competent professionals, good data and monitoring, appropriate capacity and resources, shared responsibilities across government and evidence based policy and good legislative framework

9. IPART Review of Reporting and Compliance

Deferred to next meeting

Page 6

Item 16.5

Attachment 1

10. Additional Land for National Parks

Cr Sajowitz, Oberon Council brought to members attention the letter all councils would have received from Minister Matt Kean dated 2 October, regarding increasing the size of the National Park system by 200,000 hectares, and seeking councils advice on land acquisition proposals, and suggesting that all concerned councils should respond to the letter

11. Crown Land Review

RESOLVED That the Country Mayors Association write to the Minister for Lands requesting information on the progress of the Crown Lands Review and the next steps to be taken and requesting that Councils that are impacted by the review be notified immediately and the Minister be invited to the next meeting of Country Mayors to be held in March 2020 (Orange City Council/Hilltops Council)

12. Murray Darling Basin Plan

The Country Mayors association to organize a meeting on the afternoon of 6 March 2020 following the Country Mayors meeting with invitations being extended to Minister for Water, Water NSW, and Commonwealth Water Environmental Holder and others

13. Disaster Hardship Provisions

RESOLVED That Country Mayors write to the Minister for Environment, the Honourable Matt Kean, and the CEO of Essential Energy, asking them to review the hardship provisions in terms of bushfire and other disaster affected properties, to ensure continuity of service to rural communities and easing the related infrastructure-replacement financial burden on residents affected by disaster. and a copy of the letter be forwarded to members and the Insurance Council (Kyogle Council/Tenterfield Shire Council

14. FAG Grants Guest Speaker

Chair of NSW Grants Commission, and Tim Hurst Office of Local Government be invited to a future meeting to discuss Minister Coultons remarks regarding FAG grants

There being no further business the meeting closed at 12.50pm.

Cr Katrina Humphries
Chair – Country Mayor's Association of NSW



Country Mayors Association of NEW SOUTH WALES

Chairperson: Cr Katrina Humphries
PO Box 420 Moree NSW 2400
02 6757 3222
ABN 92 803 490 533

AGM MINUTES

ANNUAL GENERAL MEETING

FRIDAY, 1 NOVEMBER 2019, THEATRETTE, PARLIAMENT HOUSE, SYDNEY

The meeting opened at 9.00 a.m.

1. ATTENDANCE:

Armidale Regional Council, Cr Peter Bailey
Bathurst Regional Council, Cr Bobby Burke, Mayor
Bega Valley Shire Council, Cr Kristy McBain, Mayor
Bellingen Shire Council, Cr Dominic King, Mayor
Bellingen Shire Council, Ms Liz Jeremy, General Manager
Bland Shire Council, Cr Brian Monaghan, Mayor
Blayney Shire Council, Cr Scott Ferguson, Mayor
Blayney Shire Council, Ms Rebecca Ryan, General Manager
Cabonne Shire Council, Cr Kevin Beatty, Mayor
Cabonne Shire Council, Mr Brad Burns, General Manager
Coolamon Shire Council, Cr John Seymour, Mayor
Coonamble Shire Council, Cr Allan Karanouh, Mayor
Cootamundra-Gundagai Regional Council, Cr Abb McAlister
Dubbo Regional Council, Mr Michael McMahon, CEO
Forbes Shire Council, Cr Phyllis Miller, Mayor
Forbes Shire Council, Mr Steve Loane, General Manager
Gilgandra Shire Council, Cr Ash Walker, Deputy Mayor
Gilgandra Shire Council, Mr David Neeves, General Manager
Glen Innes Shire Council, Cr Carol Sparkes, Mayor
Griffith City Council, Mr Brett Stonestreet, General Manager
Gunnedah Shire Council, Cr Jamie Chaffey, Mayor
Gunnedah Shire Council, Mr Eric Growth, General Manager
Gwydir Shire Council, Cr John Coulton, Mayor
Gwydir Shire Council, Mr Max Eastcott, General Manager
Hilltops Council, Cr Brian Ingram, Mayor
Kempsey Shire Council, Cr Liz Campbell, Mayor
Kiama Municipal Council, Cr Mark Honey, Mayor
Kyogle Council, Cr Danielle Mulholland, Mayor
Leeton Shire Council, Cr Paul Maytom, Mayor
Leeton Shire Council, Ms Jackie Kruger, General Manager
Lithgow City Council, Cr Ray Thompson, Mayor
Lithgow City Council, Mr Graeme Faulkner, General Manager

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Lockhart Shire Council, Cr Roger Schirmer, Mayor
Lockhart Shire Council, Mr Peter Veneris, General Manager
Moree Plains Shire Council, Cr Katrina Humphries, Mayor
Moree Plains Shire Council, Ms Libby Carter, Integrated Planning and Reporting
Manager
Murray River Council, Cr Christopher Bilkey, Mayor
Narrabri Shire Council, Cr Catherine Redding, Mayor
Narrabri Shire Council, Mr Stewart Todd, General Manager
Narromine Shire Council, Cr Craig Davies, Mayor
Oberon Council, Cr Kathy Sajowitz, Mayor
Oberon Council, Mr Gary Wallace, General Manager
Parkes Shire Council, Cr Ken Keith, Mayor
Queanbeyan-Palerang Regional Council, Mr Tim Overall, Mayor
Shellharbour City Council, Cr Marianne Saliba, Mayor
Shoalhaven City Council, Cr Amanda Findley, Mayor
Shoalhaven City Council, Mr Stephen Dunshea, CEO
Singleton Council, Cr Sue Moore, Mayor
Snowy Monaro Regional Council, Cr Peter Beer, Mayor
Snowy Monaro Regional Council, Mr Peter Bascombe, General Manager
Temora Shire Council, Cr Rick Firman, Mayor
Temora Shire Council, Mr Steve Firth, Director Administration and Finance
Tenterfield Shire Council, Cr Peter Petty, Mayor
Upper Lachlan Shire Council, Cr John Stafford, Mayor
Uralla Shire Council, Cr Michael Pearce, Mayor
Walcha Council, Cr Eric Noakes, Mayor
Walcha Council, Ms Anne Moddero, General Manager
Warrumbungle Shire Council, Cr Denis Todd, Mayor
Warrumbungle Shire Council, Mr Roger Bailey, General Manager
Wentworth Shire Council, Cr Melisa Hendrics, Mayor
Wentworth Shire Council, Mr Ken Ross, General Manager
LGNSW, President, Cr Linda Scott
LGNSW, Chief Executive, Tara McCarthy

APOLOGIES:

As read

2. ADOPTION OF MINUTES OF PREVIOUS MEETING:

RESOLVED that the minutes of the Annual General Meeting held on 2 November 2018 be accepted as a true and accurate record (Parkes Shire Council /Shell Harbour City Council).

3. Chairman's Report

RESOLVED That the Chairman's report be received and noted (Moree Plains Shire Council /Coolamon Shire Council)

4. Secretaries Report – Financial Report

RESOLVED That the financial reports for the 2018/19 year as tabled be accepted (Forbes Shire Council/ Singleton Council)

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5. **Notice of Motion** (Coolamon Shire Council, Cootamundra-Gundagai Regional Council, Lockhart Shire Council, Temora Shire Council)
Cr Humphries vacated the Chair for this item and both Cr Humphries and Cr Pearce (Deputy Chairman) vacated the meeting room
Cr Kathy Sajowitz Executive Member chaired the meeting
Following two speakers for and two against Forbes Shire Council moved that the motion be put
CARRIED
RESOLVED That the current Chairperson, Vice Chairperson and Secretary be allowed to nominate for executive positions of the Country Mayors Association at the 2019 Annual General Meeting, as is permissible under clause 26 of the Association's Constitution (Tenterfield shire Council/Coolamon Shire Council)

Clr Humphries and Cr Pearce returned to the meeting room and Cr Humphries resumed chair of the meeting

6. **Returning Officer**

RESOLVED That the returning Officer for the conduct of the elections be Mr Allan Burgess (Parkes Shire Council / Coolamon Shire Council)

The Chairperson Cr Katrina Humphries Vacated the chair

7. **Election of Office Bearers**

7.1 Chairperson

The Returning Officer advised that he had received two nominations in writing for Cr Katrina Humphries, Mayor, Moree Plains Shire Council, who was nominated by Narrabri Shire Council and Temora Shire Council and for Cr Peter Petty, Mayor Tenterfield Shire Council, who was nominated by Uralla Shire Council and Moree Plains Shire Council. Cr Petty withdrew his nomination. The Returning Officer called for any further nominations for the position of Chairperson. No other nominations were received. As there was only one nomination the Returning Officer declared Cr Katrina Humphries elected Chairperson for the 2019/20 year

7.2 Vice Chairperson

The Returning Officer advised that he had received three nominations in writing. Cr Michael Pearce, Mayor, Uralla Shire Council who was nominated by Narrabri Shire Council and Temora Shire Council, Cr Kathy Sajowitz, Mayor, Oberon Council, who was nominated by Tenterfield Shire Council and Moree Plains Shire Council and Cr Amanda Findley, Mayor, Shoalhaven City Council, who was nominated by Bellingen Shire Council and Glen Innes Severn Council. Cr Sajowitz withdrew her nomination. The Returning Officer called for any further nominations for the position of Vice Chairperson. No other nominations were received. As there were two nominations an election was to be held

RESOLVED That the method of election be by open voting (Shellharbour City Council/Tenterfield Shire Council)

Following the open vote the Returning Officer declared Cr Michael Pearce elected as Deputy Chairperson for the 2019/20 year

7.3 Secretary/Public Officer

RESOLVED That Mr Lester Rodgers General Manager, Moree Plains Shire Council, be appointed Secretary/Public Officer (Tenterfield Shire Council / Forbes Shire Council)

7.4 Executive

Nominations for the six positions on the Executive were called for. Nominations were received for Cr John Seymour, Coolamon Shire Council, Cr Allan Karanouh, Coonamble Shire Council, Cr Carol Sparks, Glen Innes Severn Council, Cr Liz Campbell, Kempsey Shire Council, Cr Catherine Redding, Narrabri Shire Council, Cr Kathy Sajowitz, Oberon Council, Cr Ken Keith, Parkes Shire Council, Cr Amanda Findley, Shoalhaven City Council and Cr Peter Petty, Tenterfield Shire Council

RESOLVED That the method of election be by ordinary ballot (Bellingen Shire Council/ Shoalhaven City Council)

To allow the counting of votes the AGM was adjourned at 9.39am
The AGM was resumed at 10.35am

Following the count of the votes by the Returning Officer and Cr Linda Scott, President LGNSW the Returning Officer declared the following delegates elected to the Executive for the 2019/20 year

- Cr Ken Keith, Parkes Shire Council
- Cr Peter Petty, Tenterfield Shire Council.
- Cr Kathy Sajowitz, Oberon Council
- Cr Catherine Redding, Narrabri Shire Council
- Cr Liz Campbell, Kempsey Shire Council
- Cr John Seymour, Cooloamon Shire Council

The Chairperson Cr Katrina Humphries resumed the chair

8. SETTING OF ANNUAL MEMBERSHIP FEES

RESOLVED That the fees for the 2019/20 year remain at \$750 for Councils with a population of 10,000 and over, and Councils with a population of less than 10,000 paying 75% \$562.50 (Singleton Council / Parkes Shire Council)

8. Secretariat

RESOLVED That Allan Burgess trading as Alkanat Consulting be appointed the Secretariat (Forbes Shire Council / Singleton Council)

9. Meeting dates for 2020

RESOLVED that the meeting dates for 2020 be 6 March, 29 May, 7 August and 6 November (Kyogle Council / Temora Shire Council)

There being no further business the meeting closed at 10.40 am.

Cr Katrina Humphries
Chair – Country Mayor’s Association of NSW

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16.6 Minutes: Jamberoo Valley Ratepayers and Residents Association - 6 November 2019

Responsible Director: Office of the General Manager

The minutes of the Jamberoo Valley Ratepayers and Residents Association meeting held on 6 November 2019 are attached for Councillors' information.

Communication/Community Engagement

Councillors and staff regularly attend and address Association meetings.

Meeting dates are published on Council's website.

Attachments

- 1 Minutes: JVRRA meeting - 06/11/19 [↓](#)

Jamberoo Valley Ratepayers and Residents Association

PO Box 146 Jamberoo NSW 2533

jvrrasecretary@gmail.com

JVRRRA General Meeting MINUTES

Wednesday 6 November 2019, 7.30 p.m., Club Jamberoo, Upstairs Room

Attendees

Bob Neilson, Ros Neilson, Vivienne Marris, Bob Mullaney, Peter Brown, Stan Judd, Geoff Boxsell, Viv Boxsell, Susie Nash, Max Brennan, Ray Nolan, Beryl Ackroyd, Robyn Letham, Graham Letham, Neil Reilly, Garry Cochran, Gordon Streek, Colin Hollis, Gail Taylor, Greg Harris, Jenni Mizon, Warren Mizon, Tristram Miall, Paul Rogers, Margaret Stevens, Ken Jeffrey, Marea Gardner, John Barnard, Jacqueline Jakeman, Mark Honey, A. Wavers, Veronica Baker, Sidney Baker, Ian Facey, Graham Pike, Sandra Dingle, Stuart Richards, Eve Richards, Tim Burton-Taylor, Geoff Reid, Mary Lou Reid.

Apologies

Roger Lyle, Julie MacDonald, Glenys Day, John Zimmer, Allison Butler, Diane Thompson, Narelle Day, Tony Day, Fran Geraghty, Geoff Wilson, Helen Cochran, Sally Rogers, Gloria Jeffrey, Julie Clough, Greg Clough, Kevin Mills, Ann Pike, James Dingle.

1. **Meeting opened** at 7.30 p.m. by Chair, Vivienne Marris. Welcome to Country, and welcome to members and guests.

