



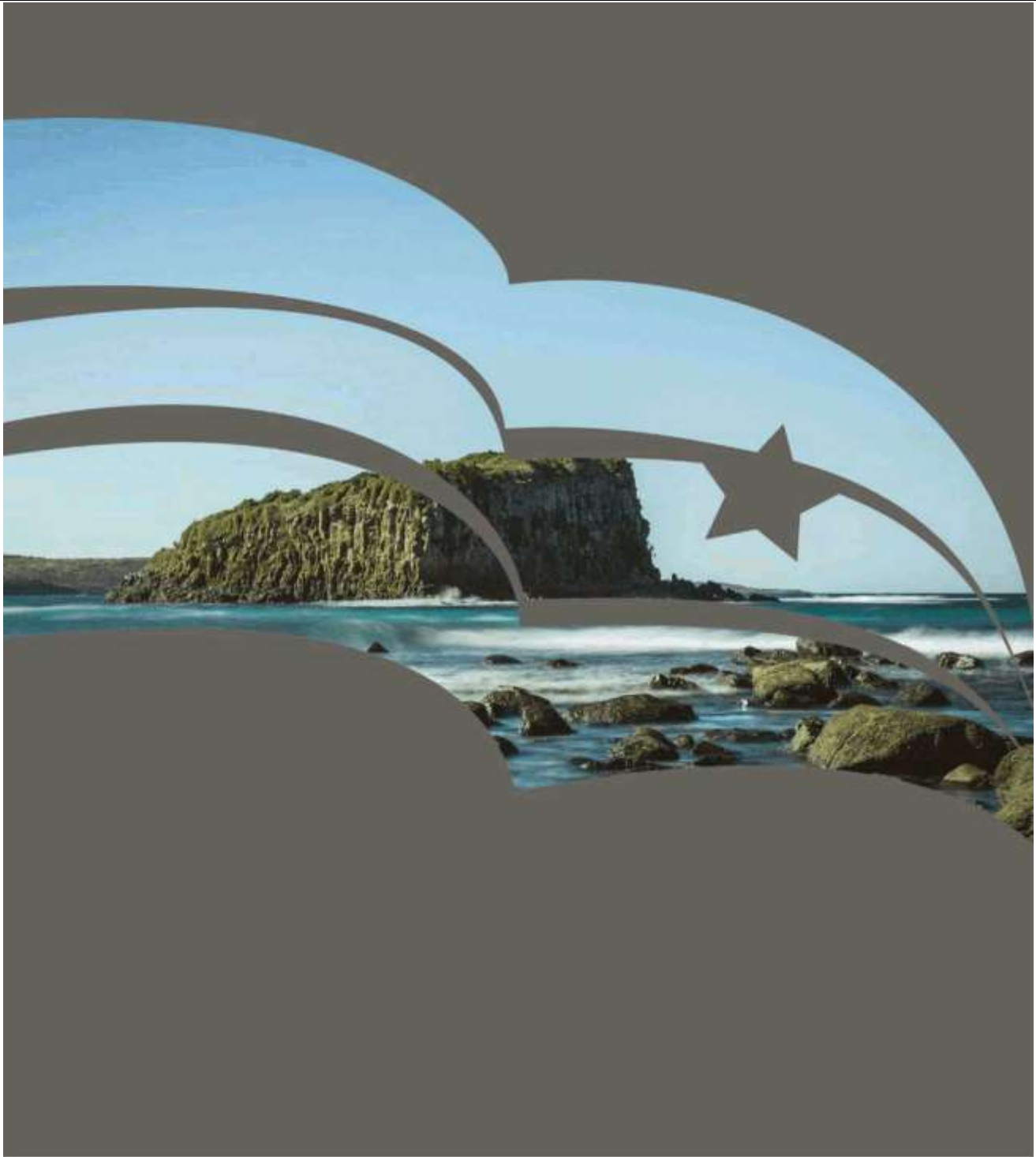
# **ORDINARY MEETING OF COUNCIL**

## **ENCLOSURES**

Tuesday 27 September 2016

## TABLE OF CONTENTS

ITEM	SUBJECT	PAGE NO
<b>10.10</b>	<b>Payment of Expenses and Provision of Facilities Policy</b>	
Enclosure 1	Payment of Expenses and Provision of Facilities to Councillors Policy.....	2
<b>14.1</b>	<b>Kiama Youth Advisory Committee - Minutes</b>	
Enclosure 1	Minutes of the Kiama Youth Advisory ~ held on Thursday 1st September 2016 at Kiama High School.....	17
<b>14.6</b>	<b>Reporting on the Community Satisfaction Survey</b>	
Enclosure 1	2016 IRIS Community Survey .....	19
<b>14.8</b>	<b>Economic Development Committee Meeting 26 July 2016 - Minutes</b>	
Enclosure 1	Economic Development Committee Minutes 160726 .....	81



**Item 10.10**

**Enclosure 1**

**Payment of expenses and provision of facilities to the Mayor, Deputy Mayor and other Councillors**  
Adopted 18 October 2011  
Office of the General Manager





## Payment of expenses and provision of facilities to the Mayor, Deputy Mayor and other Councillors

### Part 1 - Introduction

#### 1.0 Purpose

The purpose of the policy is to ensure that there is accountability and transparency in the reimbursement of expenses incurred or to be incurred by Councillors. The policy also ensures that the facilities provided to assist Councillors to carry out their civic duties are reasonable.

#### 2.0 Objectives

The objectives of this policy are to:

- comply with the requirements of Sections 252, 253 and 254 of the Local Government Act 1993
- ensure that Councillors are reimbursed for all expenses legitimately incurred in performing the role of Councillor
- establish clear guidelines regarding the provision of facilities and equipment to Councillors and the permitted use of such facilities and equipment
- provide for facilities and equipment to be made available to the Councillors
- promote participation, equity and access
- ensure accountability and transparency.

#### 3.0 Reporting requirements

Section 428 of the Local Government Act 1993 requires Councils to include in their annual report:

- the Council's policy on the provision of facilities for, and the payment of expenses to, mayors and councillors
- the total amount of money expended during the year on providing those facilities and paying those expenses;
- additional information as required by the Local Government (General) Regulation 2005.

#### 4.0 Legislative provisions

##### 4.1 Local Government Act 1993

Recent changes to sections 252 and 253 of the Local Government Act 1993 (LG Act), require councils to make and submit their expenses and provision of facilities policies to the Department of Local Government within the first 12 months of the term of the Council.

Section 252 of the LG Act requires councils to adopt or amend a policy annually for the payment of expenses and the provision of facilities to mayors, deputy mayors and other councillors. Mayors and councillors can only be reimbursed for expenses and provided with facilities in accordance with this policy.

Section 252 also makes provision for a council to reduce the amount payable to mayors and councillors (under sections 248-251 of the LG Act) by the amount representing any private benefit of a facility provided by the council to them. It also requires that the policy be made under the provisions of this Act, the Local



Government (General) Regulation and any relevant guidelines issued under section 23A of the LG Act.

Section 252 states:

- (1) Within the first 12 months of each term of a council, the council must adopt a policy concerning the payment of expenses incurred or to be incurred by, and the provision of facilities to, the mayor, the deputy mayor (if there is one) and the other councillors in relation to discharging the functions of civic office.
- (2) The policy may provide for fees payable under this Division to be reduced by an amount representing the private benefit to the mayor or a councillor of a facility provided by the council to the mayor or councillor.
- (3) A council must not pay any expenses incurred or to be incurred by, or provide any facilities to, the mayor, the deputy mayor (if there is one) or a councillor otherwise than in accordance with a policy under this section.
- (4) A council may from time to time amend a policy under this section.
- (5) A policy under this section must comply with the provisions of this Act, the regulations and any relevant guidelines issued under section 23A.

Section 253 specifies actions that council must undertake before a policy concerning expenses and facilities can be adopted or amended.

Section 253 states:

- (1) A council must give public notice of its intention to adopt or amend a policy for the payment of expenses or provision of facilities allowing at least 28 days for the making of public submissions.
- (2) Before adopting or amending the policy, the council must consider any submissions made within the time allowed for submissions and make any appropriate changes to the draft policy or amendment.
- (3) Despite subsections (1) and (2), a council need not give public notice of a proposed amendment to its policy for the payment of expenses or provision of facilities if the council is of the opinion that the proposed amendment is not substantial.
- (4) Within 28 days after adopting a policy or making an amendment to a policy for which public notice is required to be given under this section, a council is to forward to the Departmental Chief Executive:
  - (a) a copy of the policy or amendment together with details of all submissions received in accordance with subsection (1), and
  - (b) a statement setting out, for each submission, the council's response to the submission and the reasons for the council's response, and
  - (c) a copy of the notice given under subsection (1).
- (5) A council must comply with this section when proposing to adopt a policy in accordance with section 252 (1) even if the council proposes to adopt a policy that is the same as its existing policy.

Section 254 requires that a part of a council or committee meeting which considers the adopting or amending of such a policy must not be closed to the public.

Section 12 provides that the public is able to inspect during office hours at the council, and at no charge, the current version and the immediately preceding version of the council's expenses and facilities policy. The public are also entitled to a copy of the policy either free of charge or on payment of a reasonable copying charge.





Section 23A makes provision for the Chief Executive Officer of the Office of Local Government to prepare, adopt or vary guidelines that relate to the exercise by a council of any of its functions. It also requires that a council must take the relevant guidelines into consideration before exercising any of its functions.

Section 439 of the Act requires every councillor, member of staff of a council and delegate of a council to act honestly and exercise a reasonable degree of care and diligence in carrying out his or her functions under the LG Act or any other Act.

#### 4.2 Provisions under the Local Government (General) Regulation 2005

*Note that changed reporting requirements are to be made under an amendment to clause 217 of the above regulation to allow different reporting arrangements in the annual report.*

Clause 217 (Additional information for inclusion in annual reports) states in part:

For the purposes of section 428 (4) (b) of the Act, an annual report of a council is to include the following information:

- (a) details (including the purpose) of overseas visits undertaken during the year by councillors, council staff or other persons while representing the council (including visits sponsored by other organisations).

Clause 403 (Payment of expenses and provision of facilities) states:

A policy under section 252 of the Act must not include any provision enabling a council:

- (a) to pay any councillor an allowance in the nature of a general expense allowance, or
- (b) to make a motor vehicle owned or leased by the council available for the exclusive or primary use or disposition of a particular councillor other than a mayor.

### 5.0 Other Government policy provisions

#### 5.1 Office of Local Government Guidelines

As noted above under section 252(5) of the LG Act the council expenses policy must comply with these guidelines issued under section 23A of the Act.

#### 5.2 The Model Code of Conduct for Local Councils in NSW

The policy should be consistent with the *Model Code of Conduct for Local Councils in NSW, Office of Local Government - November 2015*. The following parts of the code are particularly relevant to s252 policies:

- 7.12 *You must use council resources ethically, effectively, efficiently and carefully in the course of your official duties, and must not use them for private purposes (except when supplied as part of a contract of employment) unless this use is lawfully authorised and proper payment is made where appropriate.*
- 7.13 *Union delegates and consultative committee members may have reasonable access to council resources for the purposes of carrying out their industrial responsibilities, including but not limited to:*
  - a) *the representation of members with respect to disciplinary matters*
  - b) *the representation of employees with respect to grievances and disputes*
  - c) *functions associated with the role of the local consultative committee.*



- 7.14 You must be scrupulous in your use of council property, including intellectual property, official services and facilities, and must not permit their misuse by any other person or body.
- 7.15 You must avoid any action or situation that could create the appearance that council property, official services or public facilities are being improperly used for your benefit or the benefit of any other person or body.
- 7.16 You must not use council resources, property or facilities for the purpose of assisting your election campaign or the election campaign of others unless the resources, property or facilities are otherwise available for use or hire by the public and any publicly advertised fee is paid for use of the resources, property or facility.
- 7.17 You must not use council letterhead, council crests and other information that could give the appearance it is official council material for:
- a) the purpose of assisting your election campaign or the election campaign of others, or
  - b) for other non-official purposes.
- 7.18 You must not convert any property of the council to your own use unless properly authorised.
- 7.19 You must not use council's computer resources to search for, access, download or communicate any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature.

**5.3 ICAC Publication – No Excuse for Misuse, preventing the misuse of council resources**

Councils should also be aware of and take account of the Independent Commission Against Corruption (ICAC) publication 'Use and Misuse of Public Sector Resources' dated February 2008. This publication is available on the ICAC website in at [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au).

**6.0 Definitions**

For the purpose of this document the following definitions apply:

**Expenses:** Payments made by the Council to reimburse Councillors for reasonable costs or charges incurred or to be incurred for discharging their civic functions. Expenses must be outlined in a Council's Policy and may be either reimbursed to a Councillor or paid directly by a Council for something that is deemed to be a necessary expense to enable them to perform their civic functions. Expenses are separate and additional to annual fees.

**Facilities:** Equipment and services that are provided by Councils to Councillors to enable them to perform their civic functions with relative ease and at a standard appropriate to their professional role as Councillors.

**Functions of civic office/civic functions:** Functions that Councillors are required to undertake to fulfil their legislated role and responsibilities for the Council that should result in a direct benefit for the Council and/or for the local government area.

**7.0 Approval arrangements**

Approval for discretionary trips and attendance at conferences, seminars, training courses and the like shall be, where possible, approved by a full meeting of the Council. If this is not possible then the approval shall be given jointly by the Mayor and the General Manager. If the Mayor requires approval to travel outside of Council meetings it shall be given jointly by the Deputy Mayor or another Councillor



(if there is not a Deputy Mayor) and the General Manager. Travel outside the State of New South Wales requires approval by a full meeting of the Council. The travel proposal shall be included in the Council business paper.

If any dispute arises about the provision of expenses and facilities the disputed decision will be referred to full Council for determination.

#### **8.0 Private benefit**

Councillors shall not generally obtain private benefit from the provision of equipment and facilities, nor from travel bonuses or any other such loyalty schemes. However it is acknowledged that incidental use of Council equipment and facilities may occur from time to time. Such incidental private use is not subject to compensatory payment.

#### **9.0 Annual fees**

This policy excludes annual fees paid to the Mayor, Deputy Mayor and Councillors under Sections 248-251 inclusive of the Local Government Act 1993.

#### **10.0 General expense allowances**

General expense allowances will not be paid.

#### **11.0 Administrators**

The adopted expenses and facilities policy will apply to an Administrator if appointed to Council.

## **Part 2 – Payment of expenses**

#### **12.0 General provisions**

- (a) Reimbursement of Councillors will only be made on the basis of actual expenses incurred in performing the duties of Councillor, a delegate or representing Council (as requested by the Mayor) as authorised by Council. Such expenses do not include those incurred as a result of anything other than Council business. A reimbursement of expenses to a maximum of \$70 daily will be paid for each day a Councillor is absent from the Municipality on Council approved civic duties, including conferences, seminars, training and educational courses. Councillor training is an area of priority and Council will meet reasonable expenses incurred by Councillors in undertaking appropriate training including the course cost, travelling expenses, accommodation costs and out of pocket expenses up to a maximum of \$70.

If a Councillor, due to extenuating circumstances, is unable to meet the expected out of pocket expenses to be incurred when attending approved civic duties including conferences, seminars, training and education courses, an out of pocket allowance may be paid in advance at a maximum of \$70 for each day that a Councillor is absent from the municipality subject to the approval of the Mayor and General Manager. The Councillor must provide documentary evidence of appropriate expenditure incurred and reimburse Council for any out of pocket funds not expended. This out of pocket allowance amount will be reviewed annually.

- (b) A mileage allowance for the use of a Councillor's private vehicle shall be paid to each Councillor when performing a function authorised by this policy, subject to this being the most effective mode of transport available.
- (c) All claims for reimbursement must be made on the prescribed form and must be sufficiently detailed and/or accompanied by appropriate





documentary evidence. All claims for reimbursement must be made within six (6) months of the expense.

Incidental expenses may not require specific receipts provided it can be demonstrated that expenditure was incurred and is not general in nature. Where receipts are not required Councillors are to certify that the expenditure was for the purpose intended.

- (d) In respect of the position of Mayor (and Deputy Mayor or Councillor when representing the Mayor), Council shall pay the cost of the elected member and their spouse, partner or accompanying person attending a function in an official capacity within New South Wales.

Council shall meet the reasonable costs of Councillors spouses, partners or accompanying person for attendance at official Kiama Council functions that are of a formal and ceremonial nature.