Chairperson role taken over by Peter Brown, Vice Chair.

2. **Presentation from Neville Fredericks re preparation for lodgement of DA for Golden Valley Road development, and subsequent discussion and motions**

Background: Fountaindale Group have been engaged by Mr Simicic for the development of the Golden Valley Road block of land that has recently been re-zoned from Agricultural (RU2) to Residential (R3). Neville and Lawson Fredericks of Fountaindale Group had recently had a pre-lodgement meeting with Council, and they requested to attend this JVRRRA meeting to outline their draft subdivision layout and road plans to the community before they sent the plans to their technical consultants. Given that the Agenda for the meeting was already very full, it was agreed with Neville Fredericks that the presentation and subsequent discussion would be limited to 30 minutes or less. A decision would be made after the presentation as to whether JVRRRA would request a further meeting with the developers.

At this meeting, Neville and Lawson Fredericks stated that the Development Application at this stage relates to technical issues and is governed by Council's regulatory framework, including the Kiama Development Control Plan. They emphasised the fact that the draft layout plan presented to this meeting (linked [HERE](#)) has not been finalised, and the layout is likely to continue to change as a result of the inputs from the technical studies that are now being initiated.

The current sub-division layout envisages a yield of about 48 or 49 residential lots, with a perimeter road giving access to Allowrie Street for all the lots via Golden Valley Road. At

this stage consultants will be engaged to submit technical reports on drainage, traffic flows, services such as sewerage and water, Aboriginal heritage sites, bushfire strategy, landscape design (including concept layout and visual factors), geotechnical issues and pedestrian connectivity.

Several questions were raised by those present in the audience at the JVRRA meeting. The following summary attempts to covers the main points discussed:

- The developers were asked why they had applied to Council for a road width of 7.5 metres (kerb to kerb), involving a reduction from Council's standard 11.5 metres. The developers replied that this road width is consistent with the average road width in Jamberoo village, including Sproule Crescent, and they argued that wider roads would result in problems with speeding, loss of amenity, and loss of a village concept, as well as a smaller yield of lots.
- It was noted that the developers had not planned a second vehicular access point to the subdivision by extending the perimeter road to connect further east along Allowrie Street. Concerns were raised by JVRRA members about the adequacy of single vehicular access to Allowrie Street via Golden Valley Road. It was argued that the existing plan would force all cars to use the whole perimeter road within the subdivision, and would also dramatically increase the traffic in the back streets adjoining Golden Valley road as drivers attempted to avoid the difficult single intersection allowed for in the plan. Members of the audience pointed out that existing back streets in Jamberoo cannot handle two-way traffic when cars are parked on both sides of the road, and furthermore many of those back streets involve very steep driveways. The developers replied that with the estimate of fewer than 50 lots, it was felt that existing plans were adequate to handle an estimated 3000 vehicle trips per day (note that the issue of dual occupancy was not raised at the time). They reported that their original traffic access study had classed the Golden Valley Road / Allowrie Street intersection as an 'A' standard intersection, and so a second road access connection further east along Allowrie Street was not needed. Neville Fredericks also argued that the construction of the second access point with a possible roundabout on Allowrie Street would involve unnecessary taxpayer expense. When asked whether further re-zoning of the adjoining RU2 land would be necessary for a second access road to be constructed, he replied that roads are indeed permissible within RU2 zones.
- The current plan shows an additional pedestrian walkway through to the park at the end of Hyam's Place, giving pedestrians the option of walking to Jamberoo village via Hyam's Place. It was argued that Hyam's place is not a suitable thoroughfare for significant pedestrian access, as it has no footpaths and the driveways of the Hyam's Place houses are steep.
- It was pointed out that there are no parks or green spaces planned within the subdivision. The developers replied that relatively small parks and playgrounds are unsustainable for Councils in terms of maintenance.
- It was pointed out that the important issue of sewage had not been addressed at this stage (note that the Drualla Road subdivision was recently limited in terms of dual occupancy because Sydney Water reported that Jamberoo had reached its limit in terms of capacity of the sewage system).

- It was pointed out that the issue of archaeological excavation of Potential Aboriginal Deposit sites has not yet been fully addressed.

Neville and Lawson Fredericks agreed that they were prepared to come to a second meeting with JVRRRA and community members before the DA was lodged. They said that if a meeting were planned for after late February 2020, the consultant reports should be available for discussion. It was stated by Mary Lou Reid that timely notice of this meeting must be made available for JVRRRA so that the Agenda can be organised accordingly.

Neville and Lawson Fredericks were thanked for their time in attending the meeting.

Discussion re further meetings with Fountaindale Group re GVR

After the developers had left the meeting, the following motion was discussed (moved Ros Neilson, seconded Margaret Stephens):

Motion: *JVRRRA will arrange a General Meeting with the Fountaindale developers early in 2020, when the technical reports are available, to give the Association the chance to discuss the GVR plans in more detail before the DA is lodged.*

The original form of the motion had referred to a JVRRRA Special General Meeting rather than an ordinary Monthly General meeting. Discussion included the concerns that a Special General Meeting might incur difficulties with hiring a venue, etc., and that the developers had in fact agreed to a General Monthly meeting, such as the meeting they had just attended. It was accepted that non-members of JVRRRA meetings are welcome to attend General Meetings (provided they do not vote). The motion as stated above was passed.

ACTION: Write to Fountaindale Group informing them of the meeting's decision, and requesting that JVRRRA be kept in touch with their timeline in terms of receipt of Consultant Reports, in order enable appropriate planning for the JVRRRA meeting Agenda.

Notice of Motion from Graham Pike

The following Notice of Motion, which had been sent by Graham Pike to the Secretary on the day of the meeting, was handed out and discussed:

NOTICE OF MOTION – JVRRRA, 6 NOVEMBER 2019

Given that property developers, their associates and agents may seek to use the name, policies, decisions and/or actions of the Jamberoo Ratepayers and Residents Association Inc (JVRRRA), the Jamberoo village and valley's representative community organisation, to advance their urban planning and property marketing, contrary to the intentions and wishes of the JVRRRA membership,

it is moved by Graham Pike, seconded by Ann Pike,

That the JVRRRA's executive committee will always do everything in its power to try to ensure that property developers and associated landowners/proponents and their agents never use the name, policies and activities of the JVRRRA in any way in relation to the planning, marketing and sale of any of their property developments and if such wrongful use of the JVRRRA's name does occur, will take all actions necessary to inform the JVRRRA membership and the general public that such use is unauthorised and not supported by the JVRRRA.

Initial comments from the floor included the opinion that this motion was unnecessarily provocative, and that defending the legitimate use of JVRRA's name was already well within the brief of the JVRRA Committee's obligations. It was pointed out by Geoff Boxsell that there was a precedent within Jamberoo for developers to attend meetings with residents. Tim Burton-Smith questioned whether a motion like this might affect landholders who want to attend and participate in JVRRA meetings. Colin Hollis argued that a Notice of Motion cannot be voted on at the meeting at which it was introduced. It was resolved by general agreement that any further discussion of the motion would be postponed until the next JVRRA meeting.

Chairperson role resumed by Vivienne Marris

**3. Guest Speaker: Geoff Boxsell, Secretary Terragong Drainage Union
Topic: A Brief History of Terragong Swamp**

Geoff Boxsell, Treasurer of the Terragong Drainage Union, presented a very informative illustrated session on the history of Terragong Swamp. See [HERE](#) for a link to his slides, including a map of the area. Geoff's talk began with the decision made in the 1890s to drain the area we now know as 'The Swamp'. The resulting alluvial plan has supported several generations of farmers, and, with its deep, friable loam, it is one of the most fertile and productive areas of agricultural land in NSW.

Once the area was drained 125 years ago, it was leased to dairymen supplying the Jamberoo Cooperative Dairy Society. It was divided into small dairy farms, which at that stage were financially sustainable. In 1973 the Lands Department offered the blocks to the lessees for sale, on the condition that a Drainage Union was set up to take over management of the area. The farmers' ongoing management of the watercourse of the Minnamurra River has included efforts to mitigate problems associated with scouring and flooding, with levies on the farmers and with the assistance of grants. Geoff provided photographic illustrations of revetment of the river banks to mitigate scouring and the construction of rock ramps to control water flow. Dairy farming has evolved to the extent that small farms are no longer viable, and this has led to consolidation of ownership of the blocks and some diversification.

Geoff referred to the pressures that have been placed on the Terragong Swamp area by Council's decision to construct a cycleway connecting Gainsborough and Jamberoo, and by the location of the North Kiama Bypass.

Kiama Council has prepared a Coastal Zone Management Plan for the Minnamurra Estuary that now includes Terragong Swamp. The plan includes a list of problem areas and responsibilities for landholders in the area. As the Terragong Drainage Union waits to see the full impact of this report, Geoff commented that they will continue with their mission to maintain the land, with the assistance of grants. Geoff concluded with the reminder that the area we know as 'The Swamp' is a *"treasure worth maintaining, with a fragility worth respecting."*

Geoff Boxsell was thanked for his very useful contribution.

4. [Minutes](#) of the JVRRRA General Monthly meeting of 1 October 2019: Passed with no dissent.
5. Matters arising from the Minutes not listed elsewhere in the Agenda: There were no matters arising.
6. [Correspondence IN](#):
 - a. Christmas garbage collection flyers
 - b. Community Participation Plan (also see Item 11)
 - c. Croom Tang decision (see Item 13)
 - d. Events signage (see item 10)
 - e. From Council re Minnamurra Boardwalk update
 - f. From Council re publication of LSPS Technical Papers (See Item 12)
 - g. From Neville Fredericks re preparation for Golden Valley Road DA (see Item 2)
 - h. Mayor's Christmas Giving Tree
 - Note that the Salvation Army also collects gifts of new items, unwrapped, left at Elders Jamberoo
 - i. Public notification re DA 37 Churchill Street, Jamberoo (no extension granted for submission date)
 - j. Letter from Graham Pike about the executive's decision to include the Golden Valley Road discussion in this meeting
 - k. Notice of Motion from Graham Pike re developers possibly mis-using JVRRRA name
7. [Correspondence OUT](#):
 - a. Good wishes to Linda Davis
 - b. JVRRRA Submission to Council re Community Participation Plan (Ros Neilson to report on follow-up phone discussion with Council; also see CCAG Report Item 10)
 - c. To Council re Events Signage (see item 9)
 - d. To Councillor Neil Reilly re email about footbridge construction
8. Any matters arising from the Correspondence not listed elsewhere in the Agenda: There were no matters arising.
9. [Treasurer's Report](#) for month ending 30 September 2019. Accepted with no dissent.
10. **Events Signage for Jamberoo Village**

On 11 October 2019 Karen Ronning (Destination Kiama) and Mark Biondich (Engineering and Works, Kiama Council), attended a meeting with the JVRRRA committee and Erica Warren to discuss the Events Signage proposal that Erica had suggested, and the JVRRRA General Meeting had approved of in principle, in December 2018. At the JVRRRA committee's request, they provided a [mock-up of the proposed signage](#) in two suggested locations, near the two stone walls on either side of Jamberoo village, to illustrate the proposed siting of the signs.

Comments at the meeting regarding the illustrated location of signage:

 - As pictured in the 'mock-up' photos, the signs look much too large and visually intrusive – not in keeping with what is expected aesthetically at the entrances to

Jamberoo. Could we get an idea of how signs like those pictured, which offer space to event notification throughout the whole Kiama Municipality, would look in actual perspective? Could smaller signs be envisaged, with a more village-like design? Would it be possible to limit the notification to just Jamberoo events?

- A member suggested that we might consider placing the signs within the 50 kph zone on either side of Jamberoo, to make it safer for to drivers to view them. This was not discussed in detail, and Council's opinion is requested on the signage safety issue with respect to speed limits.

ACTION: Letter to Council (Attention: Engineering and Works; Destination Kiama) giving feedback re comments and concerns and requesting more information.

11. Combined Communities Action Group (CCAG)

- a. [Monthly report](#) of CCAG activities. Main area of discussion: Community Participation Plan.
- b. Any items for JVRRRA members to forward to CCAG for discussion? This will be a standing item in the agenda from now on. No items were offered at this meeting, but members are requested to contact the JVRRRA Secretary during the month if they would like their Reps to bring items to the attention of CCAG.

12. Local Strategic Planning Statement

Council's feedback to Council Business meeting and Phase 2 Technical Papers have been published on Council website. See link: [Technical Papers](https://www.kiama.nsw.gov.au/planning-and-development/local-strategic-planning-statement/overview) – also currently available at <https://www.kiama.nsw.gov.au/planning-and-development/local-strategic-planning-statement/overview>

It was noted that an important outcome of the LSPS at this stage is its recognition that one of the features regarded as special about the Kiama Municipality is its rural views/small village aspect, and this is an important factor to consider in the face of State Government pressure to release more dwellings.

13. LEC decision re Croom Tang DA

The Land and Environment Court has supported Kiama Council's position and [rejected the Croom Tang DA](#) for a farm stay with a main residence, five cabins, and a proposed associated alpaca farm. JVRRRA had also strongly opposed the DA. The DA was rejected by the LEC for two reasons: the main residence was too large and out of character with the surrounding countryside, and one of the cabins was located on an area that was marked as a Potential Archaeological Deposit containing Aboriginal artefacts, but had not been excavated to explore this before the DA was lodged. Ros Neilson commented it was surprising to JVRRRA that our main argument against the proposal had not played a part in the decision to reject the DA: that is, the likelihood that it was not a genuine farm stay with tourist accommodation that was secondary to primary production on a working farm. Mayor Honey and Councillor Riley confirmed at the meeting that this was indeed a concern that Council was continuing to follow up.

ACTION: JVRRRA to write to Council expressing concern resulting from this LEC decision about the status of farm stays on farms, and expressing support for Council's attempts to clarify the issue.

14. Infrastructure

- a. Sub-committee activities – John Friedmann has spoken to Peter Brown about ongoing work, and will report as soon as possible (he has been engaged in volunteer fire-fighting).
- b. Walking track connecting Drualla Road to Jamberoo Mountain Road: This is going to be an ongoing important infrastructure item.

15. Naming of John Hanigan Oval

Kiama Council has resolved to re-name the area formerly known as Kevin Walsh Oval # 2 as the [John Hanigan Oval](#). Signage is currently being arranged.

Greg Harris read out a tribute prepared by members of the Combined Sporting Association recognising John Hanigan as a well-loved Jamberoo resident, a very competent sportsman, and an enthusiastic and generous supporter of senior and junior members of the Jamberoo sporting community. The full text of the tribute, with a photo, is linked [HERE](#).

16. Call for volunteer/s: Scouting out grant opportunities

Viv Marris mentioned that it can be difficult to know what grants are available and how to apply for them, and asked if there were members with skills and experience in this area. Ken Jeffrey commented that it is important to have projects established before thinking of applying for grants (also see General Business).

17. General Business

- Graham Pike provided a handout to the meeting providing 'Fact and Fiction' information about Terragong Swamp. There was no time available to discuss his ideas further.
- Congratulations to be sent to Jamberoo Classic Car Club for their role in staging the Classic Car event on 27 October 2019. The event proved to be not only very popular, but was an excellent fund raiser for local charities.
ACTION: Letter of congratulations to be sent.
- Budgets: Ken Jeffrey suggested that JVRRA has funds at the moment that are not considered in a formal annual budget (apart from meeting ongoing costs of administration), and projects that are agreed on might be supported at least in part by existing JVRRA funds.
- Ken Jeffrey commented that it is often difficult to hear speakers at JVRRA meetings, and the association could consider purchasing a speaker and two microphones. Graham Pike reminded the committee that the Bowling Club has a speaker and microphone that have been used in the past.
ACTION: Jamberoo Bowling Club will be contacted, and further costs of supplying a speaker and microphone be explored.
- Ros Neilson reported that Kiama Central Precinct has created a survey aiming to collect data from residents about how successful their attempts have been to contact Council and other relevant bodies with concerns re short-term holiday rental behaviour, traffic, garbage, planning, etc. It was agreed that it was appropriate to invite JVRRA members to complete the survey if they chose to do so.

ACTION: JVRRA members to be sent a link to the survey monkey available at this link: <<https://www.surveymonkey.com/r/JB7YC2M>> (10 questions - 5 minutes to complete).

18. **Future Guest Speaker:** (Note: Gareth Ward is unavailable for December meeting.)
Stuart Richards to present ideas for a Jamberoo Heritage Display Working Group.
Stuart gave a short presentation explaining that on a recent road trip around Australia he and his family had been impressed by the number of communities that found ways to celebrate their heritage. He suggested a that working party of about four people be formed to discuss ways in which Jamberoo might produce a pictorial display about our own heritage. The working party would report suggestions to the meeting on an ongoing basis, and produce a budget for costs involved. Stuart asked members to consider whether they might be interesting in joining the working party once he has provided more details at the next meeting.
Ros Neilson commented that she has recently mentioned this idea to Sue Eggins, President of the Kiama and District Historical Society, and Sue was very encouraging about the Association proceeding with the project.
19. **Date of next JVRRA General Meeting: Tuesday 3 December 2019.**
To be followed by the Christmas Party!
JVRRA Committee to supply nibbles – please purchase your own drinks from the Bowling Club.
20. **Close of meeting** 9.25 p.m.

16.7 Minutes: Minnamurra Progress Association - 1 October 2019

Responsible Director: Office of the General Manager

The minutes of the Minnamurra Progress Association meeting held on 1 October 2019 are attached for Councillors' information.

Communication/Community Engagement

Councillors and staff regularly attend and address Association meetings.

Meeting dates are published on Council's website.

Attachments

- 1 Minutes: Minnamurra Progress Association meeting - 01/10/19 [↓](#)

MINNAMURRA PROGRESS ASSOCIATION

MEETING MINUTES: 1 OCTOBER 2019.

PRESENT: Rae McClymont, Wayde Siemsen, Iain Scott, Elizabeth Skorulis, Robyn & Arthur Smithers, Ray Smith, Vicki & Murray Steele, Mark Way, Ed Paterson, John Haseltine, Graeme & Cheryl Collinson-Smith.

APOLOGIES. Cliff Mason, Aapo Skorulis, Bob & Noelene Sinclair, Phil Williams, John Williams.

MOVED: A.S SECONDED: CC-S CARRIED.

MEETING OPENED: 7.15p.m.

*Acknowledged traditional owners.

*attendees stood and remembered Minnamurra Massacre 201 years ago along banks of Minnamurra River on night 1 October 1818.

{Discussion on arranging an Elder, or Kiama Council Aboriginal Liaison Officer, or other knowledgeable person to speak on issue at a future meeting. Newcastle University website has information on that event.}

*Mention of passing of local resident Noel Miller. GC-S to organise card.

MINUTES OF LAST MEETING: M: V.S. S: CC-S. CARRIED.

BUSINESS ARISING: G. C-S spoke of representing Progress at Premier's visit to Kiama on 10 Sept 2019.

CORRESPONDENCE:

IN: * Letter re Public Exhibition of Draft Community Participation Plan.

*email from Endeavour Energy 23/9 re reply to our letter regarding Railway Ave tree trimming.

*unsigned letter of criticism of KMC.

OUT: *Endeavour Energy re tree trimming.

*letter of thanks to Coral Riley re her nature strip efforts.

* Letter to KMC re items mentioned at meeting.

*email from C.M. to KMC RE Sept 17 Business Papers.

RECEIVED and ENDORSED: M: R.S. S: A.S. CARRIED.

TREASURER'S REPORT: Aapo's report was presented.

M: E.S. S: I.S. CARRIED.

Ed PATERSON was introduced and presented a power point information session on Kiama Council's Draft Community Participation Plan. He spoke of how planning authorities engage the community, time frames involved etc. As required under the E.P.& A Act.

He is providing briefings to the community and requests our responses if we have any issues. He mentioned session on 2 Oct. at Kiama Downs Surf Club if interested. The draft CPP will be on public exhibition until 8 Oct 2019, and all info can be viewed on Council's website.

Questions were asked and a discussion arose about accessibility of that website, and how it is being upgraded.

Ed was thanked for his information session by GC-S.

GENERAL BUSINESS: Mark Way spoke re issues and various members raised concerns, with a hearty discussion occurred.

*Rangoon Street footpath.

*more parking at James Oates reserve.

*Railway Station parking.

*Community support for bike skills track in quarry. [number 1 priority by about 400 more votes than any other project in online survey by KMC.]

*Underpass painting. [J.H. spoke of contact person for work.]

Raffle won by R.McC.

MEETING CLOSED: 8.15pm.

All enjoyed supper hosted by Vicki Steele.

NEXT MEETING: Tuesday 5 November 7.15 pm. [Ian Dodsworth –supper]

16.8 Minutes: North Precinct meeting - 19 October 2019

Responsible Director: Office of the General Manager

The minutes of the North Precinct meeting held on 19 October 2019 are attached for Councillors' information.

Communication/Community Engagement

Councillors and staff regularly attend and address Precinct meetings.

Meeting dates are published on Council's website.

Item 16.8

Attachments

- 1 Minutes: North Precinct - 19/10/19 [↓](#)

Minutes of the North Kiama precinct meeting

Held on 9 October 2019 at North Kiama Neighbourhood Centre at 7.30 pm

Item 1. Chair Mark Croxford welcomed all to the meeting and acknowledged the traditional owners.

Item 2. Attendance: Mark Croxford, Keith Dedden, John Hansen, Ray Mc Millan, Graeme Collinson, Kathy Rice, Aapo Skorulis, Peter Meaney

Apologies: Mark Honey, Neil Riley, Ron Murrell, Catherine Stephen, Cliff Mason, Sharon Parker Noeline Sinclair, Bob Sinclair, Jodi Keaast

Item 3. Minutes of the meeting of 11 September were presented for confirmation. Moved John Hansen seconded Kathy Rice,

Item 4. Business arising from previous minutes

Mark C advised he had contacted council re the Jones Beach environmental management issues particularly vermin control raised by John Hansen. Council responded that trapping efforts had resulted in no vermin being trapped and therefore there was no point in attending a precinct meeting. John H responded the rats are still present and was frustrated that no action had been taken. Aapo S made the point that at least council had responded. Kathy Rice said that a report was to be prepared for council on the issue of responses to community concerns.

Discussion ensued on Council provision of services, council budget challenges, the cost of its involvement in aged care facilities development and coastal management.

Mark C spoke about council responsibilities in separating investments from recurrent expenditure and will write to council asking for a staff member to address the precinct about the vermin issue at Jones Beach at a future meeting.

Item 5. Correspondence

IN; nil

OUT;

Mark C wrote to council re vermin (see item 4 above). Mark C wrote to Gareth Ward and council re the Bombo quarry motion carried at the last precinct meeting.

Item 6. Treasurers Report

A council Purchase Order has been sent to the precinct, Aapo S is to now raise an invoice. No income, no expenditure has been recorded.

Item 7 General Business

Keith D reported that a meeting which had been sought for some time by precinct member Murray Griffith through local member Gareth Ward had taken place with Transport NSW on 8 October 2019. Minister Gareth Ward arranged the meeting which included the Mayor and council staff and Stewart Mills, Acting CEO of Sydney Trains and his staff, as well as community members. The meeting outcome was that Transport NSW agreed to respond to the community issues of transporting

backfilling to Bombo quarry in respect to truck access through the Sydney Trains quarry and to a curfew on night transport by train. Stewart M also committed to consider the TNSW representation on a new committee to prepare a masterplan for end uses for Bombo quarry.

In response to an earlier request from the precinct about the Boral Bombo quarry modification DA, Kathy Rice reported on council staff action to ask Boral to provide more information. If changes to the modification DA result from Boral's response, it may be readvertised.

Kathy Rice reported that the cycleway through the Boneyard had been improved and that no further work is proposed at this stage.

Ray Mc asked Kathy Rice what should be done with dead vegetation on Jones Beach. Kathy Rice said it should be revegetated. Mark C asked Kathy Rice if council could remove piles of dead lantana and Mark C will now write to council asking that removal be undertaken.

Peter M reported that there were concerns about the differing levels of resources provided to landcare groups.

Keith D commented on the issue of Jones Beach dune planting and the current coastal management study that the study will not give direction on planting at Jones Beach and a council plan of management should apply.

John H raised the issue of council financial management in the context of his experience and also the need for council to respond to the concerns of local residents, particularly relating to beach vegetation and take note of Wollongong efforts to return their beaches to appropriate vegetated states.

Mark C reported that he had had informal talks with the Mayor what could be done for landscaping/recreation/bbq & picnic open space areas for community use, particularly in the Gainsborough oval/chase/paddocks area. Mark C to include as an agenda item for November meeting asking for community suggestions on the sorts of things people would like to see included before developing a proposal for funding consideration.

Peter M raised the issue of how motions should be put and dealt with at precinct meetings. Mark C responded, referred to council's existing meeting code of conduct.

Graeme C queried attendance of councillors at precinct meetings and Mark C confirmed that they are always welcome to attend.

Meeting closed at 8.52 pm

Next meeting; Wednesday 13 November 2019 at 7.30 pm

Please stay after for a light supper and chat.

16.9 Minutes: South Precinct meeting - 24 October 2019

Responsible Director: Office of the General Manager

The minutes of the South Precinct meeting held on 24 October 2019 is attached for Councillors' information.

Communication/Community Engagement

Councillors and staff regularly attend and address Precinct meetings.

Meeting dates are published on Council's website.

Attachments

- 1 Minutes: South Precinct meeting 24/10/19 [↓](#)

**MINUTES OF THE SOUTH PRECINCT MEETING
held on Thursday 24th October 2019 at Gerringong Town Hall**

Meeting Opened: 7.30 pm

Attendance: 19 as per attendance book

Chair: Chris Cassidy **Minutes:** Shane Douglas

"On behalf of those present, I would like to show my respect and acknowledge the traditional owners of the Land, of Elders past and present, on which this meeting takes place, and extend that respect to other Aboriginal and Torres Strait Islander people present."

Apologies: Stan Griffiths, Alma Macpherson, Cr Westhoff, Ken Sandy, Linda Brazier, and Cecily Hewett.

Moved: acceptance of apologies Chris Cassidy/Warren Holder **carried**

Minutes of Previous Meeting

Moved: that the minutes of the ordinary meeting of Thursday 19th September 2019 be accepted.
Neil Miller/ Rob Coady **carried**

Business Arising From Minutes: nil

Special welcome to: Cr Neil Reilly, Andrew Wales Gerringong Association.

Correspondence IN:

1. GCA September Newsletter
2. KMC Rose Valley Road Notification
93 Fern Street Gerringong Notification
3. Councilor Feedback Survey.
4. KMC Council Business Papers
5. GCA October Newsletter
6. Invite from Ministry Service for Rev Steven Layson December 4th 7:30pm.

Correspondence OUT: September Minutes to FB, Discussion Group and KMC.

Executive Report

- Chris raised FB 3rd party advertising. Outcome is that the issue will be discussed by Executive and then sent to SP discussion group prior to the November Meeting.
- Search made regarding KMC invite to comment on draft CCP.

Council Papers/Development Applications (Damien Morris)

- Destination Kiama Support for Surf Life Weekend in May 2020.
- By Pass Signage not finalized by RMS.

Report saved in October Minutes.

Correspondence: P.O.Box

Email Address: spkmcfern@gmail.com

Traffic Committee

Minutes entered into Correspondence.

Safety Committee

No meeting, nothing to report.