The cost of Councillors attendance at dinner and other non-Council functions that provide briefings to Councillors from key members of the community, politicians and business and when the function is relevant to the Council's interest will be met.

No payment shall be made by Council for attendance by a Councillor at any political fundraising event, for any donation to a political party or candidate's electoral fund, or for some other private benefit.

- (e) In respect of a conference or seminar, a Councillor who does not attend the majority of the sections of the conference/seminar shall not be eligible for a reimbursement of any sustenance, accommodation and travel expenses, unless extenuating circumstances apply.
- (f) Approved travel shall be in the most efficient and effective manner having regard to the requirements of individual Councillors.
- (g) Councillors shall make payment to Council for any private use of Council facilities as per this policy.
- (h) Council is to be advised on an annual basis of attendances at conferences and seminars by all Councillors and associated costs.
- (i) After returning from a conference/seminar the Councillor or member of staff accompanying the Councillor shall provide a written report to Council on the aspects of the conference/seminar relevant to Council business and/or the local community.

### 13.0 Specific provisions

#### 13.1 Accommodation

For all approved conferences, seminars, etc Council shall pay the cost of accommodation (including breakfast and parking) provided it is approved by the General Manager. Other out of pocket expenses incurred on approved official duties will be reimbursed on production of appropriate receipts etc attached to the prescribed form. All arrangements and bookings for accommodation shall be made by Council staff.

The Council will pay other costs charged by organisers of conferences and seminars i.e. costs related to official luncheons, dinners and tours which are relevant to the interests of the Council or assist the Councillors to discharge the functions of their civic office.

#### 13.2 Expenses

Expenses which are eligible for reimbursement and not included in registration costs while representing Council at courses etc are parking fees, tolls, meals (Councillors only).



Other minor expenses eg. snacks, beverages etc may be reimbursed subject to the approval of the General Manager and Mayor. Receipts must be attached where possible to the approved form for payment.

### 13.3 Travel

The following applies only to authorised travel.

#### 13.3.1 Travel by vehicle

- a) Where practicable, travel shall be by way of Council vehicle.
- b) Where a Councillor uses a private vehicle they shall be reimbursed on a per kilometre basis at the rate currently applying to the Local Government (State) Award.  
The Schedule of reimbursements attached to this Policy indicates the rate applicable at this time.
- c) Travel undertaken on Council business will be by the shortest route possible.
- d) Councillors may claim reimbursement for travel to and from Council meetings, Council committee meetings and any other meetings at which their attendance has been approved by Council.
- e) Travel other than by private vehicle (ie. by taxi, train or other public transport) shall be reimbursed on an actual cost basis
- f) Any claims for reimbursement under this section must be made within two months from the date of the travel, on the prescribed form provided by Council for this purpose.

#### 13.3.2 Air travel

- a) Where travel by a Councillor by road vehicle is deemed inappropriate by the Council or the General Manager, travel may be by air.
- b) The standard of air travel shall be economy class.
- c) Arrangements and bookings for air travel shall under normal circumstances be made by Council staff.

### 13.4 Registration fees

All registration fees arising from the approved attendance of a Councillor at a conference or seminar, shall be paid by Council. This shall include any costs of attending official functions and tours. Registration fees and any costs of official functions and tours which apply to a partner or spouse will not be paid by Council.

Where a Councillor is unable to attend a conference or seminar and a full refund of fees paid cannot be obtained, or an alternate delegate cannot be sent, the Councillor shall be responsible for the payment of any shortfall, unless extenuating circumstances apply.

### 13.5 Care and other related expenses

Councillors can claim up to \$100 per month for reimbursement of carer expenses that were incurred whilst attending to Council business. This may include childcare expenses and the care of immediate family members of Councillors who are elderly, have a disability and/or are sick. Reimbursement of childcare expenses will be made for children under 16 years of age only. Expenses will be paid on production of receipts. The maximum amount claimable per month will be indexed annually in accordance with the Consumer Price Index (CPI).



### 13.6 Legal expenses

The reasonable legal expenses of a Councillor will only be met for legal proceedings being taken against a Councillor in defending an action arising from the performance in good faith of a function under the LG Act (Section 731 refers) or defending an action in defamation, provided that the outcome of the legal proceedings is favourable to the Councillor.

Reasonable legal costs will also be available for an inquiry, investigation or hearing into a Councillor's conduct by an appropriate investigative or review body including:

- (i) Local Government Pecuniary Interest and Disciplinary Tribunal
- (ii) Independent Commission Against Corruption
- (iii) Office of the NSW Ombudsman
- (iv) Division of Local Government, Department of Premier and Cabinet
- (v) NSW Police Force
- (vi) Director of Public Prosecutions
- (vii) Council's Conduct Review Committee/Reviewer.

This is provided that the subject of the inquiry, investigation or hearing arises from the performance in good faith of a Council's functions under the LG Act and the matter before the investigative or review body has proceeded past any initial assessment phase to a formal investigation or review. In the case of a conduct complaint made against a Councillor, legal costs will only be made available where a matter has been referred by a General Manager to a Conduct Reviewer/Conduct Review Committee to make formal enquiries into that matter in accordance with the procedures in the Model Code of Conduct. In the case of a pecuniary interest or misbehaviour matter legal costs will only be made available where a formal investigation has been commenced by the Division of Local Government.

In addition, legal costs will only be provided where the investigative or review body makes a finding that is not substantially unfavourable to the Councillor. This may include circumstances which a matter does not proceed to a finding. In relation to a Councillor's conduct, a finding by an investigative or review body that an inadvertent minor technical breach had occurred may not necessarily be considered a substantially unfavourable outcome.

A Council will not meet the legal costs of legal proceedings initiated by a Councillor under any circumstance.

A Council will not meet the legal costs of a Councillor seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation.

Legal costs will not be met for legal proceedings that do not involve a Councillor performing their role as a Councillor.

A Councillor is to obtain the approval of Council, where possible, prior to legal expenses being incurred.

### 13.7 Communication expenses

Councils will not meet expenses for individual Councillors or groups of Councillors to produce and disseminate personalised pamphlets, newsletters and the like.

### 13.8 Gifts and benefits

In circumstances where it is appropriate for Councillors to give a gift or benefit (for example, on a Council business related trip or when receiving visitors) these gifts and benefits shall be of a token value.





## Part 3 – Provision of facilities, equipment & services

### 14.0 General provisions

Council facilities and equipment should only be used by Councillors in the performance of the functions of a Councillor and in the manner prescribed and authorised by Council.

Subject to (a) above, certain designated facilities and equipment contained in this policy may be used by Councillors other than in the performance of the functions of a Councillor, providing the Council is reimbursed as provided in this policy.

### 15.0 Specific Provisions

#### 15.1 Council vehicles

Subject to availability, Council vehicles may be used by Councillors for travel authorised by Council.

#### 15.2 Council telephones

- (a) Except in an emergency, Councillors' use of Council phones shall relate to the business of Council only.
- (b) Councillors may have access to Council telephones during hours when the Council Chambers or Administrative Centre is open.
- (c) Council shall, upon request, provide Councillors (excluding the Mayor - see Clause 4.1.5(ii)) with a mobile telephone or a suitable smartphone including data plan (e.g. Apple iPhone or equivalent with the capability for significant electronic data communication such as emails, work documents, photographs, etc.) to facilitate the dissemination of information and aid in communication with and between Councillors as well as between Councillors and others. Council will be responsible for all Council related call costs of the mobile telephone when used for Council business. Councillors will be responsible for all call costs not related to Council business. Council will be responsible for the provision, maintenance, repair and/or replacement costs associated with the mobile telephone.

#### 15.3 Council information

- (a) Council Staff will provide appropriate information and documentation to assist Councillors in the performance of their duties.
- (b) Where copies of documents or information are required a request should be made to the General Manager, the appropriate Director or Manager.
- (c) Requests from Councillors for in depth information, research or reports to Council shall be initiated by way of either Council resolution or by authorisation from the General Manager or Mayor.
- (d) Requests for information or assistance should be made to the appropriate Director or Manager or, if such officers are not available, to the most senior person available at the time.

#### 15.4 Council Administrative Centre facsimile machines

- (a) Councillors may send and receive using Council facsimile machines during hours when the Council Chambers or Administrative Centre is open.
- (b) Except in an emergency, Councillors' use of Council facsimile machines shall relate to the business of Council only.





**15.5 Supply of computer to Councillors**

- (a) Each Councillor shall be provided with a computer, specifications as advised by Council's Information Technology section at the time of purchase. This is provided in order to facilitate the dissemination of information and aid in communication with and between Councillors.

**15.6 Supply of miscellaneous equipment to Councillors**

Miscellaneous equipment can include a printer, fax, scanner, phone, answering machine and shredder.

- (a) Council shall, upon request, install and maintain the above miscellaneous equipment in Councillors' homes in order to facilitate the dissemination of information and aid in communication with and between Councillors.
- (b) Council shall, upon request, install an additional telephone line in a Councillor's home for the sole use of the facsimile/telephone/ answering machine(s) provided by Council.
- (c) Where an additional telephone line is installed, Council shall pay all installation costs. The account issued by the telephone service provider shall be paid in full by the Councillor. Council will reimburse the Councillor on at least an annual basis for the cost of line rental together and for costs associated with Council business.
- (d) Where an additional telephone line is not installed the Councillor will be permitted to use the facsimile machine for private purposes. Costs associated with official use will have to be formally claimed from Council.
- (e) All supplied miscellaneous equipment shall remain the property of Council and shall be returned when the Councillor no longer holds office.
- (f) Council shall supply all paper for use in Council provided miscellaneous equipment.

**15.7 Sale of second-hand Council equipment**

Former Councillors have the option to purchase the second-hand Council equipment at a sale price determined by an independent valuation.

**15.8 Access to Administrative Centre and other Council owned/controlled buildings and areas**

- (a) For the purpose of gaining access to authorised areas, Councillors shall be provided with the necessary key(s).
- (b) Councillors shall have access to the Council Chambers and designated committee meeting rooms subject to their availability.
- (c) Councillors shall have access to the administrative sections of the Council Administration Building, only during ordinary business hours except to access the Council Chambers or designated Committee Rooms.
- (d) Three designated car parking spaces shall be made available for Councillors. In the event of those spaces being occupied a Councillor may park in any other unoccupied space in the designated car parking area.

**15.9 Stationery and postage**

Each Councillor upon request will be issued with appropriate stationery on an annual basis as follows:

- "With compliments" slips (250)
- Envelopes - pre paid (250)
- Business cards (500)



Office of Councillor letterhead (250)

**15.10 Meals and beverages**

Council shall supply all Councillors with appropriate meals, refreshments and/or beverages associated with Council and committee meetings and functions.

**15.11 Councillors' insignia of office**

Councillors shall be provided with the following, upon request:-

A metal lapel badge consisting of logo and two title bars.

An engraved plastic lapel badge.

A supply of 20 Council logo metal lapel badges (small).

**15.12 Clothing**

(a) Councillors may purchase items of the corporate uniform as provided to staff.

(b) If purchases exceed the value of \$200, Council shall provide \$100 towards the purchase costs.

(c) Councillors will be issued on request a Council blazer to be worn at official functions.

**15.13 Insurance**

**15.13.1 Personal injury or death**

All Councillors and their partners/spouses, whilst engaged in any activity, either directly or indirectly connected with the business of Council shall be covered by Council's Volunteer Workers insurance which covers death and disablement. (Subject to the level of cover and any exclusions which may apply to Council's insurance policy at any point in time.)

**15.13.2 Professional indemnity**

All Councillors are covered for liability arising out of the exercise of the functions of Councillor, if, in the opinion of Council, such actions have been bona fide and/or proper. (Subject to the level of cover and any conditions or exclusions which may apply to Council's insurance policy at any point in time.)

**15.13.3 Public liability**

All Councillors are covered for liability arising out of the exercise of the functions of Councillor. (Subject to the level of cover and any conditions or exclusions which may apply to Council's insurance policy at any point in time.)

**15.13.4 Councillors' liability (including Council reimbursement)**

All Councillors are covered for liability arising out of the exercise of the functions of Councillors where such actions are bona fide and in good faith.

The insurance policy will cover costs, charges, expenses and defence costs [but excludes fines and penalties incurred in relation to any prosecution (criminal or otherwise) of any insured person(s)].

The policy also covers the attendance by any insured persons(s) at any official investigation, examination, inquiry or other proceedings ordered or commissioned by any official body or

institution that is empowered to investigate the affairs of the Council by reason of any Wrongful Act committed or allegedly committed by the Councillor in their capacity as Councillor. (Subject to the level of cover and any conditions or exclusions which may apply to Council's insurance policy at any point in time.)

## Part 4 – Additional facilities provided to the Office of Mayor and Deputy Mayor

### 16.0 Office of Mayor

#### 16.1 Mayoral Office

An appropriately furnished office shall be supplied by Council for the office of Mayor.

#### 16.2 Secretarial support

Appropriate secretarial support will be provided for undertaking the duties of Mayor.

#### 16.3 Refreshments/beverages

Appropriate refreshments and beverages will be provided to the Mayoral office for hospitality purposes.

#### 16.4 Mayoral vehicle

- (a) A Council owned vehicle of an appropriate standard shall be provided for the Mayor's use if required. The "appropriate standard" shall be determined by the Mayor and General Manager and shall extend to the standard of vehicle included in the General Manager's Contract of Employment.
- (b) The vehicle will be registered, insured and fully maintained by the Council.
- (c) Private use of the vehicle will be permitted in accordance with an agreement similar to the senior staff vehicle agreements.

#### 16.5 Mayoral phones

- (a) A telephone with full STD access shall be provided in the Mayoral office.
- (b) A portable mobile/car phone shall also be provided to the Mayor upon request. Council shall pay all rental costs and call charges excepting private calls which are to be met by the Mayor.

#### 16.6 Mayoral Robes/Chain

The Mayor shall be entitled to wear the Mayoral robes/chain as determined by the Mayor.

#### 16.7 Car parking space

A designated car parking space shall be provided for the Mayor.

### 17.0 Deputy Mayor

In the absence of the Mayor, the Deputy Mayor, when performing the functions of Mayor, shall be entitled to use the facilities as stated in 16.0, except for 16.4 (Mayoral vehicle) and 16.5 (mayoral phones) unless otherwise authorised by the Mayor.





**18.0 Attachment**

Schedule of Reimbursements

**19.0 Document control**

<b>Directorate:</b>	General Manager
<b>Policy name:</b>	Payment of expenses and provision of facilities to the Mayor, Deputy Mayor and other Councillors
<b>Date adopted by Council or N/A:</b>	16 September 2015
<b>Date endorsed by MANEX:</b>	N/A
<b>Last revision date:</b>	16 September 2015
<b>Next review date:</b>	September 2016
<b>Trim doc number:</b>	16/71885



### Schedule of Reimbursements

#### 12.0 Reimbursement

- (a) A daily reimbursement of expenses to a maximum of \$70 will be paid for each day a Councillor is absent from the Municipality on Council approved civic duties.

#### 13.3.1 Travel by Vehicle

- (b) Councillors who use a private vehicle for Council business shall be reimbursed on a per kilometre travel basis at the rate currently applying to the Local Government (State) Award. As at 1 July 2016 these rates are:-

Less than 2.5 litre engine	0.68¢ per kilometre
2.5 litres and over	0.78¢ per kilometre

#### 15.5 Supply of Personal Computers

- (a) Councillors will be reimbursed to a maximum amount of \$750 per annum to cover Internet access costs. Council shall upon request supply and maintain personal computer(s) (PCs) to Councillors in order to facilitate the dissemination of information and aid in communication with and between Councillors.
- (b) Reimbursement shall be paid to Councillors monthly or annually in arrears without production of a receipt.
- (c) Council shall nominate an internet service provider whose monthly access rate shall be the benchmark for determining the allowance paid to Councillors. Individual Councillors will not however be required to use the ISP nominated by Council but will not receive this allowance unless they have an active account with an ISP.
- (d) The amount shall be reviewed annually, or immediately in the event that there is an increase in the monthly Internet access cost of the (ISP) nominated by Council.
- (e) Councillors shall be reimbursed an amount equivalent to any initial set up charges levied by the ISP nominated by Council.
- (f) Councillors shall be provided upon request with any reasonable consumables (including paper and ink/toner cartridges) associated with the use of the personal computer and printer for official Council use

#### 15.6(c) Supply of Facsimile/Telephone/Answering Machines

- (i) Councillors will be reimbursed for a maximum amount of \$500 per annum to cover rental costs and costs of official Council use.
- (ii) The amount shall be reviewed annually, taking account of the costs of rental, call costs and usage.

**Minutes of the Kiama Youth Advisory Committee meeting held on Thursday 1<sup>st</sup> September 2016 at Kiama High School at 10:47am**

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**Present:** Andrew Chatfield (Kiama Municipal Council, Chair, minutes), Linda McGavock (KHS staff), Alexandra Nicholl, Alexander Wunsch, Jackson Allen, Nicholas Gregory, Ethan Corkin, Sam Scobie, Carlo Cullen, Mitchell Micallef, Carly Abbott, Josie Mansell (Kiama High School SRC).

**1. Apologies:** Cllr Kathy Rice (Kiama Municipal Council), Cllr. Neil Reilly (Kiama Municipal Council), Nick Guggisberg (Kiama Municipal Council), Michael Dalitz (Kiama Municipal Council Library Services), Senior students.

**2. Minutes of previous meeting:**  
Moved by Carlie Abbott and seconded by Jackson Allen.

**3. Business arising from previous meeting:**

*3.1 Business arising from August to be held off until October meeting*

**4. Reports**

*4.1 SENTRAL Barista training*

Training is currently on hold, due to factors including unavailability of trainer and impending Centre renovations. We hope to have training blocks available shortly.

*4.2 SENTRAL Fitness*

Training continues on Wednesday and Thursday afternoons from 4pm with over 50 young people registered for the program.

*4.3 Young Women's Program*

SENTRAL is currently working with 10 female students from Kiama High School on a 8 week program each Tuesday designed to build resilience and confidence in young women.

*4.4 SENTRAL Station at Kiama High*

SENTRAL will provide outreach to Kiama High students on Friday 16<sup>th</sup> September during lunch and recess, to promote the service and its programs and engage students. We will offer personal fitness classes, information on a range of youth needs and possibly a BBQ. SRC students are invited to come and help us on the day.

4.5 *Kiama Library*

As part of Children's Book Week, there will be a short story competition for young people 10 – 16 years to write a short story about 'What is the most amazing place you have been to in Australia'. Entries close Friday 23<sup>rd</sup> September with forms available from Kiama Library.

5. **General Business:**

5.1 *Youth Cinemas*

Josie Mansell raised the idea of a Youth Cinema, due to lack of recreational options for young people during the colder months. Carly Abbott agreed this would be a great idea either in Hindmarsh Park or Kiama Pavilion. Andrew Chatfield invited the SRC to think about what movies they would like to see and to provide a date and time when we could hold the event.

**Action:** Andrew Chatfield to work with the SRC on logistics.

5.2 *Lighting at Skate Park*

Carlo Cullen asked if lights could be installed at the Skate Park. Josie Mansell suggested putting a timer on the lights so they go out at 10pm due to any safety concerns. Ethan Corking also suggested security cameras at the park.

**Action:** Refer request to Councilors at the October YAC meeting.

6. **Next Meeting**

The next Kiama Youth Advisory Committee will be held on Thursday 13<sup>th</sup> October at 10:45am at Kiama High School.

**There being no further business the meeting closed at 11.15am**



Insight for  
Business & Government

2016  
Kiama Council  
Community Survey  
Management Report

Prepared for



Prepared by  
IRIS Research Ltd

July 2016

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**Table of Contents**

**Contents**

1 Introduction .....5  
 Background..... 5  
 Study Objectives ..... 5  
 Attitude Measurement..... 5  
 Survey Response..... 7  
 Survey Results ..... 8  
 2 Prioritising services and facilities .....9  
 2.1 Quadrant Analysis ..... 9  
 2.2 Gap Analysis ..... 14  
 2.3 Bringing it Together..... 16  
 2.4 Priorities by Area..... 18  
 3 Council services and facilities .....20  
 3.1 Importance scores..... 21  
 3.2 Summary of Importance Ratings by area ..... 23  
 3.3 Satisfaction scores ..... 26  
 3.4 Benchmarks - Satisfaction scores against comparable Councils..... 31  
 4 Council Performance .....34  
 4.1 Overall Satisfaction..... 34  
 4.2 Reasons for Satisfaction..... 36  
 4.3 Reasons for Dissatisfaction with Council.....37  
 5 Local issues and the future .....38  
 5.1 Top 3 issues facing Kiama in 5 to 10 years..... 38  
 6 Perceptions of Kiama.....41  
 6.1 Statements about the Kiama community ..... 41  
 7 Environment.....43



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7.1	Environmental behaviour .....	43
8	Council Communications .....	45
8.1	Main source of information .....	45
9	Appendix .....	48
9.1	Methodology .....	48
9.1.1	Sample Design.....	48
9.1.2	Data Collection.....	49
9.1.3	Response Performance .....	49
9.1.4	Sample Characteristics.....	50
9.1.5	Survey Accuracy.....	51
10	Reasons for dissatisfaction with services and facilities.....	52
11	Anova Table - Importance of Council services and facilities .....	59
12	Error rates .....	62



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### Executive summary

This report presents the results of the Kiama Council Community Survey, 2016. IRIS Research was commissioned by Council to conduct a comprehensive telephone based survey among the area's residents. The survey sought a range of resident attitudes and opinions as input to Council's ongoing strategic planning and quality improvement process.

The 2016 survey was conducted on the IRIS Computer-Assisted Telephone Interviewing (CATI) system during August. A total of 505 interviews were conducted with residents from the Kiama Local Government Area (LGA). To qualify for an interview, respondents had to have been a resident in the Council area for at least the last 6 months and aged 18 years or older. The survey achieved a completion rate of 68.6%, which is considered a very good response for a telephone survey of this type.

The detailed report findings are presented below with the summary findings of the 2016 survey presented in the separate infographics 'Executive Summary Report'.



## 1 Introduction

### Background

This study was commissioned by Kiama Council to provide the foundations of an on-going community assessment of Council's performance in the delivery of key services and facilities. Overall the survey aimed to provide Council with an understanding of the perceptions and needs of the local community with respect to both Council's services and facilities and to customer service.

### Study Objectives

The broad objectives for the community survey process were to:

- To measure the importance of and satisfaction with services and facilities provided by Council;
- Compare levels of satisfaction for Council's services, facilities and customer service with benchmark measures from similar sized Council's;
- Assist Council in better understanding resident perceptions of Kiama Local Government area;
- Identify current major issues of concern for the Kiama area.

### Attitude Measurement

In the first section of the survey, a series of 32 Council services and facilities were read out to respondents. For each, respondents were asked to give both an importance and satisfaction rating. Results from these ratings form the basis of much of the analysis in this report. The importance and satisfaction rating scales used in the survey are exhibited on the next page:





**Importance scale**

- 1 = Not at all important
- 2 ...
- 3 ...
- 4 ...
- 5 = Very important

**Satisfaction scale**

- 1 = Not at all satisfied
- 2 ...
- 3 ...
- 4 ...
- 5 = Very satisfied

For all rating scales, those respondents who could not provide a rating, either because the question did not apply to them or they had no opinion, were entered as a 'Can't say' or a rating of 6. Rating scale results have generally been presented in two basic forms. Firstly, the results have been presented in terms of the proportion (%) of respondents giving a particular rating for a specific service or facility. These results are presented in collapsed category tables, where proportions have been assigned to one of the following categories:

Table 1.3.1: Collapsed rating scores

	<b>Can't say</b>	<b>Low</b> importance / satisfaction	<b>Medium</b> importance / satisfaction	<b>High</b> importance / satisfaction
Rating score given	6	1 & 2	3	4 & 5

Secondly, the numeric values recorded for each attribute have been converted into an overall mean score out of five. To derive the mean score for an attribute, all respondents' answers are 'averaged' to produce an overall rating that conveniently expresses the result of scale items in a single numeric figure. This makes data interpretation considerably easier when comparing multiple services and facilities. The mean score excludes those respondents who could not give a valid rating (i.e. 'Can't Say').

Given that IRIS undertakes many community surveys such as this; we are able to benchmark mean scores. As such, mean importance and satisfaction scores can be further classified as being a low, medium or high score based on this experience. Table 1.3.2 highlights the mean classifications.



Table 1.3.2: Classification of mean scores

Mean importance scores	
0 – 2.99	Low
3.00 – 3.99	Medium
4.00 – 5.00	High

Mean satisfaction scores	
0 – 2.99	Low
3.00 – 3.74	Medium
3.75 – 5.00	High

**Survey Response**

A total of 505 completed interviews were collected from a random sample of residents from throughout the Kiama Local Government area. Strict sampling procedures ensured that characteristics of selected respondents mirrored those of the overall adult population of the area.



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# Survey Results

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Item 14.6

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## 2 Prioritising services and facilities

Given the range of services and facilities Council has to manage, it can often be a difficult task to prioritise. The sheer number of services and facilities under management can diffuse focus and distract attention away from the services and facilities of critical importance to improving resident satisfaction. This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the importance and satisfaction data provided by residents.

### 2.1 Quadrant Analysis

Quadrant analysis is a useful way of simultaneously analysing the stated importance a service holds for residents against their satisfaction with the provision of that service. To do this, mean satisfaction scores are plotted against mean importance scores for each Council service or facility. In order to form the quadrants (or opportunity matrix) that separate higher and lower level priority services, combined mean importance and satisfaction scores were calculated for the entire set of 32 council services and facilities. These scores were: *Importance score = 4.4 and Satisfaction score = 3.9*. Thus for example, services or facilities with a mean importance score of less than 4.4 (i.e. a score lower than the overall mean importance score), were classified as having 'lower' importance relative to the other services and facilities measured. Conversely, services or facilities with a mean score above 4.4 were classified as having 'higher' importance relative to the other services and facilities. The results of the quadrant analysis are displayed in Figure 2.1.1 and Table 2.1.1.



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Each of the four quadrants has a specific interpretation:

1. The upper right quadrant (high importance and high satisfaction) represents current council service strengths.
2. The upper left quadrant (high importance but relatively lower satisfaction) denotes services where satisfaction should be improved.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority services.
4. The lower right quadrant (relatively lower importance and high satisfaction) is often interpreted as representing services where effort exceeds expectations.

**The attributes in the upper left quadrant are all candidates for immediate attention.** Residents placed a high importance on these attributes but also reported relatively lower satisfaction.





Figure 2.1.1 plots each of the 32 services and facilities using their mean importance score and mean satisfaction score as coordinates for where they lie relative to each other. The vertical axis represents the mean importance scores for each service and facility while also highlighting the overall average importance for all 31 services and facilities. The horizontal axis is used to plot the mean satisfaction scores for each service and facility as well as plotting the overall satisfaction score. The Figure provides an excellent visual representation of how each service performs relative to each other.



Figure 2.1.1: Quadrant analysis for all services and facilities

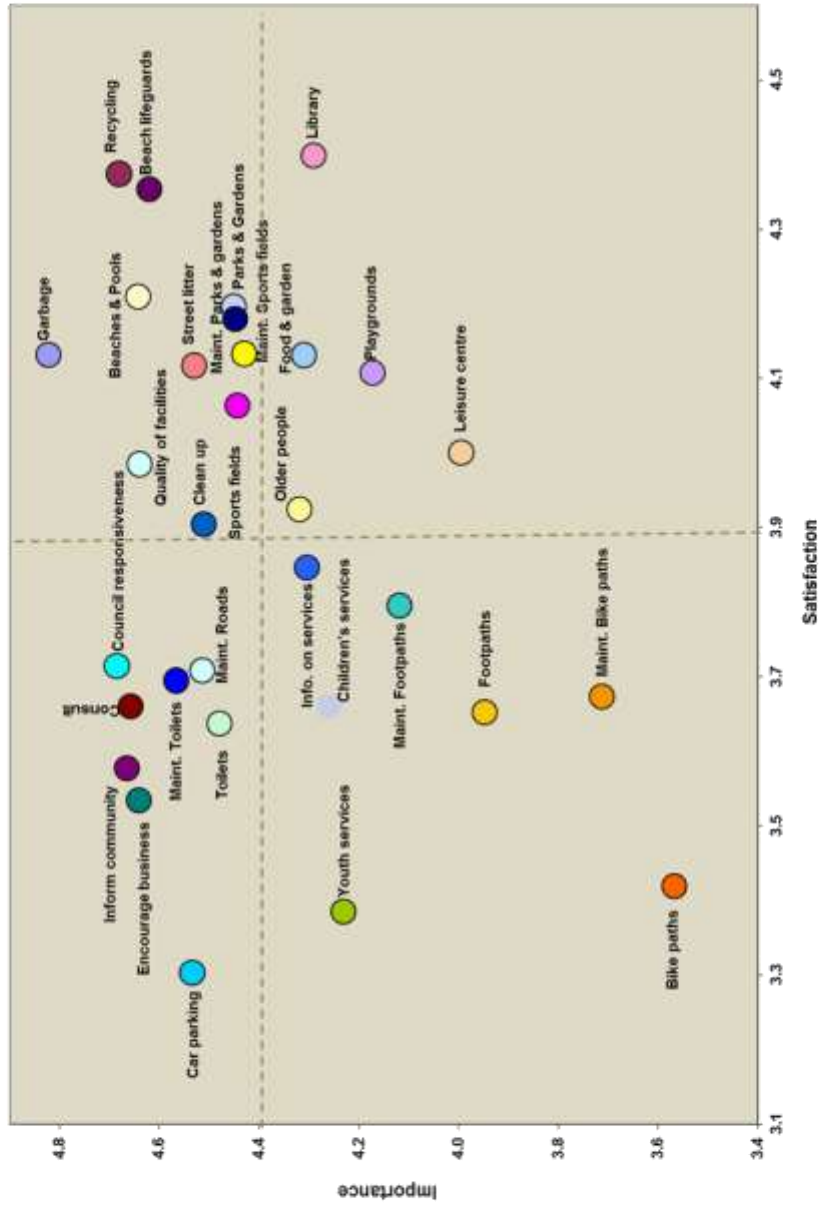




Table 2.1.1: Opportunities Matrix for Council Services and Facilities

2. HIGHER IMPORTANCE LOWER SATISFACTION	1. HIGHER IMPORTANCE HIGHER SATISFACTION
<p>Council responsiveness to community needs                      Informing the community of Council decisions                      Consulting the community                      Encouraging local businesses and jobs                      Maintenance of public toilets                      Provision of public car parking in your town centre                      Maintenance of local roads                      Provision of public toilets</p>	<p>Garbage collection                      Kerbside recycling service                      Maintenance of rock pools and beaches                      Overall range and quality of community facilities                      Beach lifeguard service                      Cleanup of street litter and dumped rubbish                      Annual household kerbside clean-up collection                      Provision of parks and gardens                      Maintenance of parks and gardens                      Maintenance of sports grounds and fields                      Provision of sports grounds and playing fields</p>
3. LOWER IMPORTANCE LOWER SATISFACTION	4. LOWER IMPORTANCE HIGHER SATISFACTION
<p>Information on Council services and activities                      Services and facilities for children                      Services and facilities for youth                      Maintenance of footpaths                      Provision of footpaths                      Maintenance of bike paths                      Provision of bike paths</p>	<p>Services and facilities for older people                      Food and garden organics                      Library services                      Provision of community halls and community centres                      Provision of children’s play grounds and equipment                      Leisure centre</p>

Key results:

- The results of the quadrant analysis showed 8 Council services and facilities that registered relatively higher importance, but relatively lower satisfaction. The following services and facilities were highlighted: maintenance of local roads, encouraging local businesses and jobs, provision of public toilets, maintenance of public toilets, services, consulting the community, Council responsiveness to community needs, provision of public car parking in your town centre and informing the community of Council decisions.



## 2.2 Gap Analysis

Despite its usefulness, quadrant analysis is not a complete priority assessment tool. For example, it does not explicitly identify the gaps between importance and satisfaction. It is possible that a large gap could exist between importance and satisfaction, even though a service or facility appears in the 'high importance and high satisfaction' quadrant as 'garbage collection' does in this instance.