Treasurer's Report

Balance \$146.72

General Business

1. CCAG met with Mayor & staff, but no further update regarding Precinct Structure in the future.
 - Spoke about dwelling numbers.
 - Discussed Brown Field Sites.
 - South Kiama Development
2. **Gerringong Association update:** Andrew Wales gave the following update
 - 6th December 2019 Christmas Sorree with a Christmas Light Competition.
 - Christmas Street parade back on, being organized by a new local Community Group.
 - Business Training Workshops completed a series 4 / 4 with over 100 local businesses attending the workshops.
3. It was requested that a letter of thanks be sent to the Gerringong Bowling & Recreational Club the backing & support behind the Christmas Street Parade 2019.
4. Stephen Brazier raised a motion "For KMC to re-open the Public Toilets at Seven Mile Beach ASAP". 2nd Shane Douglas passed Unanimously.
5. Warren Holder gave an update regarding Gerroa Sand Mine. Warren, Stephen and Howard Jones met with the Department of Planning. Went onto confirm there is 5 endangered species within the area. 40% of States Fresh Water Wet Lands.

Meeting closed: There being no further business the Chair closed the meeting at 9.25pm

Next Meeting: Thursday 21st November 2019

Correspondence: P.O.Box

Email Address: spkmcfern@gmail.com

16.10 Model Code of Conduct Complaints Statistics Report 2018-19Responsible Director: Office of the General Manager

Under the Procedures for the Administration of the Code of Conduct, Council's Complaints Coordinator must, within three months of the end of September each year, report on a range of complaints statistics to their Council and to the Office of Local Government. The statistics that are to be reported include:

- the total number of Code of Conduct complaints made about Councillors and the General Manager under the Code of Conduct for the period 1 September to 31 August each year.
- the number of Code of Conduct complaints referred to a Conduct Reviewer
- the number of Code of Conduct complaints finalised by a Conduct Reviewer at the preliminary assessment stage and the outcome of those complaints
- the number of Code of Conduct complaints investigated by a Conduct Review
- the number of Code of Conduct complaints investigated by a Conduct Review Committee
- the number of finalised complaints investigated where there was found to be no breach
- the number of finalised complaints where there was found to be a breach
- the number of complaints referred by the GM or Mayor to another agency or body such as ICAC, the NSW Ombudsman, the Office of Local Government, or the Police
- the number of complaints being investigated that are not yet finalised
- the total cost of dealing with Code of Conduct complaints within the period made about Councillors or the GM, including staff costs.

The Code of Conduct Complaints Statistics Report as submitted to the Office of Local Government for the period 1 September 2018 to 31 August 2019, is attached to this information report.

Communication/Community Engagement

This report informs the community on any Code of Conduct Complaints investigated.

Attachments

- 1 Code of Conduct Complaints statistics - 2018/19 [↓](#)

Model Code of Conduct Complaints Statistics Kiama Municipal Council			
Number of Complaints			
1	a	The total number of complaints received in the period about councillors and the General Manager (GM) under the code of conduct	2
	b	The total number of complaints finalised in the period about councillors and the GM under the code of conduct	1
Overview of Complaints and Cost			
2	a	The number of complaints finalised at the outset by alternative means by the GM or Mayor	0
	b	The number of complaints referred to the Office of Local Government under a special complaints management arrangement	0
	c	The number of code of conduct complaints referred to a conduct reviewer	2
	d	The number of code of conduct complaints finalised at preliminary assessment by conduct reviewer	0
	e	The number of code of conduct complaints referred back to GM or Mayor for resolution after preliminary assessment by conduct reviewer	0
	f	The number of finalised code of conduct complaints investigated by a conduct reviewer	2
	g	The number of finalised code of conduct complaints investigated by a conduct review committee	0
	h	The number of finalised complaints investigated where there was found to be no breach	0
	i	The number of finalised complaints investigated where there was found to be a breach	1
	j	The number of complaints referred by the GM or Mayor to another agency or body such as the ICAC, the NSW Ombudsman, the Office or the Police	0
	k	The number of complaints being investigated that are not yet finalised	1
	l	The total cost of dealing with code of conduct complaints within the period made about councillors and the GM including staff costs	20,658

Item 16.10

Attachment 1

Preliminary Assessment Statistics	
3	The number of complaints determined by the conduct reviewer at the preliminary assessment stage by each of the following actions:
a	To take no action <input type="text" value="0"/>
b	To resolve the complaint by alternative and appropriate strategies <input type="text" value="0"/>
c	To refer the matter back to the GM or the Mayor, for resolution by alternative and appropriate strategies <input type="text" value="0"/>
d	To refer the matter to another agency or body such as the ICAC, the NSW Ombudsman, the Office or the Police <input type="text" value="0"/>
e	To investigate the matter <input type="text" value="2"/>
f	To recommend that the complaints coordinator convene a conduct review committee to investigate the matter <input type="text" value="0"/>
Investigation Statistics	
4	The number of investigated complaints resulting in a determination that there was no breach , in which the following recommendations were made:
a	That the council revise its policies or procedures <input type="text" value="0"/>
b	That a person or persons undertake training or other education <input type="text" value="0"/>
5	The number of investigated complaints resulting in a determination that there was a breach in which the following recommendations were made:
a	That the council revise any of its policies or procedures <input type="text" value="0"/>
b	That the subject person undertake any training or other education relevant to the conduct giving rise to the breach <input type="text" value="1"/>
c	That the subject person be counselled for their conduct <input type="text" value="0"/>
d	That the subject person apologise to any person or organisation affected by the breach <input type="text" value="1"/>
e	That findings of inappropriate conduct be made public <input type="text" value="1"/>
f	In the case of a breach by the GM, that action be taken under the GM's contract for the breach <input type="text" value="0"/>
g	In the case of a breach by a councillor, that the councillor be formally censured for the breach under section 440G of the Local Government Act 1993 <input type="text" value="0"/>
h	In the case of a breach by a councillor, that the matter be referred to the Office for further action <input type="text" value="1"/>
6	Matter referred or resolved after commencement of an investigation under clause 8.20 of the Procedures and clause 7.20 of the new Procedures <input type="text" value="0"/>

Categories of misconduct	
7 The number of investigated complaints resulting in a determination that there was a breach with respect to each of the following categories of conduct:	
a General conduct (Part 3)	<input type="text" value="1"/>
b Conflict of interest (FMCC Part 4) and Non-pecuniary conflict of interest (NMCC Part 5)	<input type="text" value="0"/>
c Personal benefit (FMCC Part 5 / NMCC Part 6)	<input type="text" value="0"/>
d Relationship between council officials (FMCC Part 6 / NMCC Part 7)	<input type="text" value="0"/>
e Access to information and resources (FMCC Part 7 / NMCC Part 8)	<input type="text" value="0"/>
Outcome of determinations	
8 The number of investigated complaints resulting in a determination that there was a breach in which the council failed to adopt the conduct reviewers recommendation	<input type="text" value="0"/>
9 The number of investigated complaints resulting in a determination that there was a breach in which the council's decision was overturned following a review by the Office	<input type="text" value="0"/>

Item 16.10

Attachment 1

16.11 National Redress Scheme for Institutional Child Sexual Abuse - inclusion of local councilsResponsible Director: Office of the General Manager

The National Redress Scheme for Institutional Child Sexual Abuse has been established in response to the Royal Commission. The Scheme provides acknowledgement and support to people who experienced institutional child sexual abuse. Eligible survivors can receive a redress payment of up to \$150,000, access to counselling and a Direct Personal Response from the responsible participating institution.

The Royal Commission reported that around one third of survivors indicated that they were abused in government managed institutions. Of these 1.2 per cent reported abuse in local government institutions.

To ensure equal access for all survivors and a consistent approach across all participating institutions the NSW Government has included local councils as participating government institutions.

The NSW Government has agreed to accept financial liability for any redress recognition payments made against councils.

A copy of the Office of Local Government letter of advice and a frequently asked questions fact sheet for local councils is attached for Councillors' information.

Communication/Community Engagement

N/A

Attachments

- 1 National Redress Scheme for Institutional Child Sexual Abuse - Office of Local Government - advice inclusion of local councils in the scheme [↓](#)
- 2 National Redress Scheme for Institutional Child Sexual Abuse - Office of Local Government - frequently asked questions for local councils [↓](#)



Office of
Local Government

5 O'Keefe Avenue NOWRA NSW 2541
Locked Bag 3015 NOWRA NSW 2541

Our Reference: A661950
Contact: Council Engagement Manager
Phone: 02 4428 4100

Mr Kerry McMurray
General Manager
Kiama, The Council of the Municipality of
PO Box 75
KIAMA NSW 2533
By email: council@kiama.nsw.gov.au

18 October 2019

Dear Mr McMurray

Re: National Redress Scheme for Institutional Child Sexual Abuse – the inclusion of local councils in the scheme

I am writing to let you know about the inclusion of NSW councils in the National Redress Scheme which provides acknowledgment and support to people who experienced institutional child sexual abuse.

The National Redress Scheme was a key recommendation from the Royal Commission into Institutional Responses to Child Sexual Abuse. The scheme started on 1 July 2018 and will run for 10 years.

In May 2018, NSW was the first state to pass legislation referring powers to the Commonwealth to establish the Scheme. This meant that both government and non-government institutions in NSW could elect to join.

To ensure equal access for all survivors and a consistent approach across all participating institutions, the NSW Government has included councils as participating government institutions. The inclusion of NSW councils will be formalised by a Commonwealth declaration shortly.

The Royal Commission reported that around one third (32 per cent) of survivors who attended private sessions indicated they were abused in government institutions. Of these survivors, 1.2 per cent reported abuse in a local government institution. For these survivors to have access to redress, local councils must be participating institutions.

The NSW Government has agreed to accept financial liability for any redress recognition payments made against councils.

Processing of Redress applications

The Commonwealth Department of Social Services is responsible for operating the Scheme. Under the Scheme, redress includes a recognition payment of up to \$150,000, access to counselling and psychological services, and a direct personal response from the responsible institution(s).

The Office of Local Government (OLG) is the central contact point between councils and the scheme and will provide advice and support to councils subject to an

T 02 4428 4100 F 02 4428 4199 TTY 02 4428 4209
E olg@olg.nsw.gov.au W www.olg.nsw.gov.au ABN 44 913 630 046



application. Where an application has been made, the council will be required to search its records to provide relevant documentation regarding that application as requested by the scheme.

Applications are formally assessed by Independent Decision Makers appointed under the scheme and the council will be notified of the outcome of the application via OLG.

Next Steps

For further information, please refer to the attached FAQ document and visit the National Redress Scheme website at <https://www.nationalredress.gov.au>.

Your Council Engagement Manager, Liz Dixon, will be your main contact for any questions or dealings with the National Redress Scheme and they will contact you in the next few days to discuss any questions or concerns you may have. Alternatively, you can send comments or questions to redress@olg.nsw.gov.au.

Yours sincerely



Tim Hurst
Deputy Secretary
Local Government, Planning and Policy

National Redress Scheme

For people who have experienced institutional child sexual abuse



FAQs FOR NSW LOCAL COUNCILS

What is the National Redress Scheme?

The national Redress Scheme has been established in response to the Royal Commission into Institutional Response to Child Sexual Abuse.

How did the National Redress Scheme come about?

The Royal Commission into Institutional Responses to Child Sexual Abuse listened to thousands of people about the abuse they experienced as children.

The Royal Commission recommended that the Commonwealth Government establish a single national redress scheme for survivors of institutional child sexual abuse.

The scheme seeks to acknowledge the life-long impact of institutional child sexual abuse by providing eligible survivors with a redress payment of up to \$150,000, access to counselling and a Direct Personal Response (DPR) from the responsible participating institution.

When did the National Redress Scheme come into effect?

1 July 2018

How long will it run for?

Ten years

When will NSW local councils become part of the scheme?

Once all NSW councils have been informed of their role in the National Redress Scheme, the Commonwealth Minister for Social Services will 'declare' the updated list of participating NSW government institutions in accordance with section 115(2) of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

Why are NSW local councils involved?

It is likely that some instances of institutional abuse happened at council owned or run facilities. This has been the experience in other states, although so far, the numbers have been low.

What is the likely impact on local government?

The Royal Commission reported that around one third (32 per cent) of survivors nationally who attended private sessions, indicated that they were abused in government managed institutions. Of these, 1.2 per cent reported abuse in a local government institution.

Will there be any cost to councils?

As local councils are included by the NSW Government as participating institutions, the State Government will cover the costs of the redress payments and counselling. Councils will be asked to cover costs associated with a Direct Personal Response (apology) if that is requested by the survivor.

What is the process of the National Redress Scheme?

The National Redress Scheme reviews applications lodged by survivors, determining the jurisdiction it belongs to and sending through a Request for Information (RFI) to the coordination agency in each state. In the case of NSW the agency coordinating RFIs is Department of Communities and Justice – Victims Services. Once a completed RFI is received by the scheme, a Commonwealth appointed independent decision maker will determine the application.

What is the role of the Department of Communities and Justice – Victims Services?

The Central Coordination Team (CCT) within the Department of Communities and Justice - Victims Services receives the RFIs and allocates it to the appropriate institution. If it is determined that the RFI is related to a council, the CCT liaises with the NSW Office of Local Government (OLG). Department of Communities and Justice - Victims Services will also coordinate counselling services for redress recipients on behalf of a local council where redress is required.

What is the role of OLG in the process?

OLG will act as a central point of contact between nominated councils and the CCT, which will support OLG to assist councils in implementing the scheme.

What is the process for a council?

Once notified of an RFI for a local council by the CCT, OLG will contact the general manager of the council concerned to advise the receipt of an RFI and provide an information pack on the process as well as contact information for the CCT.

How does a council respond to an RFI?

Councils will need to act with discretion, in good faith and undertake their best endeavours to assist people applying for redress.

Councils will be asked to comprehensively search their records for information that may support or assist someone to establish their case. The general manager may take on this role themselves or nominate an officer to lead the process.