Consequently, gap analysis was used as the second component in analysing the results. Gap measures were calculated by subtracting the mean satisfaction score from the mean importance score for each attribute. It should be pointed out that if a respondent rated a service or facility's importance, but failed to provide a satisfaction rating i.e. 'Can't say / Don't know' they were excluded from the gap analysis. Usually, **the larger the gap between importance and satisfaction, the larger the gap between Council's performance in the provision of a service and residents' expectations**

Gap scores are presented in Table 2.2.1. The table ranks services and facilities from highest gaps to lowest gaps. Those services with a gap score significantly above the mean gap score for all services ( $\xi=0.5933$ ) were given top priority (i.e. a rating of 1).

These are services that should be addressed by management first as the importance of that service far outweighs the satisfaction that residents have with its provision.

Services with a gap score statistically equal to the mean gap were given second priority (rating of 2) and services with a gap score significantly below the mean gap were given third priority (rating of 3).



Table 2.2.1: Performance Gaps for Council Services and Facilities

Service / Facility	Ranking		Performance Gap			Priority Level
	2011	2016	2011	2016	% Change	
Provision of public car parking in your town centre	1	1	1.428	1.2689	-11.1%	1
Informing the community of Council decisions	-	2	-	1.1008	-	1
Encouraging local businesses and jobs	2	3	1.3	1.1388	-12.4%	1
Consulting the community	6	4	1.1	1.0192	-7.3%	1
Council responsiveness to community needs	4	5	1.223	0.9695	-20.7%	1
Services and facilities for youth	5	6	1.197	1.0834	-9.5%	1
Maintenance of public toilets	8	7	1.053	0.9262	-12.0%	1
Provision of public toilets	3	8	1.268	0.8941	-29.5%	1
Maintenance of local roads	7	9	1.089	0.8052	-26.1%	1
Services and facilities for children	9	10	0.873	0.8159	-6.5%	1
Garbage collection	28	11	0.297	0.7027	136.6%	1
Annual household kerbside clean-up collection	12	12	0.672	0.6822	1.5%	2
Overall range and quality of community facilities and services	10	13	0.733	0.6532	-10.9%	2
Provision of bike paths	26	14	0.487	0.5391	10.7%	3
Services and facilities for older people (eg senior citizen centres)	17	15	0.479	0.4961	3.6%	3
Information on Council services and activities	15	16	0.559	0.4748	-15.1%	3
Maintenance of sports grounds and playing fields	19	17	0.443	0.4512	1.9%	3
Maintenance and cleanliness of rock pools and beaches	14	18	0.621	0.4806	-22.6%	3
Cleanup of street litter and dumped rubbish	25	19	0.327	0.4464	36.5%	3
Maintenance of footpaths	13	20	0.622	0.42	-32.5%	3
Provision of footpaths	11	21	0.694	0.3865	-44.3%	3
Maintenance of bike paths	16	22	0.321	0.3482	8.5%	3
Beach lifeguard service	18	23	0.499	0.4058	-18.7%	3
Provision of sports grounds and playing fields	21	24	0.379	0.3626	-4.3%	3
Provision of children's play grounds and equipment	22	25	0.347	0.2477	-28.6%	3
Food and garden organics	-	26	-	0.2838	-	3
Provision of community halls and community centres	27	27	0.309	0.273	-11.7%	3
Kerbside recycling service	23	28	0.347	0.3229	-6.9%	3
Leisure centre	30	29	0.193	0.2248	16.5%	3
Provision of parks and gardens	24	30	0.34	0.2599	-23.6%	3
Maintenance of parks and gardens	20	31	0.403	0.2742	-32.0%	3
Library services	31	32	0.166	0.1118	-32.7%	3





### **Key results:**

- Gap analysis found that the average gap between importance and satisfaction was 0.5933. This average gap result is significantly smaller than similar Councils that IRIS has done work for, indicating that the gap between Council's performance in the provision of services and residents' expectations are smaller than that of other Councils.
- The analysis found that 11 Council services and facilities attained gap scores that were significantly larger than 0.5933. The gap analysis indicates that these services/facilities (highlighted as priority level 1 in table 2.2.1) have been identified by the community as being of a higher priority for attention.

### **2.3 Bringing it Together**

Initially there were 32 services and facilities measured in this survey, however after applying both forms of analysis the results highlighted 11. Of these 11 that were identified, 8 overlapped in both forms of analysis, providing confirmation that Council should give priority to investing in these 8 services and facilities. Table 2.3.1 outlines the services and facilities that were identified as not meeting resident expectations in either quadrant or gap analysis.



Table 2.3.1 Quadrant and Gap analysis summary – Services and facilities that need improving

	Identified as not meeting resident expectations in ...	
	Quadrant Analysis (Higher importance / lower satisfaction)	Gap Analysis (Higher than average gap between importance and satisfaction)
Council responsiveness to community needs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Informing the community of Council decisions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Consulting the community	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Encouraging local businesses and jobs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance of public toilets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provision of public car parking in your town centre	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance of local roads	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provision of public toilets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Services and facilities for children		<input checked="" type="checkbox"/>
Garbage collection		<input checked="" type="checkbox"/>
Services and facilities for youth		<input checked="" type="checkbox"/>

Item 14.6

Enclosure 1



## 2.4 Priorities by Area

Whilst sections 2.1 to 2.3 provide the picture for the services and facilities that need improving at the overall LGA level, section 2.4 provides guidance for what the priorities are by area. Given that this study was not designed for this type of analysis at an area level, the results in table 2.4.1 should be viewed with some caution as the sample sizes within each area are smaller than the more robust analysis that was carried out in sections 2.1 to 2.3. This section however does provide management with some insight or qualitative feel as to what is happening at an area level.

Table 2.4.1 Quadrant and Gap analysis summary by Area

	Quadrant Analysis				Gap Analysis			
	(Higher importance/lower satisfaction)				Higher than average gap between importance and satisfaction)			
	North	Central	South	Rural	North	Central	South	Rural
Annual household kerbside clean-up collection	<input checked="" type="checkbox"/>							<input checked="" type="checkbox"/>
Consulting the community *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Council responsiveness to community needs *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Encouraging local businesses and jobs*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information on Council services and activities		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					
Informing the community of Council decisions *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance of local roads *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance of public toilets *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provision of public car parking in your town centre *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Provision of public toilets *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall range and quality of community facilities and services				<input checked="" type="checkbox"/>				
Services and facilities for children					<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Services and facilities for youth					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Services and facilities for older people							<input checked="" type="checkbox"/>	

\* denotes the services and facilities identified in both quadrant and gap analysis for the overall area



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**Key results:**

- Rural residents were less concerned with 'consulting the community', 'provision of public car parking in town centres' and 'maintenance of public toilets' than residents in other areas.
- Residents in the central area were less concerned with the 'maintenance of local roads' and the 'provision of public toilets' than residents in other areas.



---

### 3 Council services and facilities

This section presents the results for section 3, which asked respondents to firstly rate the importance of 32 key services and facilities provided by Kiama Council, and then to rate their satisfaction with Council's provision of these services and facilities.





**3.1 Importance scores**

Figure 3.1.1 Importance ratings provided by Kiama residents

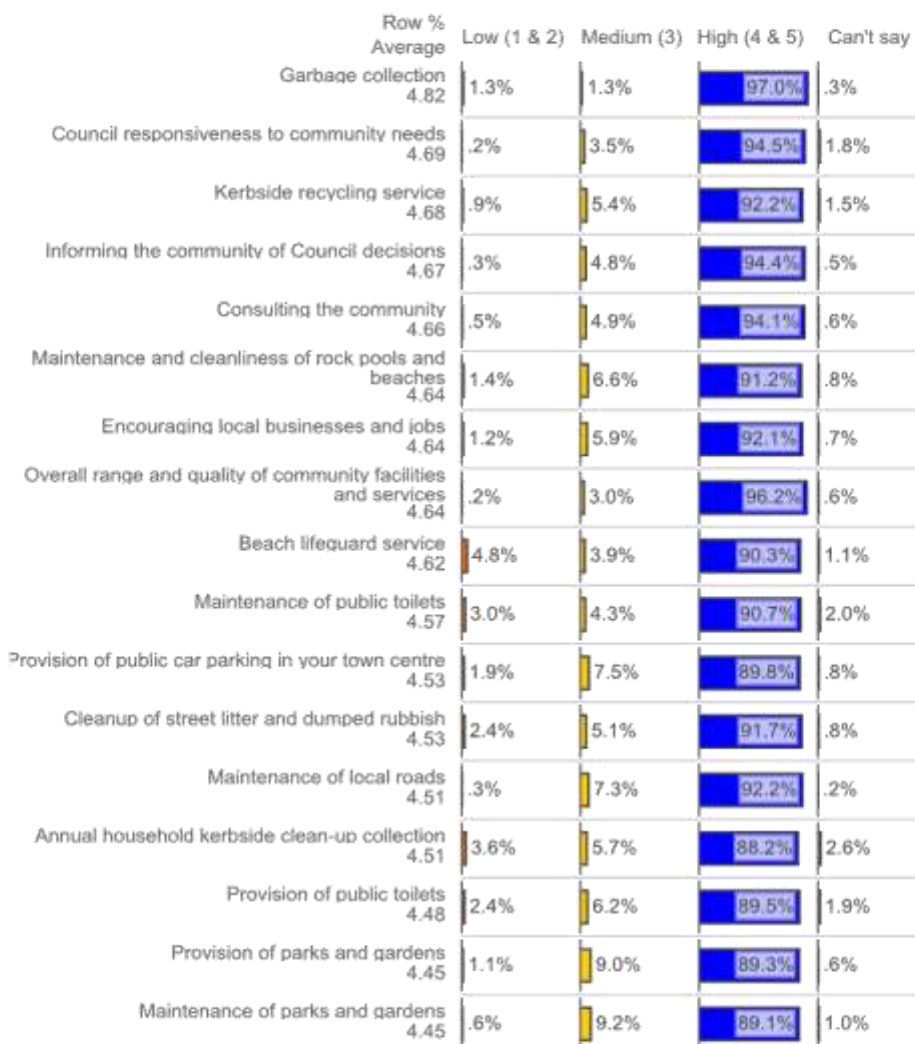
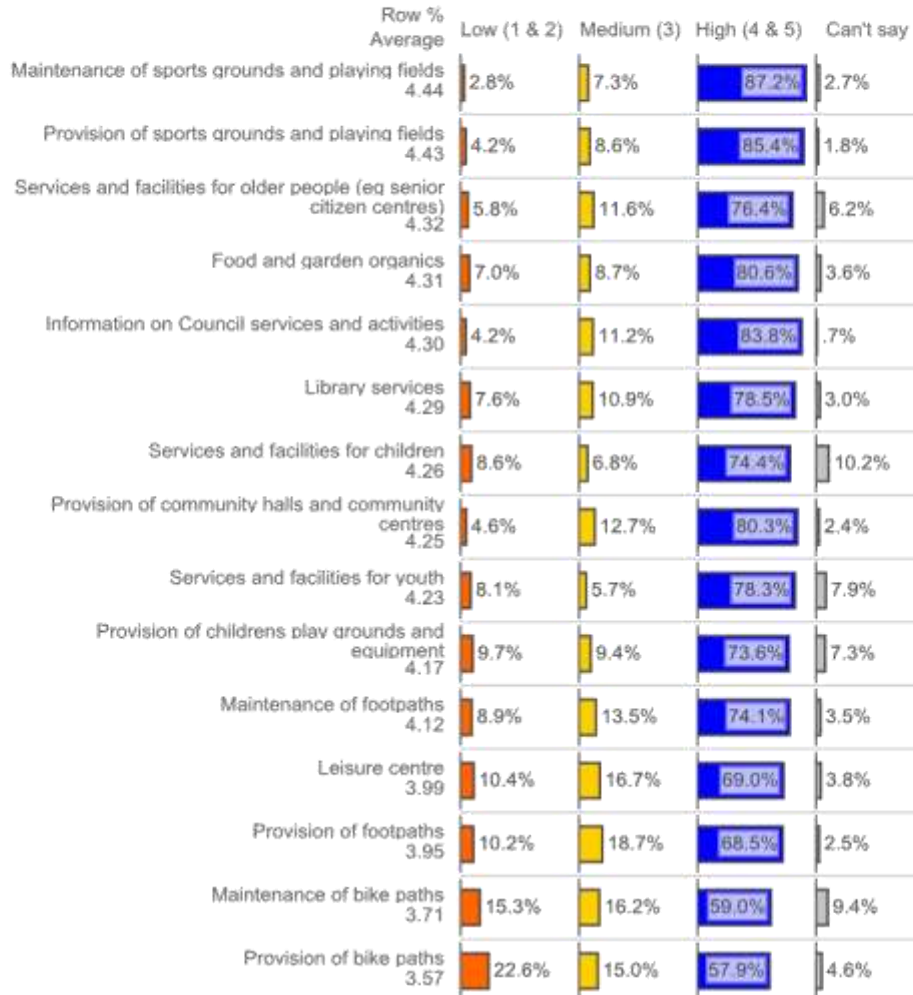




Figure 3.1.1 Importance ratings provided by Kiama residents (continued)



Item 14.6

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**3.2 Summary of Importance Ratings by area**

Figure 3.3.1 outlines the mean importance scores and compares them to each of the four areas.

Figure 3.3.1: Summary of importance ratings by area

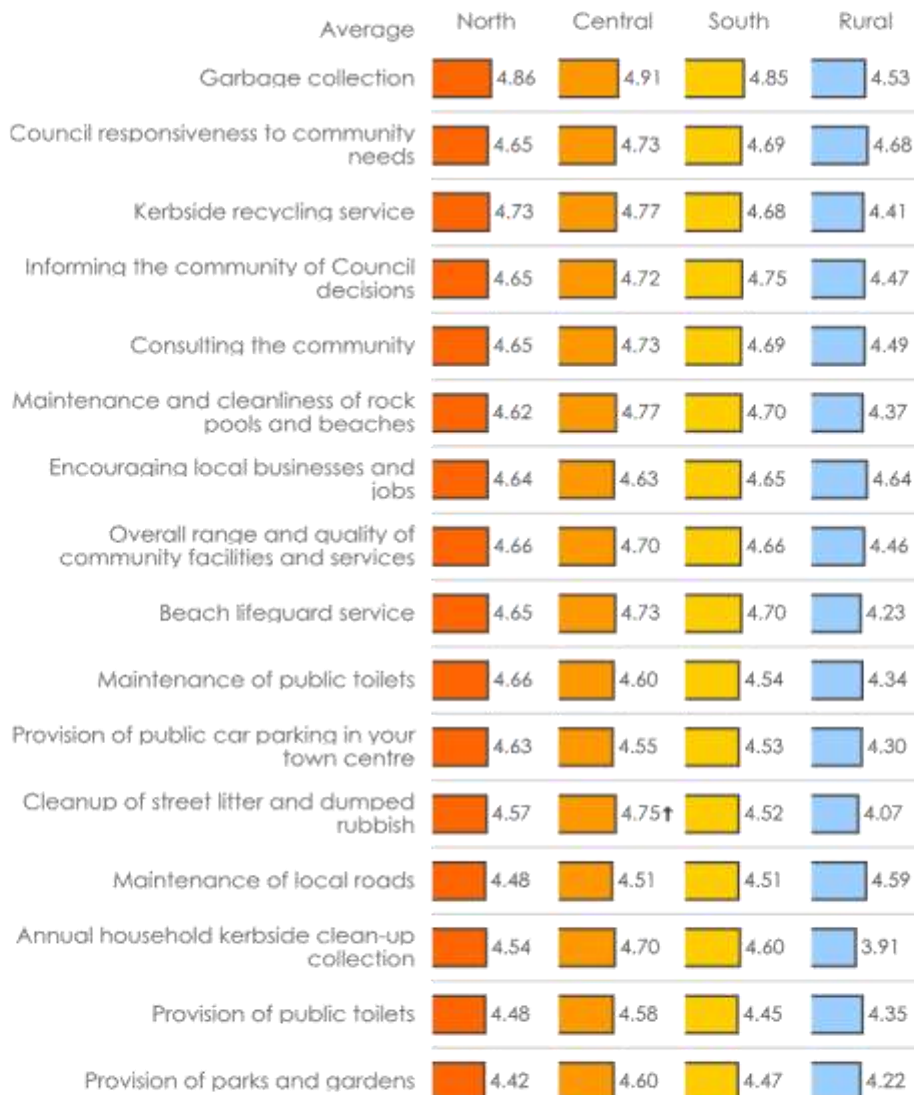




Figure 3.3.1: Summary of importance ratings by area (continued)