Whoever is responsible, councils will need to demonstrate that they have a process in place to ensure that the privacy of the survivor is secured at all times.

How far back do we have to go?

Applications may relate to events that have taken place up to 60 to 70 years ago, perhaps longer. Council is obliged to search their records as thoroughly as possible and this may extend to retrieving archived documents out of storage.

What if my council has been created since the alleged incident – for example the council in question no longer exists?

The council is required to conduct as thorough a search of the records as possible. OLG can advise on the appropriate steps to take in this instance.

What happens once we have completed the RFI?

Once the records have been searched and OLG is satisfied that the search was comprehensive, councils complete the RFI and return it to the CCT.

The independent decision maker will evaluate information provided by council as well as other information provided by the survivor and make a determination about whether an institution is primarily or equally responsible for the abuser having contact with the person.

If the Independent Decision Maker determines that there is a reasonable likelihood the person is eligible for redress, the application will be approved, and an offer of redress will be made. Redress includes a payment of up to \$150,000, counselling and a direct personal response from the responsible institution(s).

What is a Direct Personal Response (apology) and how does council provide one?

In a Direct Personal Response (DPR), a survivor can tell their story to a representative of the council and receive an apology and an explanation of what the council is doing to stop anyone else from being abused in the future.

A Direct Personal Response can be done in a variety of ways, such as:

- a face-to-face meeting between the survivor and a representative of the council
- a written letter from the council, or
- other arrangements, depending on the circumstances of the survivor.

The survivor will decide whether a Direct Personal Response is right for them. If the survivor requests a Direct Personal Response, the Mayor, on behalf of the council, may be asked to participate in a face-to-face meeting or write a letter of apology as part of the redress process. If a face-to-face meeting is requested councils will be required to pay for costs associated with the DPR.

For more information about the National Redress Scheme

<https://www.nationalredress.gov.au/> or email redress@olg.nsw.gov.au

16.12 Parking Statistics - October 2019

Responsible Director: Environmental Services

Patrols conducted	30
Infringements Issued	33
Total Infringement Value	\$5503
Vehicle Spaces Inspected	742
CRM requests received and actioned	5

Timed Zones	No of patrols	PINS Issued	School Zone Patrols	No. of patrols	PINS Issued
Kiama CBD East	7	5	St Peter & Pauls	0	0
Kiama CBD West of Railway Parade	8	9	Kiama High	1	0
Gerringong CBD	4	2	Kiama Public	0	0
Other Parking	4	0	Jamberoo Public	0	0
Bonaira St, Holden Ave, William St, Taylor St and Reid St, Kiama	3	7	Minnamurra Public	2	0
			Gerringong Public	1	0

Pro-active Patrols

Offence	PINS Issued	offence	PINS Issued
No Stopping	2	No Stopping (School Zone)	0
Bus Zone	1	Bus Zone (School Zone)	0
Unbroken Yellow Edge Line	7	No Parking	0
Driveway	1	Path/Strip/Ramp	0
Loading Zone	1	Disabled Parking Zone	0
Mail Zone	4	Stop at/near Pedestrian X	1

Communication/Community Engagement

N/A

16.13 Question for future meeting: Correspondence response timeframes

Responsible Director: Office of the General Manager

At the Ordinary Council meeting held on 22 October 2019, Councillor Sloan requested a report be provided that explains how correspondence response timeframes are tracked and how average response times have been trending.

Within our document management system (TRIM) correspondence is actioned to the appropriate officer. When an action is added to a record in TRIM a timeframe is automatically applied by the system.

The timeframes were set by the previous General Manager based on historical evidence and the timeframes other councils use. The timeframes are as follows:

- correspondence requiring action - 14 days to complete
- correspondence for information only – 30 days to complete.

A reminder email is sent advising that the record is overdue if the TRIM action has not been completed within the timeframe.

The following table sets out statistics for the number of actions in TRIM and the percentage of those completed within the timeframe.

	No of actions	Actions completed on time	Actions completed on time as a %
1 January 2018 to 30 June 2018	9,025	7,351	81%
30 June 2018 to 27 October 2018	6,533	5,313p	81%
1 January 2019 to 30 June 2019	10,021	8,246	82%
1 July 2019 to 27 October 2019	6,788	6,173	91%

Council also received 4,860 phones calls during the month of October, 91% of these calls were answered, with 90% being answered within 60 seconds.

Communication/Community Engagement

Council is currently developing a Customer Response Commitment that will be embedded into the day-to-day practices of staff to ensure that high quality customer service is provided in a timely, efficient, effective and consistent manner.

16.14 Question for future meeting: Council election costsResponsible Director: Office of the General Manager

At the Ordinary Council meeting held on 22 October 2019, Councillor Reilly requested a report be brought to Council regarding Council elections and savings that may follow by reducing pre-poll to one week and a reduction in the number of polling places.

Council has received the following advice from the Director Customer Service and Relationship Management at the NSW Electoral Commission:

The length of the pre-poll period is determined by the Electoral Commissioner, not the council and currently, the Commissioner's view is that the pre-poll period will remain at 2 weeks. Similarly, the number of polling places is determined by the NSWEC (based on many factors). The estimate sent to council assumes the same number of polling places will be used as at the last ordinary election.

Council has now received a cost estimate of \$246,685 (GST exclusive) from the NSW Electoral Commission (Attachment A). Contact was made with the Director Customer Service and Relationship Management at the NSW Electoral Commission to seek an explanation as to why the IPART report page 105 (Attachment B) showed the NSWEC proposed bill was \$207,000 and since that time the NSW State Government have announced that they will fund the core costs of the election, totalling \$19.9M across NSW (Attachment C) yet the nett cost for Kiama has increased over and above the figure in the IPART report.

The NSW Electoral Commission advised that they did not provide the costs contained in the IPART report. According to the information provided by the Commission, Kiama Municipal Council's local government election costs will increase by over 40% or over \$70,000 despite the core costs being funded by the NSW Government.

Communication/Community Engagement

N/A

Attachments

- 1 Attachment A - NSW Electoral Commission - 2020 local government election - cost estimate [↓](#)
- 2 Attachment B - Page 105 - IPART Review of local government election costs [↓](#)
- 3 Attachment C - Office of Local Government circular - Government response to IPART's review of local government election costs [↓](#)



2020 Local Government Election - Cost Estimate
Kiama Municipal Council

Projects / Deliverables	Amount
<i>Ballot Papers</i>	9,239
<i>Call Centre</i>	7,864
<i>Event Management</i>	3,453
<i>Event Staffing</i>	118,387
<i>Information Technology</i>	9,595
<i>Logistics</i>	12,503
<i>Multi-Area Polling</i>	478
<i>Postal Voting</i>	2,297
<i>Venues</i>	74,466
<i>Voter Awareness</i>	8,403
TOTAL (excluding GST)	246,685
GST	24,669
TOTAL (including GST)	271,354

Assumptions

LGE 2020 Election Status - Fully Contested

NSWEC will conduct a similar proportion of council elections to 2016-17

Excludes cost for any referendum or poll a council may request NSWEC to conduct

All aspects of the election process will be as 2016/2017

Shared resources will be utilised where practical

Contact Details

Enquiries to Steve Robb, Director Customer Service & Relationship Management Tel: 02 9290 5431 Email: Steve.Robb@elections.nsw.gov.au

Level 25, 201 Kent Street Sydney 2000, GPO Box 832, Sydney 2001 Tel 02 9290 5999 Fax 02 9290 5991 ABN 94 828 824 124

Council	2016-17	NSWEC	IPART –	Difference – IPART vs		Difference – IPART	
	bill	Proposed	Full cost-	2016-17		vs NSWEC proposed	
	2020 – 21	bill,	recovery				
	2020 – 21	bill,	bill,				
	2020 – 21	2020 – 21	2020 – 21				
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	%	(\$'000)	%
Cobar	30	44	45	15	52%	2	4%
Coffs Harbour	421	462	604	183	43%	142	31%
Coolamon ^a	9	25	29	20	228%	4	17%
Coonamble	27	46	41	14	50%	-5	-11%
Cootamundra-Gundagai	73	105	108	34	47%	2	2%
Cowra	87	114	126	38	44%	11	10%
Cumberland	799	938	1,246	447	56%	308	33%
Dubbo	291	356	417	126	43%	61	17%
Dungog	59	90	90	31	52%	0	0%
Edward River	61	81	87	25	42%	6	7%
Eurobodalla	245	289	360	115	47%	71	24%
Fairfield - CAE	0	0	0				
Federation	78	110	114	36	47%	4	4%
Forbes	58	74	84	26	46%	10	13%
Georges River	620	747	927	307	50%	179	24%
Gilgandra	32	50	51	19	59%	1	1%
Glen Innes Severn	55	70	79	24	44%	9	12%
Goulburn Mulwaree	161	189	231	70	44%	42	22%
Greater Hume	58	103	92	34	58%	-11	-11%
Griffith	146	181	211	64	44%	30	16%
Gunnedah	0	0	0				
Gwydir	38	60	56	19	50%	-4	-6%
Hawkesbury	348	412	528	180	52%	116	28%
Hay	24	40	37	13	56%	-2	-5%
Hilltops	143	194	191	48	34%	-3	-2%
Hornsby	685	805	1,052	367	54%	247	31%
Hunters Hill	74	101	118	44	60%	17	17%
Inner West	899	1,071	1,339	440	49%	268	25%
Inverell	96	118	135	39	41%	18	15%
Junee	33	46	50	17	53%	3	7%
Kempsey	0	0	0				
Kiama	171	207	233	62	36%	27	13%
Ku-ring-gai	558	656	829	271	49%	174	26%
Kyogle	54	76	82	28	53%	6	8%
Lachlan	35	53	52	18	51%	0	-1%

Item 16.14

Attachment 2



Circular to Councils

Circular Details	Circular No 19-22 / 27 September 2019 / A673766
Previous Circular	19-02 Consultation by IPART on recommended reforms to local government election costs and extension of the deadline for councils to make a decision on the administration of their elections
Who should read this	Councillors / General Managers / Council Governance Staff
Contact	Council Governance Team / 02 4428 4100 / olg@olg.nsw.gov
Action required	Council to Implement

Government response to IPART's review of local government election costs

What's new or changing

- On 30 August 2019, the Independent Pricing and Regulatory Tribunal (IPART) provided its final report of its review of local government election costs to the Minister for Local Government. IPART's final report is available [here](#).
- On 18 September 2019, the Government released its response to IPART's final report and announced that it intended to fund the NSW Electoral Commission's (the Commission) core costs in relation to the administration of local government elections, thereby reducing councils' election costs. The Government response to IPART's final report is available [here](#).
- Councils must make a decision on the administration of their elections by **1 October 2019**, or soon thereafter, and must enter into any arrangement with the NSW Electoral Commissioner (the Commissioner) to administer their elections no later than **1 January 2020**.

What this will mean for your council

- Under the new funding model, costs will be assigned as either direct or core costs and allocated to councils or the NSW Government accordingly. The funding model will see costs allocated on the following basis:
 - direct (or marginal) costs are the costs that would not be incurred if an election was not held. These will be recovered from councils on a direct allocation and per elector basis. These include election staffing, venues, ballot paper printing, council-specific advertising and voter information products
 - core costs are defined as head office costs such as staff payroll, training, election security, project management, drafting of election procedures and policies, core IT system development and maintenance and ongoing voter roll maintenance. These are the costs the Commission must incur to maintain its capacity to conduct local government elections. The NSW Government will fund these core costs of \$19.9 million.
- The NSW Government's funding contribution will result in an indicative weighted average cost per elector of \$8.21, which will be passed onto councils, compared to a weighted average cost per elector of \$12.72 if no Government contribution was provided.
- If they have not already done so, councils must now make a decision on how their elections are to be administered by **1 October 2019**, or soon thereafter.
- Under section 296AA of the *Local Government Act 1993* (the Act), each council must resolve either:

- o to enter into an election arrangement with the Commissioner to administer all the council's elections, polls and constitutional referenda; or
 - o that the council's elections are to be administered by an electoral services provider engaged by the council.
- Where the council resolves that the council's elections are to be administered by an electoral services provider engaged by the council, the resolution must specify whether the general manager has identified an electoral services provider to be engaged for the next ordinary election of councillors and, if so, the name of that provider.
- Section 296(5) of the Act empowers the Commissioner to enter into an arrangement to administer a council's elections after the statutory deadline of **1 October 2019** for a decision on the administration of the council's elections if satisfied that there are exceptional circumstances that make it desirable or necessary for him to do so.
- The Commissioner has formed the preliminary view that constraints placed on councils in the context of the timing of the IPART review constitute 'exceptional circumstances' for the purposes of section 296(5).
- If a council cannot pass the requisite resolution to enter into an election arrangement with the Commissioner on or before **1 October 2019**, it should provide its resolution to the Commission as soon as possible after that date to enable the Commissioner to consider the resolution pursuant to section 296(5) of the Act.
- To enable the Commission to adequately plan for council elections, any contracts must still be signed and returned to it no later than **1 January 2020**.
- If a council does not enter into an election arrangement with the Commissioner, the council will be required to engage an alternative electoral services provider to administer its elections.

Where to go for further information

- Further information on council decisions on the administration of the 2020 council elections is available in the FAQ issued with *Circular 18-43 Council decisions on the administration of the September 2020 elections*. Please note that some of the information in the FAQ has been superseded by subsequent amendments to the Act and it should be read in conjunction with the information contained in this circular.
- Contact OLG's Council Governance Team by telephone on 02 4428 4100 or by email at olg@olg.nsw.gov.au.
- Contact the NSW Electoral Commission by telephone on 02 9290 5999.



Tim Hurst
Deputy Secretary
Local Government, Planning and Policy

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16.15 Question for future meeting: Pedestrian crossing at Saddleback Mountain Road, KiamaResponsible Director: Engineering and Works

Councillor Westhoff requested a report on behalf of the Youth Advisory Committee on the possibility of installing a pedestrian crossing on Saddleback Mountain Road from the student parking area to Kiama High School. The matter was referred to the Director Engineering and Works for investigation and report.

Under NSW Roads and Maritimes Services (RMS) guidelines, all new pedestrian crossings must meet a minimum vehicle and pedestrian volume to warrant their installation. As this crossing would be predominantly used by students travelling to and from the nearby school, a reduced warrant applies that requires in two hours of one hour duration immediately before and after school hours, the pedestrians flow per hour must be equal or be greater than 30, and the vehicle flow per hour is equal or greater than 200, to meet the warrant.

Pedestrian counts were undertaken in 2011 and did not meet the warrants required to install a pedestrian crossing at this location at that time.

However, Council will undertake updated pedestrian and vehicle counts, and report to a future Council meeting on this matter.

16.16 Question for future meeting: Footpath adjacent to Kiama LibraryResponsible Director: Engineering and Works

At the October 2019 Council meeting, Councillor Way requested a report on options to repair the footpath adjacent to the Kiama Library, which has become uneven due to damage from tree roots and is a safety issue for pedestrians. The matter was referred to the Director of Engineering and Works for investigation and report.

The fig tree at the front of the library does create issues with the footpath. Officers regularly inspect this path. Once the pavers become uneven they are removed and re-layed.

One option to remedy the issue will be to construct a raised platform along this section of footpath. This would require a sub frame with fibreglass non slip decking, concrete approach ramps and handrails on both sides. The approximate cost to construct this would be \$15,000. At present there is no budget allocated within the current financial year to undertake this work, however this item will be included for consideration in the 2020/21 budget preparation.

16.17 Question for future meeting: Walking/cycle track near The BoneyardResponsible Director: Engineering and Works

At the 17 September 2019 Council meeting, Councilor Rice requested investigation into options available for neatening up the appearance/border of the recently resurfaced walking/cycle track near The Boneyard. The matter was referred to the Acting Director Engineering & Works for investigation and report.

Subsequent to the meeting, Council have inspected the site and removed approximately 80% of the temporary construction site fencing from the area and undertaken repairs made to the footpath surface, to provide a trafficable path.

A large yellow warning bollard with arrow signage has been installed over the slip monitoring station to clearly show pedestrian traffic flow.

Unfortunately the remaining paraweb fencing will need to remain in the short term until future utility services works are completed, as there is still a large drop on the eastern side of the pathway to the water main below.

A photo of the area is included to show the extent of the remaining fencing.

Attachments

- 1 Walking Track near Boneyard photo [↓](#)



Item 16.17

Attachment 1

16.18 Question for future meeting: Preparation for the surface of the Kiama Skate Park for the 2020 SkatefestResponsible Director: Engineering and Works

At the Council meeting on 22 October 2019, Councillor Brown requested a report on the progress of preparing the surface of the Kiama Skate Park for the 2020 Skatefest. The matter was referred to the Director Engineering and Works for investigation and report.

Like most other infrastructure, the Kiama skate park is inspected 4 times a year by Council's asset inspector. Any required maintenance is recorded and referred to Council's Maintenance Section for action. Given the nature of the skate park facilities, Council engages a contractor who specialises in repairs to skate parks. As was completed prior to the 2019 event, Council will ensure that the inspection and repairs process is completed prior to the 2020 skateboard event to maintain the current layout.

There is no budget allocation in the current financial year to make any major capital improvements or changes to the current layout.

16.19 Questions for Future Meeting Register as at 11 November 2019

Responsible Director: Office of the General Manager

Attached for Councillors' information is the Questions for Future Meetings Register as at 11 November 2019.

Attachments

- 1 Questions for Future Meetings Register as at 11/11/19 [↓](#)

Questions for Future Meetings Register

16/73192

No	Details	Actions
20 August 2019		
19.5	<p>Blue Haven Board Councillor Way requested a report and proposal for future Blue Haven Board members (directors) that would include the following but not preclude other factors:</p> <ul style="list-style-type: none"> • Councillors having to agree to being members of the Board • inclusion of directors with recent skills in the aged care industry from other sources • size of the Board of Directors • appropriate remuneration per meeting attendance on monthly basis and as required • selection of the Board by appropriately qualified Council staff • chairperson appointed or elected • proposed commencement of new Board of Directors that has been approved at a council meeting. <p>The matter was referred to the General Manager for investigation and report.</p>	<p>Reported to the September 2019 Council meeting that: Following full investigation and research will be reported to the December Blue Haven Board</p>
17 September 2019		
19.3	<p>Walking / Cycle track near Boneyard Councillor Rice requested investigation into options available for neatening up the appearance/border of the recently resurfaced walking/cycle track near The Boneyard. The matter was referred to the Acting Director Engineering & Works for investigation and report.</p>	<p>Reported to the November 2019 Council meeting</p>
19.4	<p>Land adjacent to Sanctuary Place Quarry Councillor Way requested investigation into the ownership and classification of the land and building thereon, adjacent to the Minnamurra Quarry in Sanctuary Place, Minnamurra that was used many years ago by the Scouts. The matter was referred to the Director Corporate and Commercial Services investigation and report.</p>	<p>Reported to the November 2019 Council meeting</p>

No	Details	Actions
22 October 2019		
19.1	<p>Council election costs Councillor Reilly requested a report be brought to Council regarding Council elections and savings that may follow by reducing pre-poll to one week and a reduction in the number of polling places. The matter was referred to the General Manager for investigation and report.</p>	Reported to the November 2019 Council meeting
19.2	<p>Thomson Street traffic flow and parking Councillor Reilly requested a report on the suggestions that he has made regarding traffic flow and parking in Thomson Street, Kiama. The matter was referred to the Director Engineering and Works for investigation and report.</p>	To be reported to the December 2019 Council meeting
19.3	<p>Correspondence response timeframes Councillor Sloan requested a report be provided that explains how correspondence response timeframes are tracked and how average response times have been trending. The matter was referred to the Director Corporate and Commercial Services for investigation and report.</p>	Reported to the November 2019 Council meeting
19.4	<p>Brown Street cutting Councillor Sloan requested an update on the options to return the Brown Street cutting to a two-way road. The matter was referred to the Director Engineering and Works for investigation and report.</p>	To be reported to the December 2019 Council meeting
19.5	<p>Community Response Policy Councillor Rice requested a report on the progress of the Community Response Policy. As background, in September 2018 a report on the preparation of a Community Response Policy was requested and in November 2018 it was suggested that the draft policy would be presented to Council June 2019. The matter was referred to the General Manager for investigation and report.</p>	To be reported to the December 2019 Council meeting
19.6	<p>Footpath adjacent to Kiama Library Councillor Way requested a report on options to repair the footpath adjacent to the Kiama Library which has become uneven due to damage from tree roots and is now a safety issue for pedestrians. The matter was referred to the Director Engineering and Works for investigation and report.</p>	Reported to the November 2019 Council meeting

No	Details	Actions
19.7	<p>2020 skateboarding event Councillor Brown requested a report on the progress of preparing the surface of the Kiama Skate Park for the 2020 Skatefest. The matter was referred to the Director Engineering and Works for investigation and report.</p>	Reported to the November 2019 Council meeting
19.8	<p>Saddleback Mountain Road pedestrian crossing Councillor Westhoff requested a report on behalf of the Youth Advisory Committee on the possibility of installing a pedestrian crossing on Saddleback Mountain Road from the student parking area to Kiama High School. The matter was referred to the Director Engineering and Works for investigation and report.</p>	Reported to the November 2019 Council meeting

16.20 South Coast Cooperative Libraries Annual General MeetingResponsible Director: Environmental Services

The Annual General Meeting of the South Coast Cooperative Libraries was held on 29 October 2019. Councillor Rice and Manager Library Services, Michelle Hudson, attended the meeting. It was resolved at the meeting that the presentation of the Annual Report 2018/2019 for the South Coast Cooperative Libraries be received for information. Library Managers from the 2 member libraries provided an overview of their library services during the reporting period.

A copy of the Annual Report is attached for information.

Communication/Community Engagement

N/A

Attachments

- 1 Annual General Report [↓](#)





**South Coast
Cooperative
Libraries**

Contact information

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Cooperative Manager's Report

Public libraries are about more than just providing access to books and information. They are about creating public spaces where people can connect with one another and share ideas, knowledge, stories and culture. With over 369 branches in New South Wales, public libraries continue to demonstrate the important role they play in their communities. The figures speak for themselves with over 40.2 million loans, 87,700 programs and events held and over 7 million questions answered last financial year across all these libraries.

Public libraries are busier than ever and are a valued and valuable community asset, however they are also inadequately funded, which means that, at times, they struggle to keep up with an increasing demand. In order to address this issue, the NSW Public Libraries Association (NSW PLA) and Local Government NSW (LGNSW) united to create the Renew Our Libraries campaign last year. This advocacy initiative brought together councils, public libraries and their supporters in a grassroots effort to demand action and funding commitments from all political parties in the lead up to the 2019 NSW State Election.

So far, this campaign has been successful in achieving a commitment from the NSW Government to increase library funding by an extra \$60 million over four years. However, there is still more work needed to protect this funding in the long term, which is why this campaign will continue to advocate to index and legislate this funding increase.

Closer to home, the South Coast Cooperative continues as a vibrant, sustainable and long-term partnership between Shoalhaven City Council and Kiama Municipal Council. It offers a collection of over 279,318 items in both physical and

digital formats, with over 21,512 new physical items added this financial year. In addition, the digital offerings continue to grow with over 68,254 eBooks and 17,590 eAudiobooks available to be borrowed.

The South Coast Cooperative continues to review all aspects of its collaboration to ensure it is operating effectively. This year has seen some changes to the Library Management System (LMS), Libero, most notably the decision to externally host this system. This provides benefits such as increased regularity of upgrades and maintenance; optimising systems performance and maintenance schedules, and the outsourcing of the system's administration.

The Australian Library and Information Association (ALIA) Truth, Integrity, Knowledge (TIK) campaign has also been running throughout 2019. The campaign is focusing on why librarianship is one of the most trusted professions in Australia and how people working in libraries promote the free flow of information and ideas in the interests of all Australians. It is particularly important in today's society, which is driven by fake news and the 24-hour media cycle, to highlight the importance of the library profession and its commitment to providing access to reliable, accurate and reviewed information.

As always, a big thank you to partner Library Manager Michelle Hudson for her ongoing support and professionalism.

I take pleasure in presenting this Annual Report from the South Coast Cooperative Library Services, which highlights the myriad services, resources and programs that are provided to our communities through the public library system.

Sarah Taylor
Manager
South Coast Cooperative Libraries
South Coast Cooperative Library Services

Shoalhaven Libraries Annual Report 2018-2019



2019 was all about refreshing and updating at Shoalhaven Libraries. Over 480,000 people visited our libraries and more than 495,000 items were issued. There were in excess of 112,000 questions answered, with more than a third of these related to technology and digital assistance, clearly demonstrating that libraries remain an important community resource.

The Shoalhaven Libraries collection continues to expand, and the resources and services provided are evaluated on an ongoing basis to ensure they are meeting community demand. We invest time in selecting items for our collections and encourage our borrowers to suggest items for purchase that they would like to see on our shelves. We've made it even easier for patrons to do this with the introduction of a 'Vote for New Books' section on the public catalogue.

Nowra Library has undergone a recent facelift with the repainting of the building's exterior, which has modernised and brightened up the building. There has also been the installation of new lighting on the trees at the entrance to the building, and the mural at the back of the building thanks to the generous support of the Nowra CBD Revitalisation Strategy Committee who provided the funding. The interior of the library has also had some work carried out with a new children's reading area. These additions include new furniture, a green wall and a safe space cozy nook, which provides children with a space to relax, read and find solace in an active library environment.

Ulladulla Library forms part of the vibrant multi-purpose Ulladulla Civic Centre. It continues to grow the services that it offers, providing high level library and tourism services from one central desk, as well as regular programs and events for all ages of the community.

Sanctuary Point Library whilst small always provides a great library service to its local area. Council staff are continuing to work on detailed plans for a new larger library for the Bay and Basin that will better be able to service the community. Concept plans are currently in development.

Milton Library was given a major refurbishment this year with funding from grants received by the Friends of Milton Library. This renovation included new shelving, a circulation desk and furniture to create a more contemporary look and increased flexibility for usage of the space.

Shoalhaven Libraries celebrated the unveiling of its brand-new mobile Library. Bringing free WiFi and over 1000 items including books, CDs and DVDs to the southernmost towns and villages of the Shoalhaven. The new van brings our fleet up to two mobile libraries (North and South), servicing over 125kms of the Shoalhaven. The new mobile library, purchased with a Public Libraries Infrastructure Grant, will provide an improved mobile library service, home library delivery and outreach services to the southern Shoalhaven area.

We continue to work through the Shoalhaven Libraries Strategic Plan 2021, which outlines our four main focus areas: Access, Education, Culture and Inclusion. Several highlights of the year include the development of a new policy and procedure which allows patrons without a fixed address to join the library and use its services. This year has also seen the completion of the Local Heritage Strategic Plan and the Shoalhaven Libraries Marketing Strategy. Both these documents complement the overarching Shoalhaven Libraries Strategic Plan and provide greater clarity of actions and targets to achieve the outlined goals.

Programs and Events

Throughout the year over 7,600 people attended more than 670 events across all our library branches. There were many different offerings including regular Storytimes, Rhymetimes, author events, including Ber Carroll, Daniel Agnew, Suzanne Bardon, and many others, technology classes, Local Heritage and Family History talks to name a few.

The inaugural Shoalhaven Readers & Writers Festival was held at Nowra Library last July. Shoalhaven Libraries presented the children's section of the festival in collaboration with the Festival Board. Young readers and writers were invited to enjoy this special program with authors Tim Harris and Jackie French in attendance. There were author talks, costume competitions and lots of fun had by all.