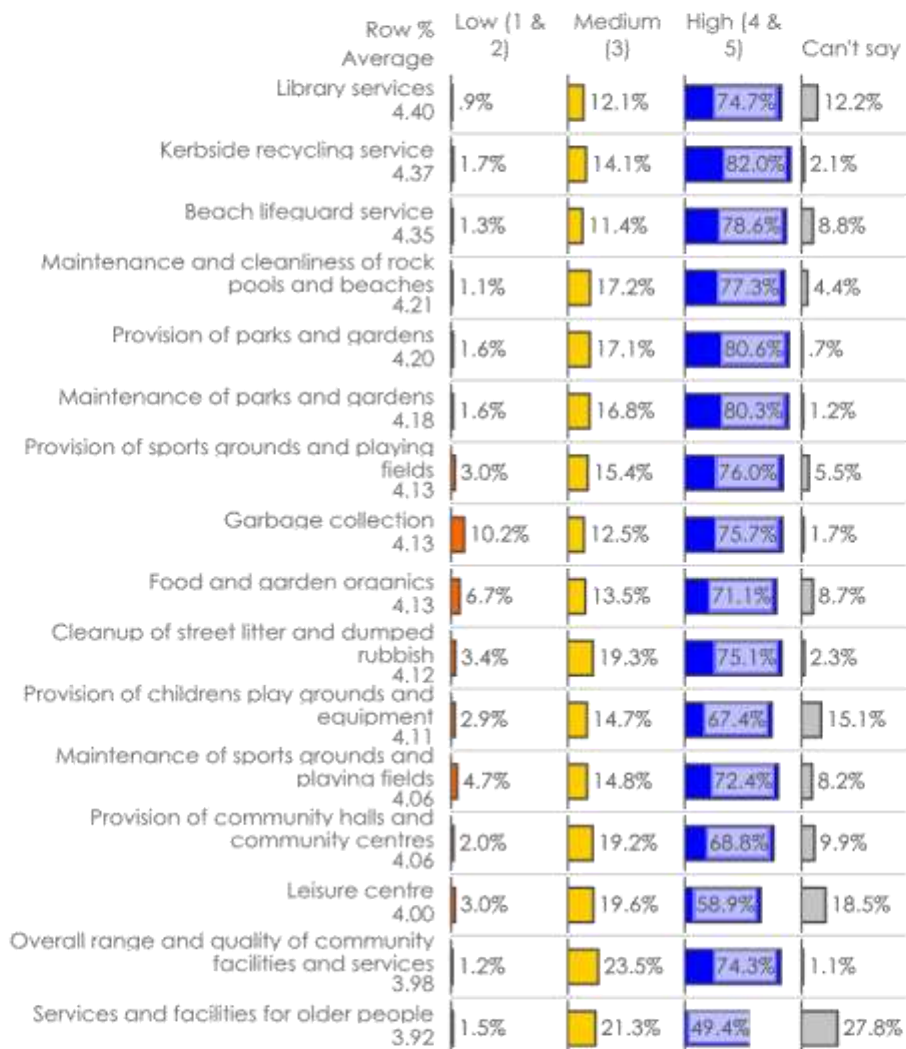
**Key Findings:**

- Residents rated 28 of the 32 services examined as of 'High' importance (mean score of 4.0 and above) with scores ranging from 4.12 to 4.82.
- The remaining 4 services were rated as being of 'Medium' (mean scores between 3.0 and 3.99) importance.
- Residents in the central area rated 'clean-up of street litter and dumped rubbish' as being significantly more important than residents of other areas.



**3.3 Satisfaction scores**

Figure 3.2.1 Satisfaction ratings provided by Kiama residents



Item 14.6

Enclosure 1



Figure 3.2.1 Satisfaction ratings provided by Kiama residents (continued)

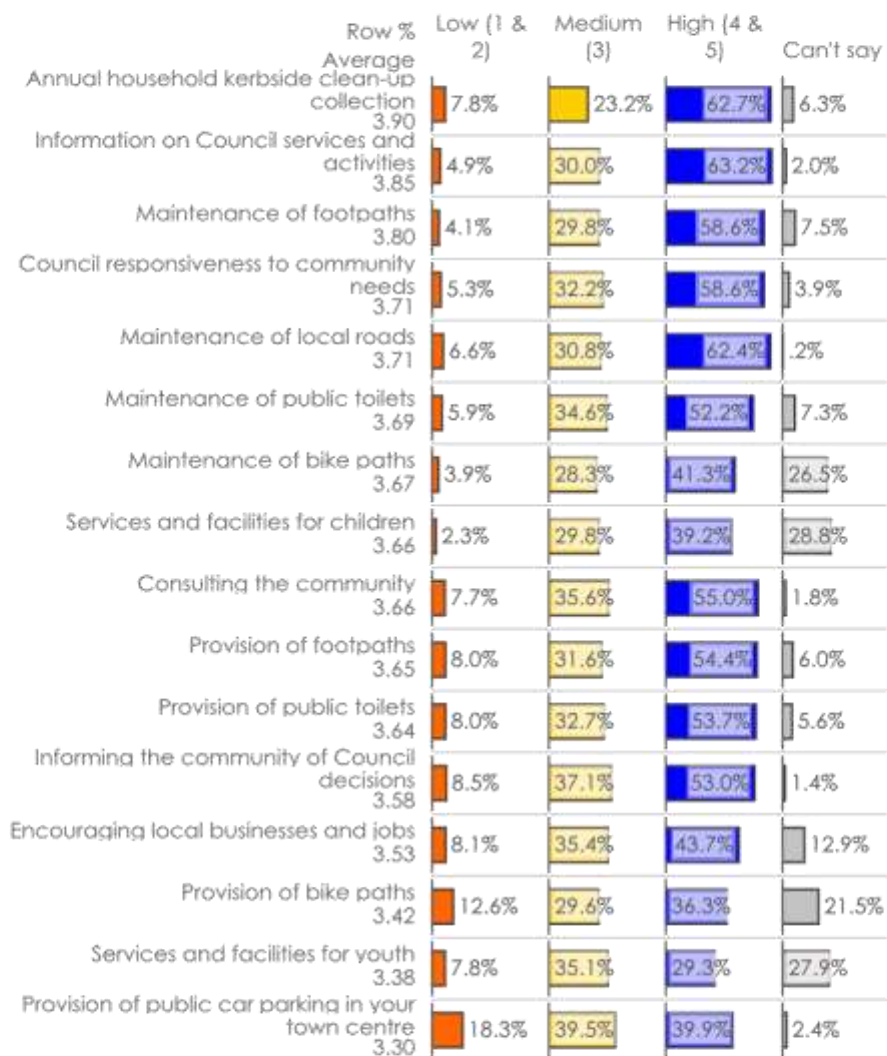




Figure 3.3.2 compares mean satisfaction scores across the 4 areas.

Figure 3.3.2: Summary of satisfaction ratings by area

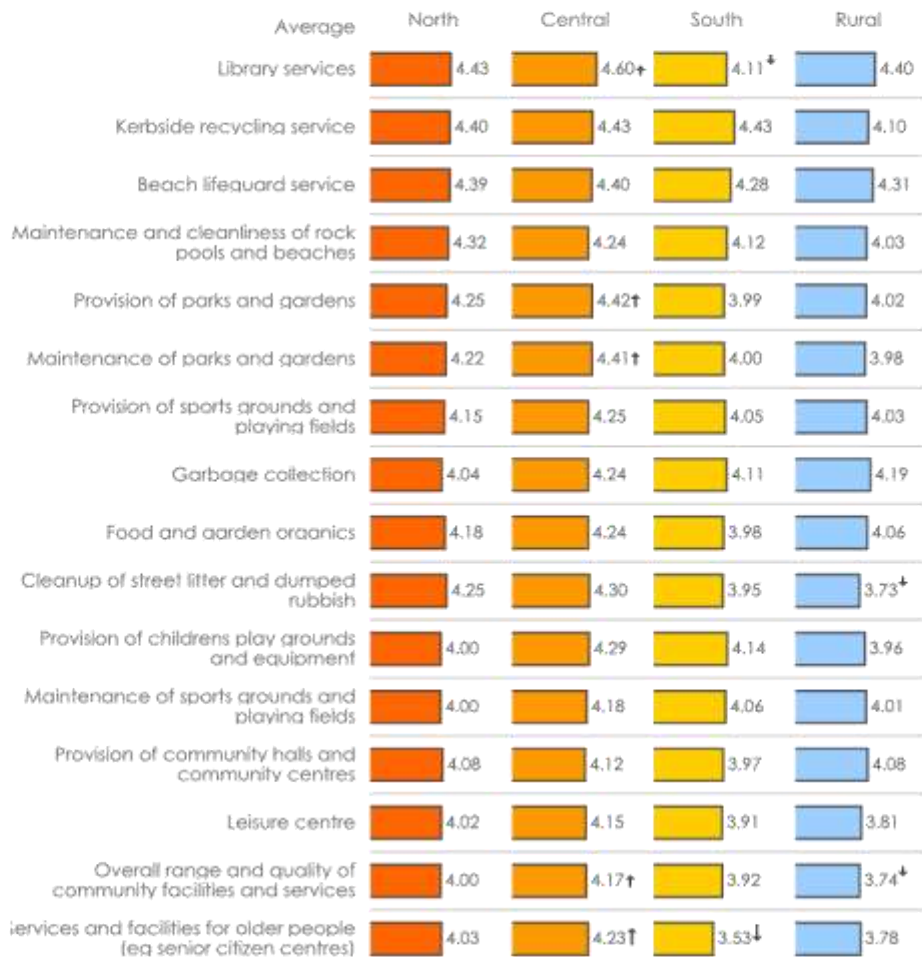
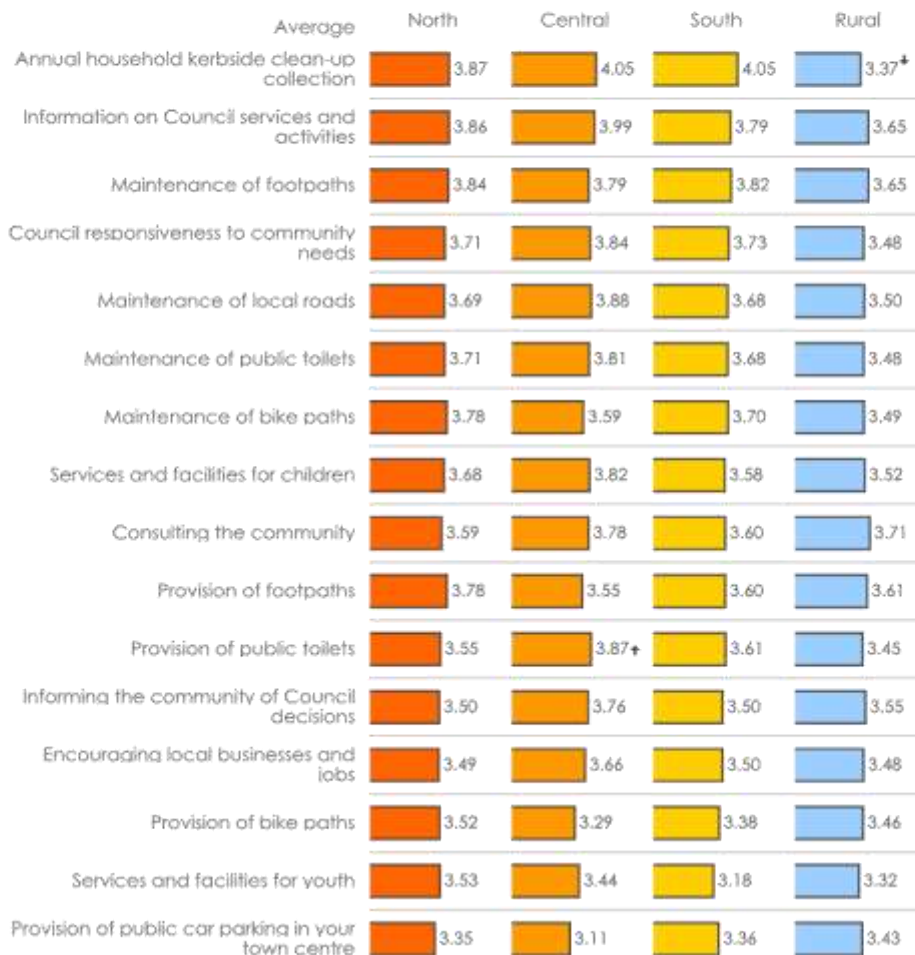




Figure 3.3.2: Summary of satisfaction ratings by area (continued)



**Key Findings:**

- Residents gave 19 of the 32 services a 'High' satisfaction rating (mean score of 3.75 and above) with scores ranging from 3.80 to 4.40.
- The remaining 13 services were given 'Medium' satisfaction ratings (mean scores between 3.00 and 3.74).
- Residents in the central area gave 'library services' a statistically significantly higher satisfaction rating than those in the southern area.





- 
- Residents in the rural area gave 'clean-up of street litter and dumped rubbish' a significantly lower satisfaction rating than residents in the other areas.
  - Residents in the central area gave 'overall range and quality of community facilities and services' a statistically significantly higher satisfaction rating than those in the rural area.
  - Residents in the central area gave 'services and facilities for older people' a statistically significantly higher satisfaction rating than those in the southern area.
  - Residents in the rural area gave 'annual household kerbside clean-up collection' a significantly lower satisfaction rating than residents in the other areas.



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### 3.4 Benchmarks - Satisfaction scores against comparable Councils

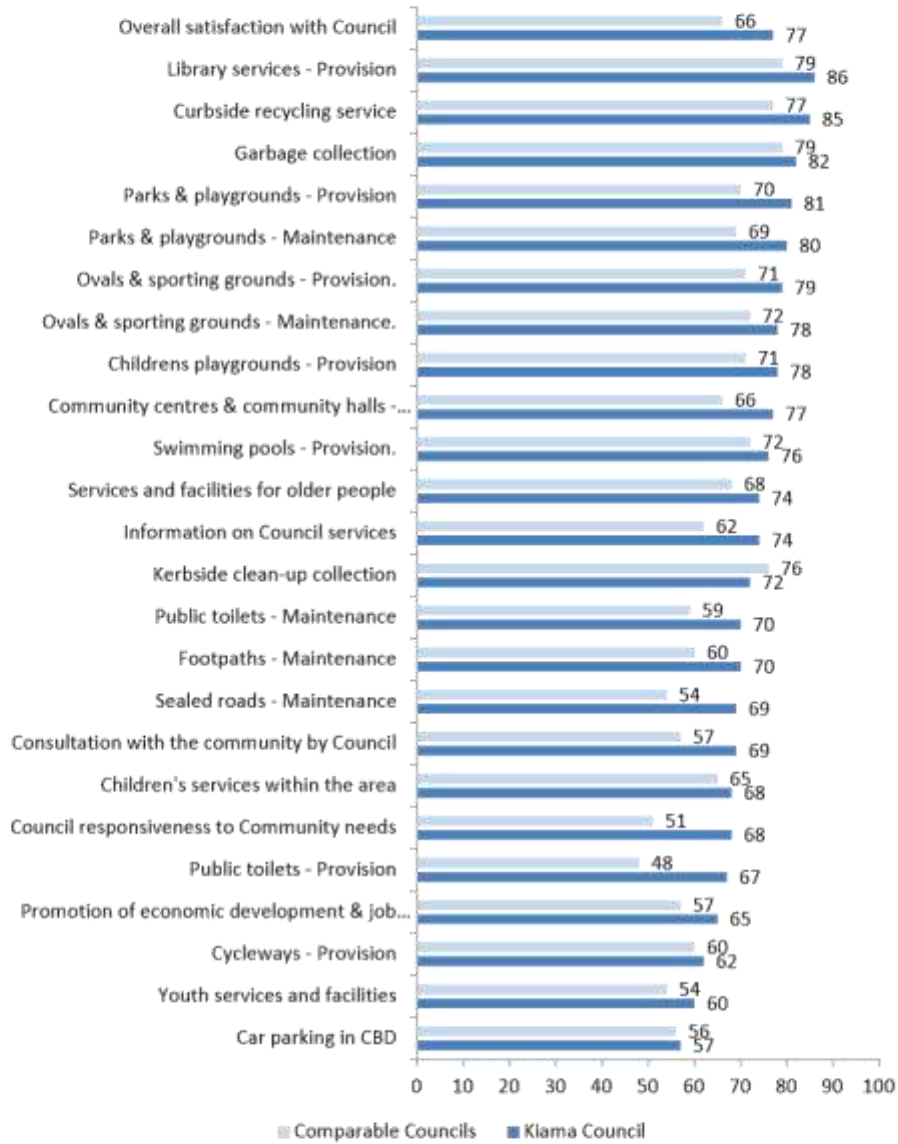
#### Benchmark Index

IRIS has compiled data on the performance of Councils which are comparable (Regional Councils) to Kiama Council and are included in the figure. For a service or facility to be considered significantly different to the benchmark, IRIS recommends a 4 point differential be present between Kiama's index result and comparable Council's index score provided in the figure 3.4.1.