We launched our valuable new program, Study Buddy, for those who need a little extra help with their study. It is currently being run at Nowra, Ulladulla and Sanctuary Point Libraries during school term and aims to help students of all ages with assignment and homework queries.

We are also pleased to support our ongoing partnerships with external service providers. We currently collaborate with Paws 'n' Tales pet therapy dogs for reading assistance sessions, local high schools for the GenConnect Program, local community colleges for digital literacy classes, neighbouring bookstores for author talks and local community members who volunteer for our PathFinders Program. These connections and collaborations are important to Shoalhaven Libraries and allow us to engage more fully with the community, as well as making possible the provision of additional services.



Technology

Technology continues to be an important part of a contemporary library service. Last year there were over 85,000 WiFi logins and nearly 46,000 public computer sessions across our branches. In addition to access, digital assistance is also a crucial part of the library service and is often requested by members of the community. In response to this demand, Shoalhaven Libraries offers regular technology classes, Tech Tuesday drop in sessions, technology outreach sessions, as well as promoting digital literacy and cyber safety.

Shoalhaven Libraries continues to review and update its selection of online resources to ensure that they are relevant and well-used. This year we have added the Haynes Manuals database, which provides a library of manuals covering a vast range of car and motorcycle makes and models, with up-to-date content including common repairs, routine maintenance and servicing procedures. Kanopy, our movie streaming service, was enhanced with the addition of Kanopy for Kids. Kanopy for Kids includes classics such as Playschool and Babar, movies for all ages, animated versions of favourite picture books, TV series, and even children's maths and science documentaries.

We have also added Britannica Library, a gorgeous online resource bursting with encyclopaedia articles, multimedia, primary sources, eBooks, and more. With so much information available at the touch of our fingertips, finding trustworthy information online is more important than ever. This award-winning resource allows users to access up-to-date, age-appropriate and reliable information 24/7.





Staff

The staff at Shoalhaven Libraries continue to provide excellent customer service and are passionate about their work. Investment in staff's professional development is crucial to ensure that they can assist customers, develop in their roles and stay up to date with the constant changes that are part of today's world. Staff attend forums, conferences, seminars and training courses, in addition to the regular in-house staff training program.

This year has also seen the creation of a new Library Technician role at Ulladulla Library. This role is responsible for the adult and children's programming and events at the library and is a much-welcomed addition to the team.

We are also fortunate to have many dedicated and talented volunteers who offer their time to the library, and it's wonderful that they are enthusiastic advocates for library services.

Conclusion

With the success of the 'Renew Our Libraries' campaign this year it's evident that libraries remain a much-loved and highly valued part of their communities. The talented and creative team at Shoalhaven Libraries works hard to meet the needs of the community both now and into the future, providing quality customer service and programs, as well as safe and friendly spaces where people of all ages can meet, discover and create.

Sarah Taylor
Manager
Shoalhaven Library Services

Kiama Library Annual Report 2018-2019



From Robots to Furoshiki, Summer Reading Club to Zoomobile, Kiama Library Service has provided a great range of community events for all ages during the last 12 months. Community engagement also remains high with some of our more traditional library services such as story time, Home Library and school holiday activities. With the support of dedicated volunteers, we have been able to increase program numbers in order to keep up with demand!

Building on from successful Science, Technology, Engineering, Art, Maths (STEAM) activities previously held in the library we have now purchased a number Sphero Robots. The robots are controlled by tablet devices and provide the community with the opportunity to learn more about coding, programming and emerging new technologies. Other Spheros programs included *A Minute to Win it* school holiday activity, a creative art session for our Seniors Week program and a Coding session.

Kiama Library was also able to offer Robo Club, a robotics after-school program in partnership with RoboLink Education. Children learn coding and programming skills while working with a wide range of robots. 3D design and printing activities are also part of the program.

The enormous fig tree located in front of the library was the inspiration for a children's school holiday activity as they created a book with local artist Lea Tucker. Children were able to write

a story, draw and create amazing collages to document the tree's history over the years. A visit from the Toronga Zoomobile offered a unique, hands-on learning experience where children were able to meet native animals up-close and was a great way to celebrate their participation in the Summer Reading Club challenge.

Two very successful exhibitions were held in the library including the May Gibbs travelling display which celebrated the 100 years anniversary of May Gibbs' stories and the iconic artwork from her books. A number of residents bought in their precious copies of the *Snugglepot and Cuddlepie* books to share with the rest of the community for this special exhibition. *This is Where They Travelled: Historical Aboriginal Lives in Sydney*, an exhibition developed by historian and archaeologist Dr Paul Irish, traced the lives of ten remarkable Aboriginal people who lived in Sydney between the early 1800s and 1930. Both exhibitions created interesting conversations and engagement within our community.

Friends of Kiama Library (FOKL)

The Friends reached a significant milestone celebrating their 25th anniversary with a dinner hosted by food writer and restaurateur Stephanie Alexander. Monthly FOKL events continue to be very popular, with author David Dufty's discussion about his book *Secret Code-Breakers of Central Bureau* and Dr Paul Irish's presentation on his book *Hidden in Plain View* drawing capacity crowds.



Professional Development

Library staff continue to gain and share professional knowledge through their participation in Children and Youth South East Zone meetings and Home Library Working group meetings. Library staff have also embraced the opportunity to attend a number of Readers Advisory sessions using the web conferencing platform Blue Jeans. Kiama Library staff also contributed to the planning and presentations at the Book Week Extravaganza held at the State Library NSW in May.

Conclusion

With the Gerringong Library and Museum building project due for completion in June 2020, Kiama Library Service continues to explore new ways of engaging with its community to provide reading and lifelong learning opportunities. This would not be possible without the enthusiasm and dedication of library staff for which I am truly grateful.

Michelle Hudson
Manager Library Services
Kiama Library

Statistical Analysis – South Coast Cooperative Libraries- July 2018 – June 2019



Note: NSW Av figures taken from the Public Library Statistics 2017/2018

Expenditure & Subsidy 2018-2019

	Shoalhaven	Kiama
Total Expenditure voted	\$2,786,041	\$965,491
Total Expenditure per capita	\$26.69	\$41.97
Subsidy	\$257,476	\$41,399
Local Priority Grant	\$20,200	\$5,938

Item Purchases - South Coast Cooperative July 2018 - June 2019

*Donation & Grant material only includes those catalogued and processed by Shoalhaven Libraries

Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	64	\$6,707.65	\$104.81	13
Adult Non-Fiction	2,761	\$65,703.07	\$23.80	159
Literacy	0	\$0.00	\$0.00	0
Local Studies	9	\$208.17	\$23.13	143
Adult Fiction	5,682	\$122,822.38	\$21.62	130
Adult Paperback	120	\$819.48	\$6.83	0
Large Print	2,426	\$99,076.07	\$40.84	3
Young Non-Fiction	41	\$825.95	\$20.15	0
Young Fiction	698	\$9,582.02	\$13.73	32
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	209	\$3,877.10	\$18.55	0
Junior Non-Fiction	1,167	\$20,891.92	\$17.90	10
Junior Fiction	1,836	\$20,156.53	\$10.98	36
Junior Graphic	149	\$1,870.38	\$12.55	0
Junior Reader	132	\$1,254.71	\$9.51	0
Picture Books	1,911	\$27,075.38	\$14.17	27
Home Education	12	\$409.45	\$34.12	0
Total Book	17,217	\$381,280.26	\$22.15	553

Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	859	\$14,929.39	\$17.38	14
AudioBook (Junior/Youth)	176	\$3,583.37	\$20.36	1
AudioBook (Adult)	1,438	\$53,251.87	\$37.03	172
DVD (Adult)	1,195	\$31,973.20	\$26.76	223
DVD (Junior)	386	\$7,620.37	\$19.74	14
Games/Puzzles	0	\$0.00	\$0.00	3
Junior Kit	241	\$27,422.41	\$113.79	0
Playaways (Adult)	0	\$0.00	\$0.00	0
Playaways (Junior)	0	\$0.00	\$0.00	0
Playaways (Youth)	0	\$0.00	\$0.00	0
Total Non-Book	4,295	\$138,780.61	\$32.31	427
Grand Total	21,512	\$520,060.87	\$24.18	980

Item Purchases – Shoalhaven July 2018 - June 2019

Book

Category	Number	Cost	Average Price	Donation / Grant
Reference	61	\$6,537.91	\$107.18	13
Adult Non-Fiction	2,259	\$53,760.95	\$23.80	159
Literacy	0	\$0.00	\$0.00	0
Local Studies	9	\$208.17	\$23.13	143
Adult Fiction	4,619	\$99,156.21	\$21.47	130
Adult Paperback	120	\$819.48	\$6.83	0
Large Print	2,090	\$85,899.07	\$41.10	3
Young Non-Fiction	26	\$501.40	\$19.28	0
Young Fiction	530	\$7,079.23	\$13.36	32
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	209	\$3,877.10	\$18.55	0
Junior Non-Fiction	987	\$17,793.89	\$18.03	10
Junior Fiction	1,472	\$16,345.54	\$11.10	36
Junior Graphic	149	\$1,870.38	\$12.55	0
Junior Reader	132	\$1,254.71	\$9.51	0
Picture Books	1,537	\$21,766.92	\$14.16	27
Home Education	12	\$409.45	\$34.12	0
Total Books	14,212	\$317,280.41	\$22.32	553

Non Book

Category	Number	Cost	Average Price	Donation / Grant
CDs	859	\$14,929.39	\$17.38	14
AudioBook (Junior/Youth)	148	\$3,051.08	\$20.62	1
AudioBook (Adult)	1,294	\$47,784.22	\$36.93	172
DVD (Adult)	1,195	\$31,973.20	\$26.76	223
DVD (Junior)	386	\$7,620.37	\$19.74	14
Games/Puzzles	0	\$0.00	\$0.00	3
Playaways (Adult)	241	\$27,422.41	\$113.79	0
Playaways (Junior)	0	\$0.00	\$0.00	0
Playaways (Youth)	0	\$0.00	\$0.00	0
Total Non Book	4,123	\$132,780.67	\$32.20	427
Grand Total	18,335	\$450,061.08	\$24.55	980

Item Purchases – Kiama - July 2018 - June 2019

*Donation & Grant material only includes those catalogued and processed by Shoalhaven Libraries

Book

Category	Number	Cost	Average Price	Donation / Grant*
Reference	3	\$169.74	\$56.58	0
Local Studies	0	\$0.00	\$0.00	0
Adult Non-Fiction	502	\$11,942.12	\$23.79	0
Adult Fiction	1,063	\$23,666.17	\$22.26	0
Large Print	336	\$13,177.00	\$39.22	0
Young Non-Fiction	15	\$324.55	\$21.64	0
Young Fiction	168	\$2,502.79	\$14.90	0
Young Large Print	0	\$0.00	\$0.00	0
Young Graphic	0	\$0.00	\$0.00	0
Junior Non-Fiction	180	\$3,098.03	\$17.21	0
Junior Graphics	0	\$0.00	\$0.00	0
Junior Fiction	364	\$3810.99	\$10.47	0
Picture Books	374	\$5,308.46	\$14.19	0
Total Books	3,005	\$63,999.85	\$21.30	0

Non Book

Category	Number	Cost	Average Price	Donation / Grant*
CDs	0	\$0.00	\$0.00	0
AudioBook (Young)	1	\$23.15	\$23.15	0
AudioBook (Junior)	27	\$509.14	\$18.86	0
AudioBook (Adult)	144	\$5,467.65	\$37.97	0
DVD (Adult)	0	\$0.00	\$0.00	0
Junior Kit	0	\$0.00	\$0.00	0
Total Non Book	172	\$5,999.94	\$34.88	0
Grand Total	3,177	\$69,999.79	\$22.03	0

Total Items Purchased

*Kiama purchase the majority of items for their DVD and CD collection

	No of Items purchased 17/18	No of Items purchased 18/19**	Average Cost per item 17/18*	Average Cost per item 18/19	Purchases per capita 18/19
Shoalhaven	17,561	18,335	\$23.43	\$22.32	0.18
Kiama	3,540	3,177	\$21.05	\$22.03	0.14
Total	21,101	21,512	\$22.24	\$22.18	0.17
NSW Av	16,773	-	\$23.07	-	-

*Includes expenditure on periodicals and donations counted as acquisitions

**Purchased as part of the Cooperative only

Total Loans – all formats – 2018-2019

	Loans **	Population*	Per Capita
Shoalhaven	495,261	104,371	4.75
Kiama	135,708	23,006	5.90
Total	630,969	127,377	4.95
NSW Av	316,681	87,313	-

*Population figures used are taken from .id community (Shoalhaven) and REMPLAN (Kiama). NSW Av taken from the Public Library Statistics 2017/2018

**includes eBooks & eAudio

Loans by Format

Books*

	Adult Non Fiction	Junior Non Fiction	Adult Fiction**	Youth	Junior Fiction	Picture Books	eBooks	Total
Shoalhaven	48,230	12,610	159,383	7,864	29,915	46,168	30,379	334,549
Kiama	12,520	3,037	46,147	2,528	11,055	13,930	7,072	96,289
Total	60,750	15,647	205,530	10,392	40,970	60,098	37,451	430,838
NSW Av	50,174	15,481	103,973	9,951	52,113	59,588	13,783	304,891

** Includes Large Print

Non Books

	Audio-Books*	CDs*	DVDs*	CD-ROM	Toys / Games	eAudio	Serials*#	Total
Shoalhaven	23,050	14,639	68,061	0	650	22,622	31,690	160,712
Kiama	4,671	2,848	13,795	4	1,332	6,194	10,575	39,419
Total	27,721	17,487	81,856	4	1,982	28,816	42,265	200,131
NSW Av	9,736	8,960	78,271	138	2,903	9,336	28,337	132,923