On occasions individual Councils use variations on the 5 point rating scale including 7 and 11 point scales. In order to facilitate ease of comparison the mean score benchmark data has been standardised to an index score out of 100.



Figure 3.4.1: Benchmark comparisons





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**Key Findings:**

- Kiama Council has rated statistically significantly higher than the pool of comparable councils for 'Overall satisfaction with Council' and in 19 of the 24 services/facilities for which a benchmark exists.



## 4 Council Performance

After residents rated the importance of, and subsequent satisfaction with, the delivery of each of the 32 services and facilities provided by Council, respondents were asked to rate the overall performance of Kiama Council as an organisation.

### 4.1 Overall Satisfaction

**Question:** Given the answers you have just provided, how would you rate your overall satisfaction with the performance of Kiama Council?

Figure 4.1.1: Overall satisfaction with Council performance

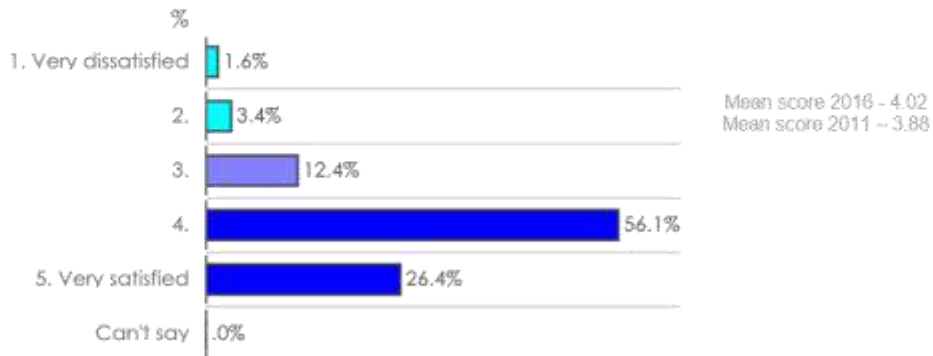
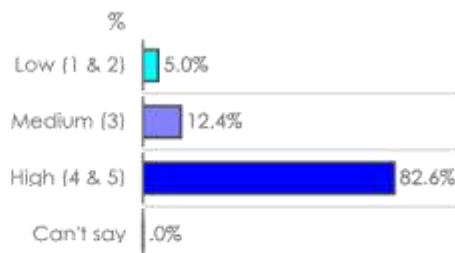


Figure 4.1.1: Overall satisfaction with Council performance- Collapsed







**Key results:**

- Results showed that three out of four Kiama LGA residents (82.6%) were either satisfied (56.1%) or very satisfied (26.4%) with Kiama Council's overall performance.
- A very small proportion of residents (5.0%) were dissatisfied with the performance of Council.
- One in eight (12.4%) residents was found to be neither satisfied nor dissatisfied.
- Given the experience that IRIS has with community surveys and in particular satisfaction research, the mean satisfaction score for Kiama Council of 4.02 is considered to be a 'high' level satisfaction score.

Figure 4.1.2: Overall satisfaction with Council performance – by area



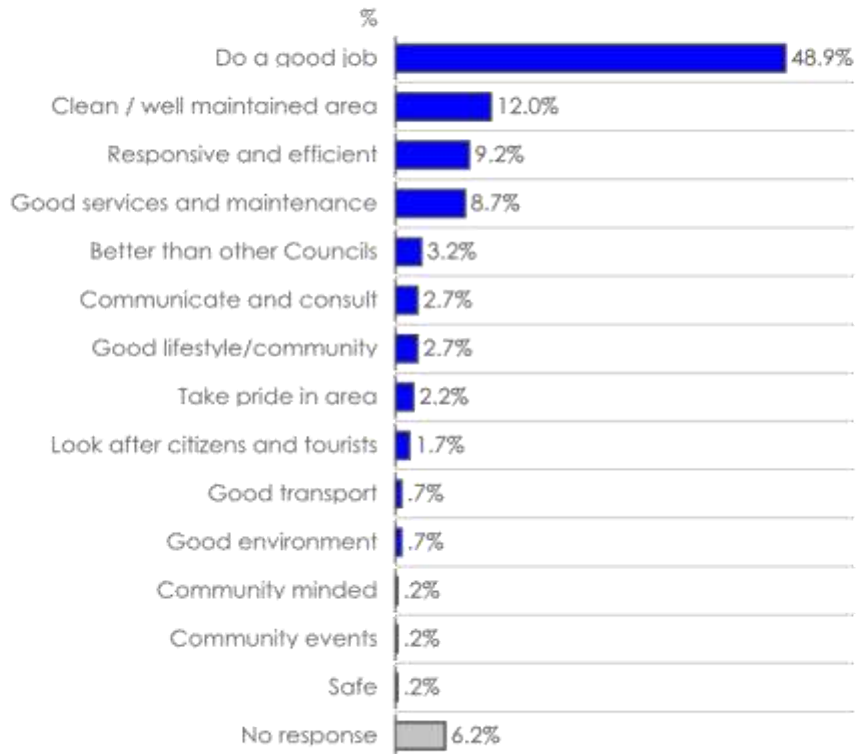
**Key results:**

- At the area level, residents from the Rural region registered a statistically lower mean satisfaction score compared to residents from the other areas.



**4.2 Reasons for Satisfaction**

Figure 4.3.1: Reasons for Satisfaction (n = 425)



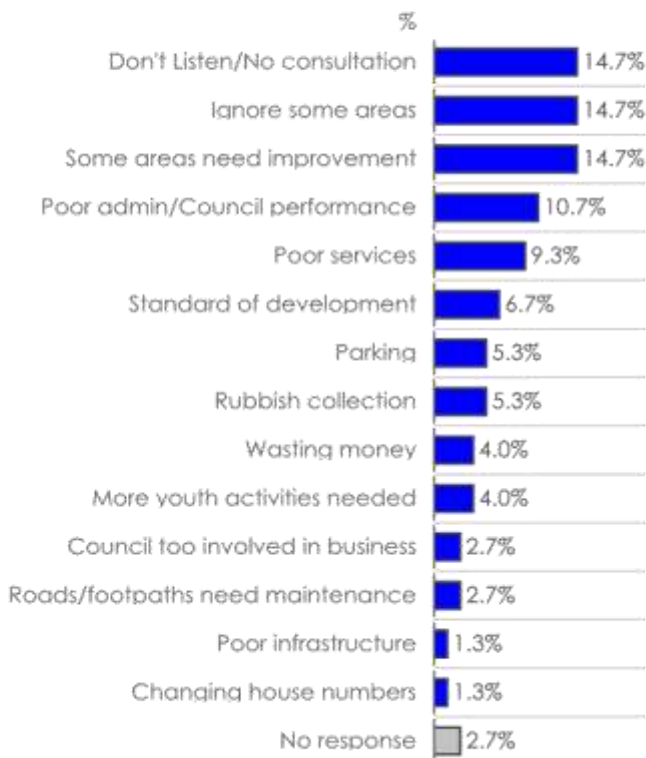
**Key results:**

- Nearly one in two residents (48.9%) who were satisfied with the overall performance of Council mentioned that they 'do a good job', with 12.0% citing 'a clean/well maintained area' and a further 9.2% mentioning that Council are 'responsive and efficient'.



**4.3 Reasons for Dissatisfaction with Council**

Figure 4.2.1: Reasons for dissatisfaction (n = 80)



**Key results:**

- Of the 80 residents who were dissatisfied, 14.7% mentioned that Council 'don't listen/No consultation', a further 14.7% stating that Council 'ignore some areas' and as many again citing 'some areas need improvement' as the reason for their dissatisfaction.



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## 5 Local issues and the future

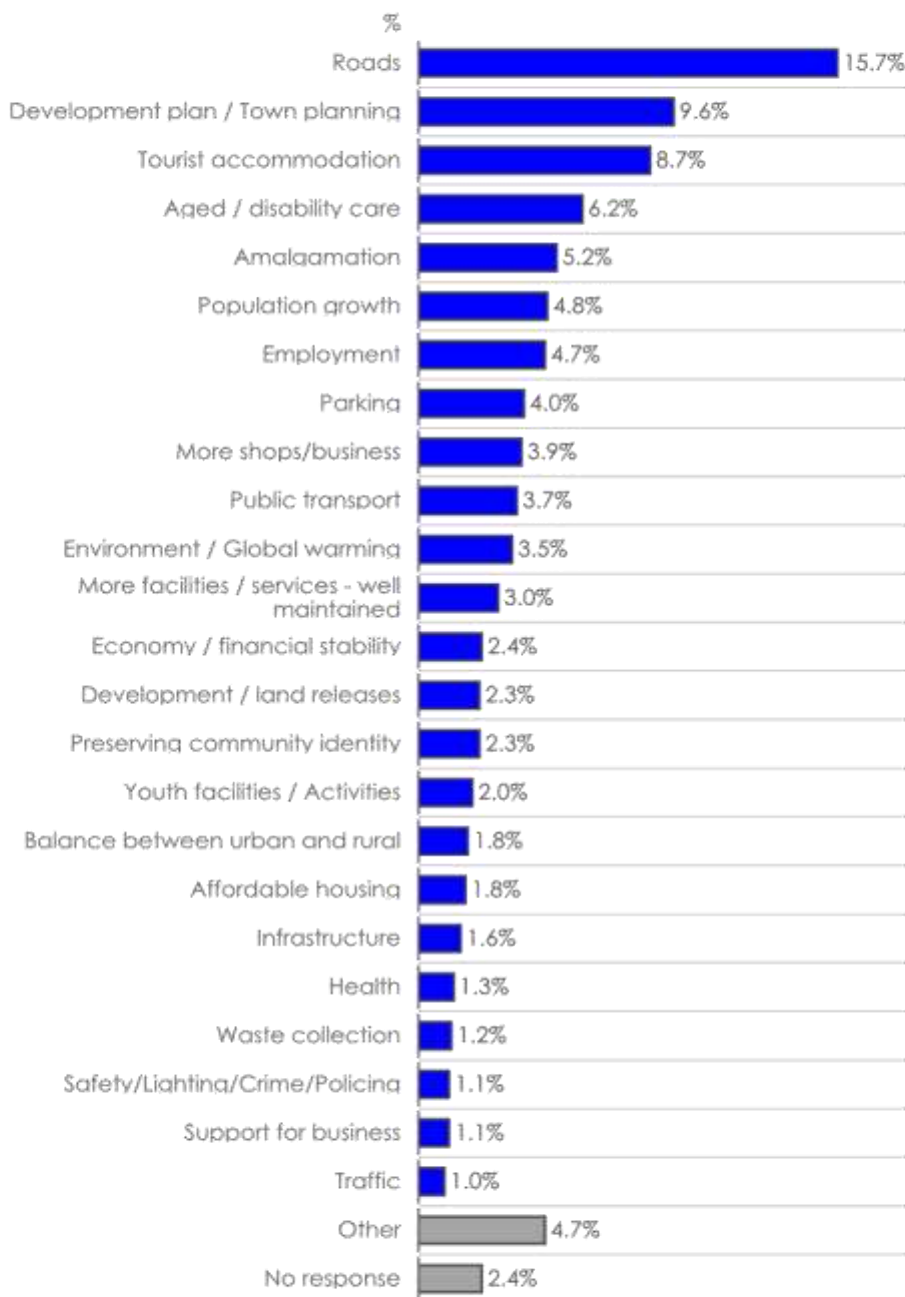
This section of the report shifts its focus away from Council services and on to issues relating to Kiama as a whole, by asking residents what they think are the biggest issues confronting their community.

### 5.1 Top 3 issues facing Kiama in 5 to 10 years

**Question:** Thinking about Kiama as a whole, what would you say are the 'Top 3' issues facing Kiama in the next 5 to 10 years?



Figure 5.1.1: Top 3 issues facing Kiama in the next 5 to 10 years (n=1138)







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**Key results:**

- When asked about the issues facing Kiama in the next 5 to 10 years, about one in six (15.7%) issues mentioned highlighted the 'Roads' as the top issue.
- One in ten mentions (9.6%) were for a 'Development plan / town planning' being an issue that Kiama LGA would need to deal with in the coming years with a similar number of mentions for 'Tourist accommodation' (8.7%).

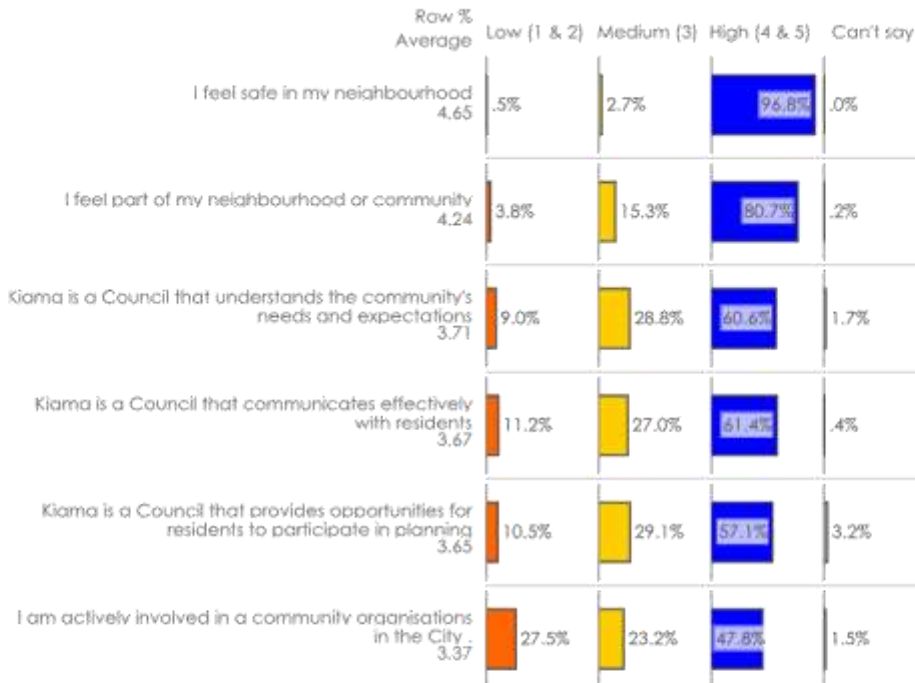


## 6 Perceptions of Kiama

This section of the report asks residents about their perceptions of the Kiama area as a place to live and work. A list of statements were read out to residents and they were asked to rate their level of agreement with it on a 5 point scale, anchored with 1 'strongly disagree' and 5 'strongly agree'.

### 6.1 Statements about the Kiama community

Figure 6.1.1: Community connectedness





**Key results:**

- With regards to feeling safe in the Kiama area, nineteen in twenty (96.8%) residents indicated that they felt safe in their neighbourhood.
- Four in five residents (80.7%) indicated that they felt a part of their neighbourhood or community.
- When asked questions relating to the Council, approximately three in five residents agreed that 'Kiama is a Council that understands the communities needs' (60.6%), that 'Kiama is a Council that communicates effectively with residents' (61.4%) and that 'Kiama is a Council that provides opportunities for residents to participate in planning' (57.1%).
- Slightly less than half the respondents (47.8%) of respondents indicated that they 'are actively involved in a community organisation in the City'.



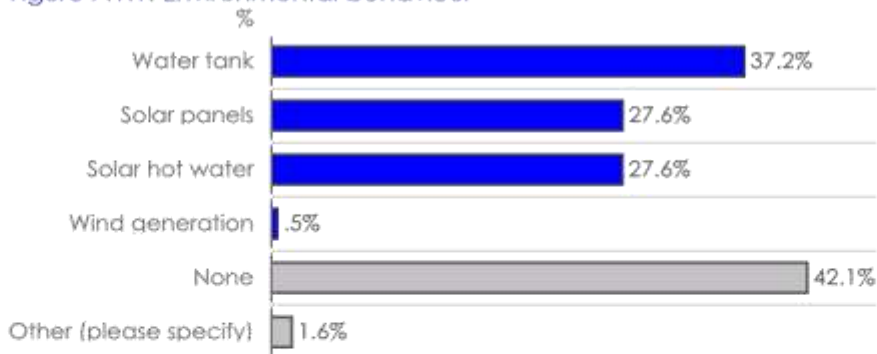
## 7 Environment

This section of the report is concerned with the steps that residents have taken in relation to being more environmentally sustainable around their home.