*Includes Junior and Youth AudioBooks/CDs/DVDs/Serials

#Includes eSerials



Total Stock* - 2018-2019

	Lending	Non Lending	Total
Shoalhaven	181,110	7,534	188,644
Kiama	88,622	2,052	90,674
Total	269,732	9,586	279,318
NSW Av	127,689	18,332	145,817

*Including Serials, eBooks and eAudio

Book Stock*

	Adult Non Fiction	Junior Non Fiction	Adult Fiction	Youth	Junior Fiction	Picture Books	Total
Shoalhaven	32,768	8,801	31,552	6,176	12,254	6,994	98,545
Kiama	10,114	2,287	12,105	1,799	4,043	3,088	33,436
Total	42,882	11,088	43,657	7,975	16,297	10,082	131,981
NSW Av	33,953	7,112	30,790	4,590	11,872	9,011	97,036

Non Book Stock

	Audio-Book*	CDs*	DVDs*	CD-ROM	Toys / Games	Serials**	Total
Shoalhaven	6,994	6,452	10,291	0	446	3,543	27,726
Kiama	1,390	1,371	2,302	16	396	1,859	7,334
Total	8,384	7,823	12,593	16	842	5,402	35,060
NSW Av	3,113	3,539	11,865	101	364	2,136	20,565

*Includes Junior and Youth

** Includes eSerials

Separate Collections

	Reference*	Literacy	Large Print	Local Studies	Home Library Service	eBooks	eAudio	Total
Shoalhaven	2,475	0	10,644	5,059	1,273	34,127	8,795	62,373
Kiama	985	159	4,771	1,067	0	34,127	8,795	49,904
Total	3,460	159	15,415	6,126	1,273	68,254	17,590	112,277
NSW Av	4,001	1,159	6,394	11,651	2,286	6,136	1,607	30,990

* excludes local studies

Donations and Discards – 2018-2019

	Donations*	Purchases**	Discards	Discards as a % of Acquisitions*	Discards as % of Total Stock*
Shoalhaven	1,033	18,335	16,046	87.52	8.51
Kiama	493	3,177	7,030	221.28	12.90
Total	1,526	21,512	23,076	107.27	8.26
NSW Av	1,193	15,819	18,507	117.34	12.29

*Includes serials

**Cooperative purchases only

Library Membership – Active Members - 2018-2019

Please note - Inactive members are deleted from the database if they have not borrowed over the past 3 years.

	Adult	Junior	Digital*	Institutions	Other	Total	Non Residents	% of Pop
Shoalhaven	36,582	5,415	1,378	167	54	43,596	538	41.77
Kiama	12,380	2,607	345	8	22	15,362	31	66.77
Total	48,962	8,022	1,723	175	76	58,958	569	-
NSW Av	32,211	3,970	-	130	453	36,516	6,213	-

*Digital members include both adult and junior digital members

Summary of Comparative Statistics

	Library Materials per capita	Adult Fiction as a % of total book stock	Turnover of Stock
Shoalhaven	1.81	32.02	2.73
Kiama	3.94	36.20	1.53
NSW Av	2.42	34.14	2.94

Document Delivery

	Inter Library Loans request sent to other libraries	Inter Library Loan requests received from other libraries
Shoalhaven	344	271
Kiama	25	73
NSW Av	408	447

Visits, Access and Information Requests

	Library Visits	Internet Access	Information Requests
Shoalhaven	481,163	131,061	112,149
Kiama	107,106	9,423	19,825
NSW Av	381,399	114,343	77,719



Members of Staff as at June 2019 Shoalhaven Libraries

Shoalhaven Libraries

Name		Position
Sarah Taylor	BA (Hons) International Business Master InfStudies	Library Manager, Shoalhaven Libraries
Derrilin Marshall	BAppSci (Info)	Librarian - Local Heritage Acting Customer and Community Resources Manager from 4/2/19 until 3/5/19
Marie Torbruegge	AssDegSc (LibTech)	Library Technician - ILL/Systems Support
Carla DeCasti	BA (Eng, Lit & History) Dip (Lib & InfServices)	Library Technician Children & Youth
Michelle Chapman		Library Assistant - PPT
Bronwyn Gollan	DipLibTech (Info Services)	Library Assistant Customer Service – PPT
Kelly Woods	BA (Eng,Lit & Creative Writing) Grad Dip InfStudies	Information Access Librarian
Ursula Rentz		Library Assistant – Collection Services - PPT
Damien Bottle	DipLibTech (Info Services)	Library Assistant – Outreach Support Acting Customer and Community Resources Manager until 01/02/19
Kerry Johnson	B.HSc	Customer Service Assistant (Casual)
Carol Andrews		Customer Service Assistant (Casual)
Benz Inthra		Customer Service Assistant (Casual)
Alicia Evans	BA; Dip (Lib & Info Services)	Customer Service Assistant (Casual)
Michelle Marshall	Dip (Community Services)	Customer Service Assistant (Casual)
Robin Sharpe	AssDipArts (LibPrac) BApp Sci Lib & Inf Mgt	Outreach & Digital Resources Manager
Neville Bourke	BA; GradDipLib	Librarian – Collection Services
David Caton		Library Assistant – Collection Services
Denise De Strang		Library Administration
Cher Murphy		Library Assistant – Collection Services
Nicole Lonesborough	AssDipAppSci (Tech)	Collections & Resources Manager
Debra Nettle		Library Assistant – Branch Support
Paul Poulsen		Mobile Library Officer - PPT
Jim Hines		Mobile Library Officer - PPT
Gemma Luxford	BA (Honours) Graduate Diploma of Information Studies	Library Technician Children & Youth (until 5/9/2019) Acting Customer & Community Resources Manager (from 6/5/19)
Jennifer Lyttle	Diploma of Library & Information Studies	Library Assistant – Outreach Services
Susan Jones	Bachelor of Education	Library Assistant (Fixed Term) ended 31/8/18 Customer Service Assistant (casual)
Laura Middleton	Bachelor Commerce (Honours) Certificate IV Library, Information and Cultural Services	Customer Service Assistant (Casual)

Bay & Basin (Sanctuary Point)

Name		Position
Anne Lee	Bachelor of Information Studies	Customer & Community Resources Manager
Natasha Hammond	BS (Environmental Studies)	Library Assistant (Casual)
Shelly McGuire	Diploma in Library & Information Library Assistant Services	Library Assistant
Daniel Paterson	BA (Philosophy), Cert IV Library	Library Assistant

Milton

Name		Position
Naomi Bojec	Cert III Tourism; Dip Lib/Info Services; Museum Grad Cert in Management	Library Assistant – Milton (Part time)

Ulladulla Library and Visitors Centre

Name		Position
Vikki Hoskins	BA (LibSc)	Customer & Community Resources Manager
Susan Cartwright		Customer Service Assistant (Full time)
Kathy Rogers	AssDegSc (LibTech)	Customer Service Assistant (Part time)
Pauline Mackie	Dep Teaching (Primary) Grad Dip Ed (Lib Sci)	Customer Service Assistant (Part time)
Janelle Smith	BA (Library Science) Grad Dip Ed (Primary) Cert IV Training & Assessment	Library Technician
Lynne Fricke	BA (LibSc)	Customer Service Assistant (Casual)
Kim Richards		Customer Service Assistant (Casual)
Kristin Moller	AssDipArts (LibPrac)	Customer Service Assistant (Casual)
Alan Arnold	BA; GradDipApp Sci (Lib & Inf Studies)	Customer Service Assistant (Casual)
Sonia Drower		Customer Service Assistant (Full time)
Naomi Bojec	Cert III Tourism; Dip Lib/Info Services; Museum Grad Cert in Management	Customer Service Assistant (Part time)



Kiama Library Service

Librarians – Full Time

Name		Position
Michelle Hudson	BAppSc(Lib)	Manager Library Services
Rebecca Cook	BSc, GDip Arts (Lib)	Information Services Librarian
Catherine Taylor	Graduate Certificate in Information Studies	IT Librarian (Limited term)

Library Officers

Valentine Crome	DipLibInfo Services B.Arch; Dip.Arts.Arch.	Outreach Services & Home Library Officer
Elizabeth Skorulis	DipLibInfServices	Children's Services Officer (part time)
Karan Oldershaw	DipLibInfServices	Reader Services Officer (part time)
Jane Thompson	DipLibInfServices	Reader Services Officer (part time)
Lauren Watkins	Graduate Diploma of Applied Science (Library & Information Management)	Gerringong Library Officer (Limited term)

Family History Officers

Susan Lark	AdDipLocApplHist (part time) AAGRA	
Russell Halverson	(casual)	

Library Assistants

Jenny Marshall	DipOT; DipLibInfServices	
Fleur Creighton	BEd Teacher-Librarian	
Mandy Thorpe	DipLibInfServices	
Angela Braham	DipLibInfServices	
Arthur McConnachie	BA, DipContinuing Ed, MEd GradDipLibrarianship	
Lauran Mills	BEd, MEd (Teacher Librarianship)	



2018-19 A Quick Glance

588,269
Library Visits

58,958
Members

South Coast
Cooperative
Libraries

21,512
New Items

17,217 **4,295**
Books AV Items

279,318
Total Stock

Books
158,414

Non-Books
35,060

eMaterial
85,844

630,969 Items borrowed

140,484
Internet
Sessions

131,974
Information
Requests

What's New?

- Robo Club
- Toronga Zoomobile event
- Nowra Library repaint
- New bookmobile launched for southern Shoalhaven

Highlights of 2018-19

- Inaugural Shoalhaven Readers & Writers Festival
- Friends of Kiama Library 25 year anniversary
- May Gibbs and Aboriginal Lives exhibitions
- Successful Renew Our Libraries campaign

Item 16.20
Attachment 1

17 ADDENDUM TO REPORTS**18 NOTICE OF MOTION**

Nil

19 QUESTIONS FOR FUTURE MEETINGS**20 CONFIDENTIAL SUMMARY****CONFIDENTIAL COMMITTEE OF THE WHOLE**

Submitted to the Ordinary Meeting of Council held on 19 November 2019

PROCEDURE

- Recommendation to go into Closed Committee.
- Mayoral call for Public Representations.
- Consideration of Representations and issues to be removed from Closed Committee.
- Recommendation to exclude Press and Public if required.
- Closed Committee discussions if required.

20.1 Exclusion Of Press And Public:***RECOMMENDATION***

That in accordance with Sections 10 and 10A of the Local Government Act, 1993 as amended, Council close the meeting of the Confidential Committee of the Whole to the Press and Public on the grounds detailed under the report headings as detailed below.

**21.1 WEBSITE CONTENT MANAGEMENT SYSTEM AND REDEVELOPMENT
(RFT KIAMA-882012)**

Reason for Confidentiality: This matter deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it as per Section 10A(2)(di) of the Local Government Act.

**21.2 EXPRESSION OF INTEREST TO LEASE A COUNCIL FACILITY AT 18A
HUGHES CRECENT, KIAMA DOWNS**

Reason for Confidentiality: This matter deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it as per Section 10A(2)(di) of the Local Government Act.

21.3 REPORT ON TENDER KIAMA_861600 FIGTREE LANE CARPARK EXTENSION GERRINGONG

Reason for Confidentiality: This matter deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business as per Section 10A(2)(c) of the Local Government Act.

21.4 SALE OF SOUTHERN PHONE COMPANY LIMITED SHARES TO AGL ENERGY LIMITED

Reason for Confidentiality: This matter deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it as per Section 10A(2)(di) of the Local Government Act.

21.5 WATER MAIN AT JERRARA ROAD, JERRARA

Reason for Confidentiality: This matter deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business as per Section 10A(2)(c) of the Local Government Act.

21 CONFIDENTIAL REPORTS**21.1 Website Content Management System and Redevelopment (RFT KIAMA-882012)**

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.3 Council and the community working together

Delivery Program: 4.3.1 Foster positive community relationships through open communication, opportunities for participation and sharing information

REASON FOR CONFIDENTIALITY

This item is classified CONFIDENTIAL under the provisions of Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

21.2 Expression of Interest to lease a Council facility at 18A Hughes Crecent, Kiama Downs

CSP Objective: 2 Well Planned and Managed Spaces, Places and Environment

CSP Strategy: 2.12 Effectively manage recreation and open space infrastructure to cater for current and future generations

Delivery Program: 2.12.1 Manage recreation and open space infrastructure for the community by the implementation of the Recreation and Open Space Asset Management Plan actions

REASON FOR CONFIDENTIALITY

This item is classified CONFIDENTIAL under the provisions of Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

21.3 Report on Tender KIAMA_861600 Figtree Lane carpark extension Gerringong

CSP Objective: 2.0 Well planned and managed spaces, places and environment

CSP Strategy: 2.5 Effectively manage our transport, drainage and other infrastructure and assets

Delivery Program: 2.5.1 Manage road infrastructure through the Road Asset Management Plan

REASON FOR CONFIDENTIALITY

This item is classified CONFIDENTIAL under the provisions of Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

21.4 Sale of Southern Phone Company Limited shares to AGL Energy Limited

CSP Objective: 4.0 Responsible civic leadership that is transparent, innovative and accessible

CSP Strategy: 4.1 Council is financially sustainable

Delivery Program: 4.1.2 Identify opportunities to diversify and maximise funding sources

REASON FOR CONFIDENTIALITY

This item is classified CONFIDENTIAL under the provisions of Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

21.5 Water main at Jerrara Road, Jerrara

CSP Objective: 1.0 A healthy, safe and inclusive community

CSP Strategy: 1.3 We live in a safe community

Delivery Program: 1.3.3 Undertake local community safety initiatives

REASON FOR CONFIDENTIALITY

This item is classified CONFIDENTIAL under the provisions of Section 10A(2) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

22 CLOSURE

Item 21.1 CONFIDENTIAL