### 7.1 Environmental behaviour

**Question:** Which of the following do you have or use at your home?

Figure 7.1.1: Environmental behaviour

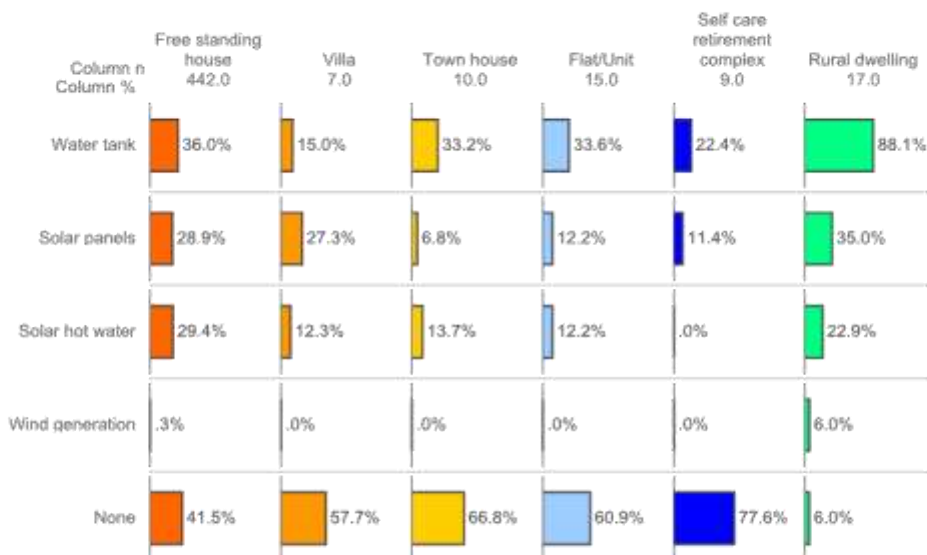


**Key results:**

- Water tank ownership has been reported at 37.3%.
- One in four residents (27.6%), have reported having either 'solar panels' or 'solar hot water'.



Figure 7.1.1: Environmental behaviour by house type



**Key results:**

- Nearly nine in ten rural households (88.1%) in Kiama LGA mentioned that they had a water tank. This was significantly more than residents that live in other types of dwellings.
- Results showed that the take up of solar panels was the same amongst people living in a free standing house or villa as those living in a rural dwelling.
- Those living in a free standing house (29.4%) and those residents living in a rural dwelling (22.9%) reported having the highest use of solar hot water.





## 8 Council Communications

This section of the report looks into the various methods of how residents receive Council information and endeavours to look into ways to improve the delivery of information by Council.

### 8.1 Main source of information

**Question:** Thinking about the information that you receive in regard to Council activities, what are your main sources of information?

Figure 8.1.1: Main sources for Council information (n = 505)

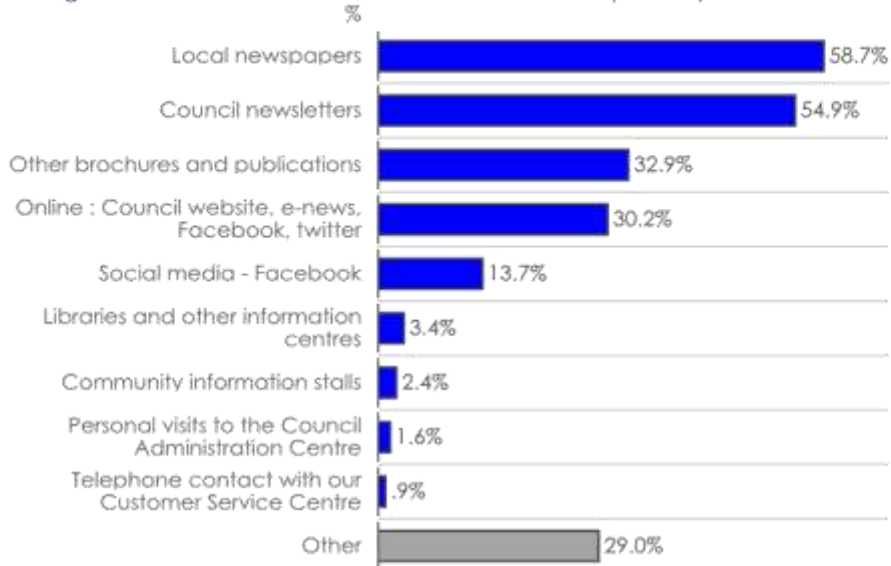
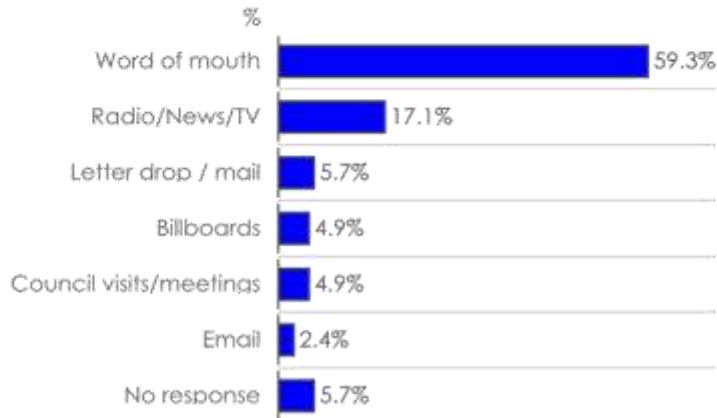




Figure 8.1.2: Other sources for Council information as above (n = 123)



**Key results:**

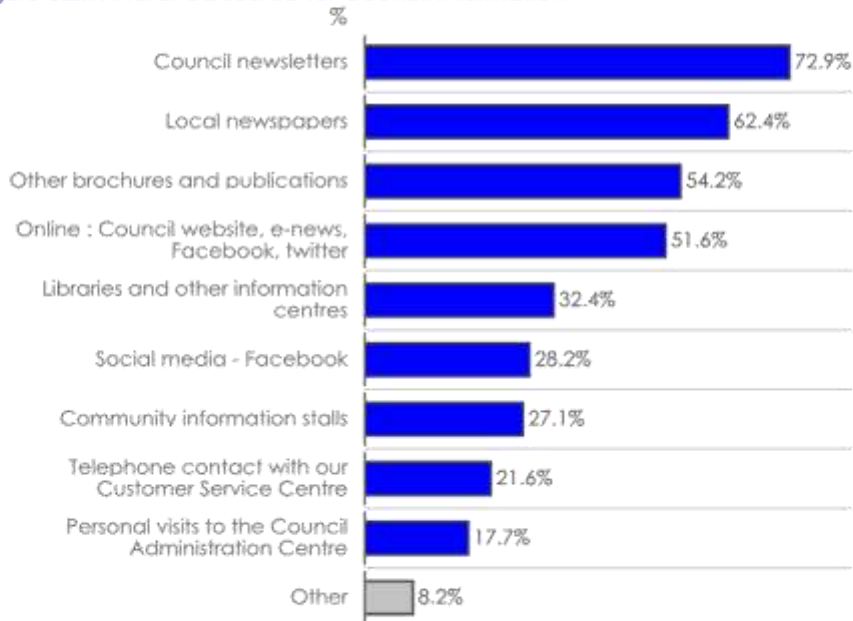
- Results showed that there are two primary sources used to obtain information on Council activities; these are 'local newspapers' (58.7%) and 'Council newsletters' (54.9%).



## 8.2 Preferred source for information

**Question:** How would you prefer to receive information about the facilities, services and events offered by Kiama Council?

Figure 8.2.1: Preferred source for Council information



**Key results:**

- When asked what would be the preferred way to receive information, 'Council newsletters' (72.9%) and 'local newspapers' (62.4%) emerged again as the top two responses.
- Other prominent preferred sources for attaining information on Council activities were 'other brochures and publications' (54.2%), 'online: Council website, e-news, social networking' (51.6%)



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## 9 Appendix

### 9.1 Methodology

#### 9.1.1 Sample Design

A telephone-based survey, aiming to secure a response from approximately 500 residents from throughout the Kiama Local Government area, was used. The survey unit was permanent residents of the Kiama Local Government area who have lived in the area for 6 months or longer. Respondents also had to be aged 18 years or older to qualify for an interview. The 2011 Census was used to establish quotas to ensure a good distribution of responses by age and sex.

The sample base for the survey was the electronic White Pages. This sample is known to be sub optimal, as the churn of telephone numbers due to people moving and new numbers being added as dwellings are occupied affects about 12% to 15% of possible numbers. Furthermore, from previous research we know that the proportion of silent numbers is increasing and can be as high as 25-30% in some areas. To deal with these issues, IRIS uses a technique that starts with the population of numbers listed in the telephone book and adds new and unlisted numbers using the 'half open' method. In this method, all numbers were incremented by five to create new numbers in the 'gaps' between the listed numbers. The resultant universe of numbers was then de-duplicated to remove any numbers that may be repeated. This process was replicated five times to create a new theoretical universe of telephone numbers. This provided the opportunity for all potential numbers to be selected in the sample. This equal and known opportunity for selection is the first criterion of good random sampling.



Once the potential universe of numbers had been generated, a computer program was used to randomise the database. Following this, a sequential sample (e.g. every 110<sup>th</sup> number) was extracted from the database. The sample was geographically stratified and evenly distributed within strata. This process gave a very even distribution of potential numbers across the whole survey area. Every household therefore had an equal and known chance of selection and every part of the survey area received a fair proportional representation in the final sample drawn.

### 9.1.2 Data Collection

Interviews were conducted over 4 evenings commencing from the 6 July 2016 and concluding on the 11 July 2016. Calls were made between 4.30 and 8.30 p.m. If the selected person was unavailable at that time to do the survey, call backs were scheduled for a later time or day. Unanswered numbers were retried three times throughout the period of the survey. These procedures ensure a good sampling process from the sample frame used so that statistical inferences could be made about the entire resident population.

Business numbers and faxes reached during the selection process were excluded from the sample.

The survey was implemented under IQCA quality guidelines. Interviews were conducted using our computer-aided telephone interviewing (CATI) system. Continuous interviewer monitoring was used and post interview validations were conducted within five days of the close of the survey.

### 9.1.3 Response Performance

At the end of the survey period, 505 completed interviews had been collected. The table below shows the compliance rate achieved for the entire sample. The compliance rate is the number of refusals as a proportion of completed surveys plus refusals. A compliance rate of 68.6% is a very strong response.





Table 9.1.1 Survey compliance rate

Response sequence	Outcome
Interviews	505
Refusals	231
<i>Valid contacts (Excludes disqualified – businesses, out of area, under 16yrs etc)</i>	736
<b>Compliance rate</b>	<b>68.6%</b>

**9.1.4 Sample Characteristics**

At the end of the survey period, 505 completed interviews had been collected. Table 9.1.2 illustrates a breakdown of response by geographical location of respondent. When compared to ABS 2011 Census figures, this breakdown broadly reflects the general population distribution in the LGA.

Table 9.1.2 Regional stratification of sample

Sample groups	Sample collected	Sample %	Population %
North	158	31%	29%
Central	140	28%	35%
South	125	25%	23%
Rural	82	16%	13%
<b>Total</b>	<b>505</b>	<b>100%</b>	<b>100%</b>



Table 9.1.3 outlines the age by sex distribution of the actual sample collected and compares it to what the ideal sample should be based on the area's population distribution (ABS Census 2011). The sample covered all age and sex groups, however to improve accuracy the final sample was weighted so that it mirrors the overall age and sex distribution of the Kiama Local Government area. The overall age by sex weight was applied for analysis that concerned the Kiama LGA as a whole.

Table 9.1.3 Age by sex – Total area

	Ideal sample		Actual sample		Weighting factor	
	Male	Females	Male	Females	Male	Females
<b>18-29</b>	7.9%	7.0%	4.2%	1.6%	1.9	4.4
<b>30-39</b>	5.8%	6.2%	1.4%	1.8%	4.2	3.5
<b>40-49</b>	8.0%	9.0%	5.7%	11.5%	1.4	0.8
<b>50-59</b>	10.0%	10.7%	12.7%	16.6%	0.8	0.6
<b>60 +</b>	16.4%	18.9%	20.4%	24.2%	0.8	0.8
<b>Total</b>	<b>48.1%</b>	<b>51.8%</b>	<b>44.4%</b>	<b>55.7%</b>		

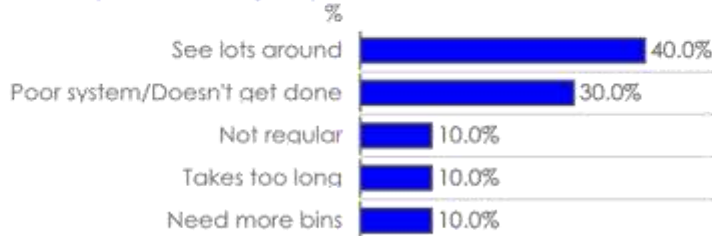
**9.1.5 Survey Accuracy**

When analysing results for the entire sample, the maximum error rate will be about ±4.4% at the 95% confidence level, assuming a proportional response of 50%. Put another way, we can be confident that if the survey were to be repeated there would be a 95% chance that the new result would lie within ±4.4% of the result achieved in this survey.

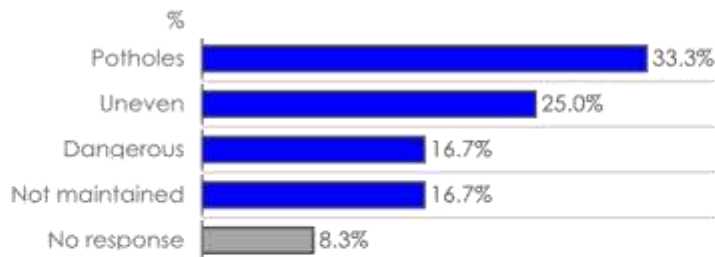


**10 Reasons for dissatisfaction with services and facilities**

**Clean-up of street litter (n=10)**



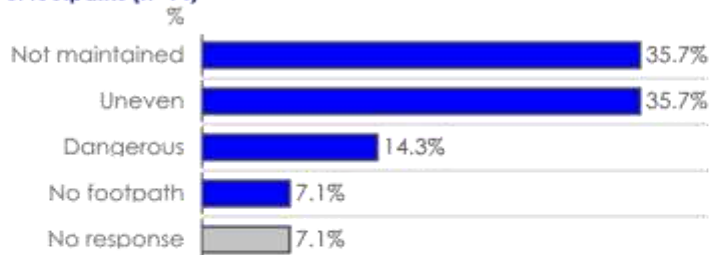
**Maintenance of local roads (n=12)**



**Provision of footpaths (n=24)**

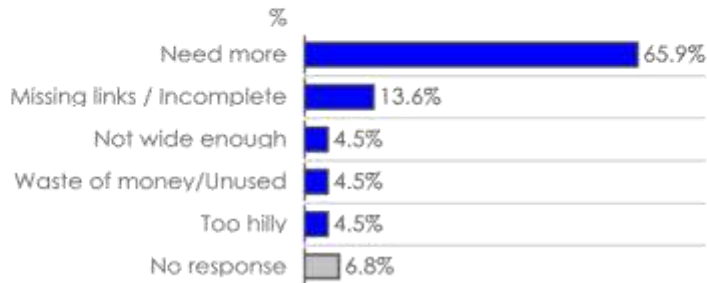


**Maintenance of footpaths (n=14)**

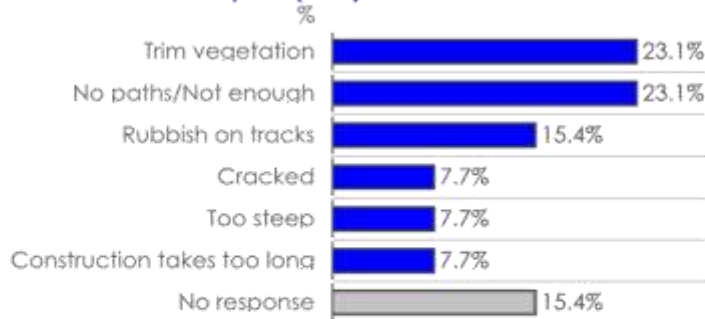




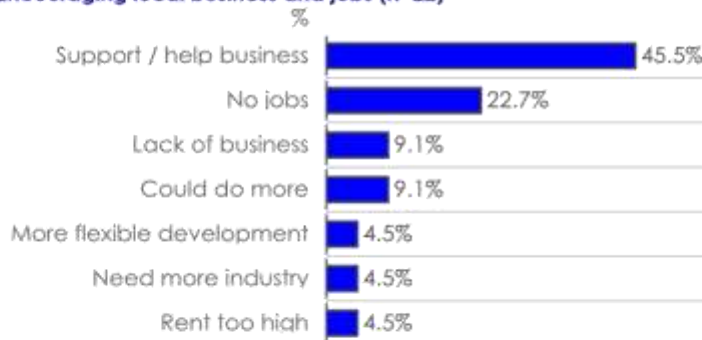
**Provision of bike paths (n=44)**



**Maintenance of bike paths (n=13)**

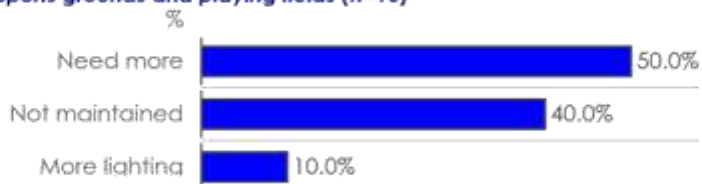


**Encouraging local business and jobs (n=22)**

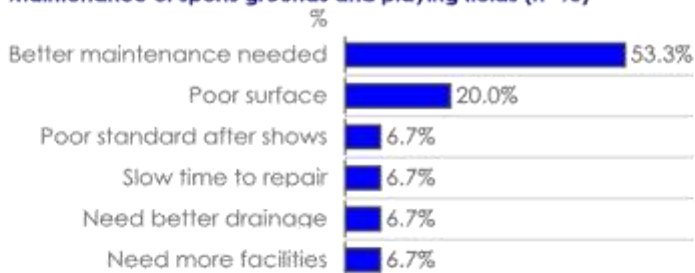




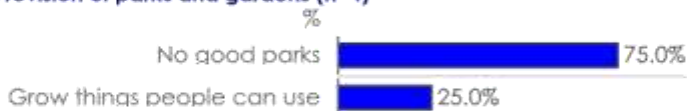
**Provision of sports grounds and playing fields (n=10)**



**Maintenance of sports grounds and playing fields (n=15)**



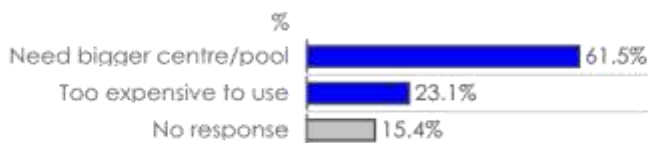
**Provision of parks and gardens (n=4)**



**Maintenance of parks and gardens (n=4)**



**Leisure centre (n=13)**





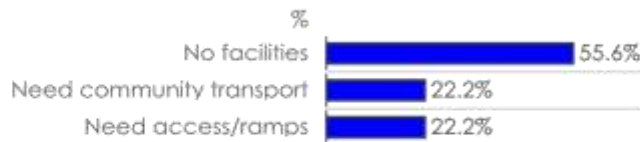
**Children's playgrounds and equipment (n=11)**



**Provision of public toilets (39)**



**Services and facilities for older people (9)**



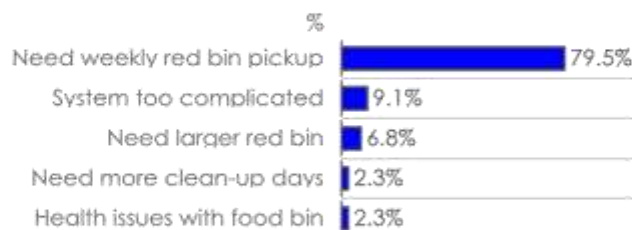
**Services and facilities for young people (n=40)**



**Services and facilities for children (n=11)**



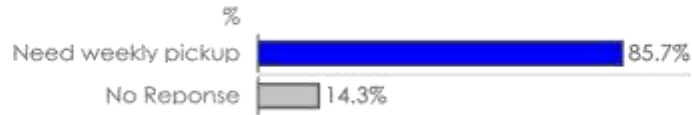
**Garbage collection (n=44)**



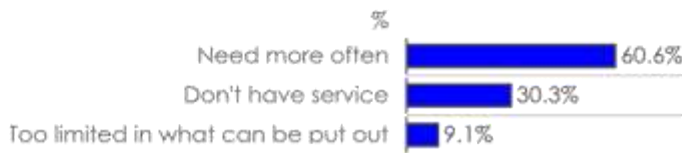




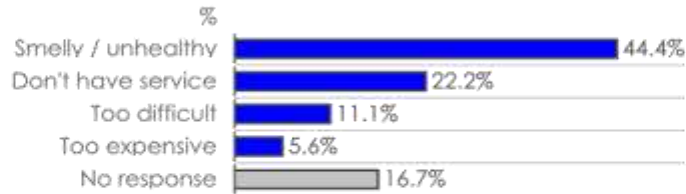
**Kerbside recycling service (n=7)**



**Kerbside clean-up collection (n=46)**



**Food and garden organics (n=18)**



**Community halls and community centres (n=8)**

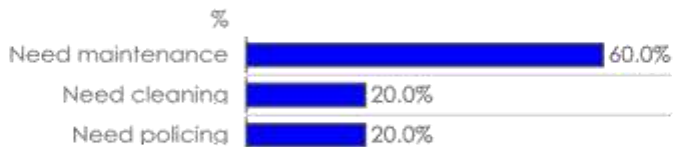


**Beach lifeguard service (n=5)**





**Maintenance of rock pools and beaches (n=5)**



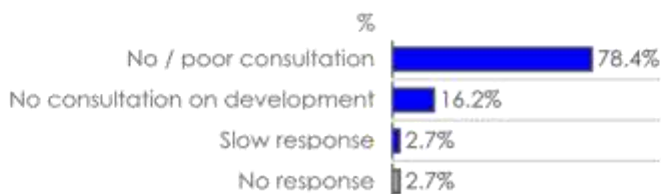
**Library services (n=4)**



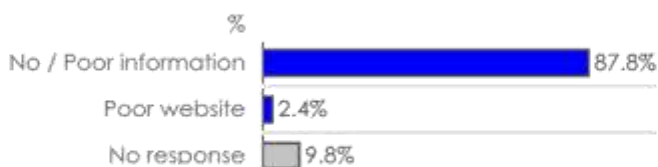
**Information on Council services and activities (n=6)**



**Consulting the community (n=37)**

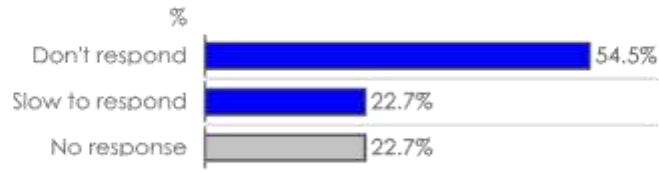


**Informing the community of council decisions (n=41)**

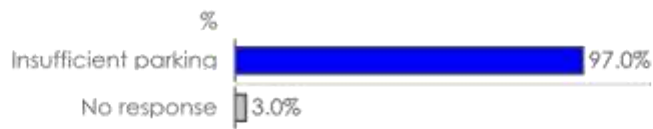




**Council responsiveness to community needs (n=22)**



**Provision of public car parking (n=101)**









**Figure 11.3 Overall satisfaction with Council's performance**

	Gender		Age				Overall
	Male	Female	18 to 29	30 to 39	40 to 49	50 to 59	
Overall satisfaction with Council	3.92	4.12	3.82	3.89	3.91	4.05	4.20

Cells with sig. higher scores relative to yellow cells  
 Cells with sig. lower scores relative to green cells





12 Error rates

Proportion	Size of Sub Sample																				
	25	50	75	100	125	150	175	200	250	300	350	400	500	600	700	800	900	1000	1100	1200	
5%	8.5%	6.0%	4.9%	4.3%	3.8%	3.5%	3.2%	3.0%	2.7%	2.5%	2.3%	2.1%	1.9%	1.7%	1.6%	1.5%	1.4%	1.4%	1.3%	1.3%	1.2%
10%	11.8%	8.3%	6.8%	5.9%	5.3%	4.8%	4.4%	4.2%	3.7%	3.4%	3.1%	2.9%	2.6%	2.4%	2.2%	2.1%	2.0%	1.9%	1.8%	1.8%	1.7%
15%	14.0%	9.9%	8.1%	7.0%	6.3%	5.7%	5.3%	4.9%	4.4%	4.0%	3.7%	3.5%	3.1%	2.9%	2.6%	2.5%	2.3%	2.2%	2.1%	2.1%	2.0%
20%	15.7%	11.1%	9.1%	7.8%	7.0%	6.4%	5.9%	5.5%	5.0%	4.5%	4.2%	3.9%	3.5%	3.2%	3.0%	2.8%	2.6%	2.5%	2.4%	2.4%	2.3%
25%	17.0%	12.0%	9.8%	8.5%	7.6%	6.9%	6.4%	6.0%	5.4%	4.9%	4.5%	4.2%	3.8%	3.5%	3.2%	3.0%	2.8%	2.7%	2.6%	2.6%	2.5%
30%	18.0%	12.7%	10.4%	9.0%	8.0%	7.3%	6.8%	6.4%	5.7%	5.2%	4.8%	4.5%	4.0%	3.7%	3.4%	3.2%	3.0%	2.8%	2.7%	2.7%	2.6%
35%	18.7%	13.2%	10.8%	9.3%	8.4%	7.6%	7.1%	6.6%	5.9%	5.4%	5.0%	4.7%	4.2%	3.8%	3.5%	3.3%	3.1%	3.0%	2.8%	2.8%	2.7%
40%	19.2%	13.6%	11.1%	9.6%	8.6%	7.8%	7.3%	6.8%	6.1%	5.5%	5.1%	4.8%	4.3%	3.9%	3.6%	3.4%	3.2%	3.0%	2.9%	2.9%	2.8%
50%	19.6%	13.9%	11.3%	9.8%	8.8%	8.0%	7.4%	6.9%	6.2%	5.7%	5.2%	4.9%	4.4%	4.0%	3.7%	3.5%	3.3%	3.1%	3.0%	3.0%	2.8%
60%	19.2%	13.6%	11.1%	9.6%	8.6%	7.8%	7.3%	6.8%	6.1%	5.5%	5.1%	4.8%	4.3%	3.9%	3.6%	3.4%	3.2%	3.0%	2.9%	2.9%	2.8%
65%	18.7%	13.2%	10.8%	9.3%	8.4%	7.6%	7.1%	6.6%	5.9%	5.4%	5.0%	4.7%	4.2%	3.8%	3.5%	3.3%	3.1%	3.0%	2.8%	2.8%	2.7%
70%	18.0%	12.7%	10.4%	9.0%	8.0%	7.3%	6.8%	6.4%	5.7%	5.2%	4.8%	4.5%	4.0%	3.7%	3.4%	3.2%	3.0%	2.8%	2.7%	2.7%	2.6%
75%	17.0%	12.0%	9.8%	8.5%	7.6%	6.9%	6.4%	6.0%	5.4%	4.9%	4.5%	4.2%	3.8%	3.5%	3.2%	3.0%	2.8%	2.7%	2.6%	2.6%	2.5%
80%	15.7%	11.1%	9.1%	7.8%	7.0%	6.4%	5.9%	5.5%	5.0%	4.5%	4.2%	3.9%	3.5%	3.2%	3.0%	2.8%	2.6%	2.5%	2.4%	2.4%	2.3%
85%	14.0%	9.9%	8.1%	7.0%	6.3%	5.7%	5.3%	4.9%	4.4%	4.0%	3.7%	3.5%	3.1%	2.9%	2.6%	2.5%	2.3%	2.2%	2.1%	2.1%	2.0%
90%	11.8%	8.3%	6.8%	5.9%	5.3%	4.8%	4.4%	4.2%	3.7%	3.4%	3.1%	2.9%	2.6%	2.4%	2.2%	2.1%	2.0%	1.9%	1.8%	1.8%	1.7%
95%	8.5%	6.0%	4.9%	4.3%	3.8%	3.5%	3.2%	3.0%	2.7%	2.5%	2.3%	2.1%	1.9%	1.7%	1.6%	1.5%	1.4%	1.4%	1.3%	1.3%	1.2%

**Minutes of the Kiama Municipal Council Economic Development Committee meeting held on 26 July 2016 at The Pavilion Kiama**

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- 1 Present:** Councillor Neil Reilly, Councillor Mark Honey Councillor Kathy Rice, Councillor Gavin McClure, Geoff Pratt, Tass Schmidt, Sandy Rendel, Andrew Waugh, Michael Hatfield, Kay McNiven (as an alternate for Tourism delegate Roy Schmidt)
- Attending:** Kerry McMurray, Megan Hutchison,
- Apologies:** Patrick Mahedy, Steve Thomas, Roy Schmidt

**Note:** Councillor McClure advised that the delegate for the Kiama and District Business Chamber Patrick Mahedy has resigned and will no longer be the Chamber's delegate. A new delegate will be advised following the Chamber's AGM in September.

**2. Acceptance of Minutes 5 July 2016**

**Minutes moved:** Andrew Waugh  
**Seconded:** Tass Schmidt

**3. Business Arising**

**3.1 Bombo Quarry Site Visit** – The visit is still proceeding and will be held on the 4<sup>th</sup> August at 10am.

**3.2 Blowhole Point Telescope Project** – Councillor Reilly provided some information about the project, and indicated that a project outline would be distributed for the next meeting.

**3.3 Ambassadors Project** – Councillor Reilly has agreed to supply the contact details for proposed Ambassador Terry Robson.

**4. Economic Benefits of Farmers Markets**

Tass Schmidt gave a presentation on the Economic Benefits of Farmers Markets in Australia. Tass is currently studying for a Post graduate certificate in permaculture as a first stage of her Masters of Permaculture.

The presentation highlighted the growth in farmers markets since 1999, with approximately 180 farmers markets now being held in Australia contributing conservatively \$302m per annum to the economy. Farmers markets not only assist local growers realise a higher price for their products, but it also provide benefits to the local economy in generating employment and keeping profits in the local community. They also provide an opportunity for visitors that may have only come to town for the markets to spend money at other businesses in the local area.

Farmers Markets also provide environmental benefits such as reducing food miles, reducing the use of chemicals and also reducing the use of plastic bags. There are also social benefits as they revitalise public spaces, and provide a hub of activity and links consumers with farmers and producers.

Tass provided information on a recent survey undertaken by the SAGE Farmers Markets in Moruya using the "SEED" method (Sticky, Economy, Evaluation Device). This survey is a free program that can simply evaluate the effects of markets.

The committee were interested in the survey and felt that undertaking a survey for the farmers markets in Kiama would provide valuable data on the effects and impacts of the markets on both attendees and local businesses, and could ultimately be undertaken for all markets. It was suggested that a survey be undertaken in conjunction with the assistance of local students.

*Action: That Council further investigate the possibility of undertaking a survey using the existing methodology that Tass Schmidt has demonstrated and report back to the next meeting.*

## 5 General Business and New Ideas

**Tourism** – An update was given on the South Coast Regional Tourism Association's Unspoilt Campaign and that this campaign has now won a gold award at this year's Pacific Asia Travel Association Awards.

**Review of Tourism Operations** - Councillor Reilly outlined a recommendation to the last council meeting that:-

*Council revisit our relationship with our local Board of Tourism by the setting up of an advisory Committee (possibly out of the Economic Development Committee) to explore how the new destination network may improve our strategic position and in doing so review our tourism structure and that a report come back to council on the structure and the objectives of the committee.*

The matter was discussed with Councillor Reilly who advised that he would meet with the Chair of Kiama Tourism to discuss further.

Meeting closed 7.20.

**Next meeting is 5.30pm on 23 August 2016 at The Mercure Gerringong.  
There will be no September meeting due to the election of new councillors.**