



# Minutes

## Ordinary Council Meeting

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15 March 2016

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## Minutes to the 15 March 2016 Ordinary Meeting of Council

CONFIRMED

At the 19 April 2016 Ordinary Meeting of Council

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The Mayor declared the meeting opened at 5.03pm and welcomed the Councillors, Staff, Media and Members of the Gallery.

The Chief Executive Officer conducted the Meeting Commencement Housekeeping, advising of Council's Work, Health and Safety (WHS) Evacuation Plan and location of the Amenities.

### Disclosure of Political Donations

The Chief Executive Officer advised those present, of the legislative requirement for Disclosure of Political Donations:

*.....The Environmental Planning and Assessment Act 1979, Section 147 requires a person submitting planning applications or submissions regarding a planning application, to disclose any reportable political donation and/or gifts to any local Councillor or employee of Council. Reportable political donations include those of, or above, \$1,000. The Disclosure Statement forms are available on Councils website or from the Customer Service Centre and must be lodged in accordance with the Act.....*

 *There were no Disclosure of Political Donations received by the Chairperson.*

## **PRESENT**


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Councillors J Clarke (Mayor), G Eipper (Deputy Mayor), B Mayne, W Hall, K Morris, J Howard, J Lee and N Kschenka

Also in attendance were the Chief Executive Officer – J Charlton; the Acting Deputy General Manager Infrastructure – Russell Lloyd the Deputy General Manager Corporate and Community - M Hiscox; the Administration Assistant to the Office of the CEO – J Bartley and the Personal Assistant to Mayor & Chief Executive Officer – V Maher.

## **APOLOGIES**

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 *No Apologies – All in Attendance*

## URGENT MOTION

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**ITEM No:** UM1

**16/49 RESOLVED:**

That Council include to the Agenda and deal with the issue associated with the closure of the Narrandera Salvation Army Family Store as a matter of urgency.

The Mayor accepted the motion.

**Moved:** Cr Howard

**Seconded:** Cr Hall

**CARRIED**

**ITEM No:** UM1-1

**SUBJECT:** NARRANDERA SALVATION ARMY FAMILY STORE

**16/50 RESOLVED:**

1. That Council Request that the Narrandera Salvation Army Family Store in East Street be retained.
2. Having regard to the decision of the Salvation Army to close their outlets in Leeton and Narrandera, the Mayor be authorised to make urgent representations to the Salvation Army headquarters to retain their outlets in light of the extremely important services the outlets provide to the local communities including supervising participants in various government programs.
3. That Council advise the Local Members and request their support of Council's position.

**Moved:** Cr Hall

**Seconded:** Cr Mayne

**CARRIED**

## PUBLIC QUESTION TIME

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 *No Requests for Public Question Time*

## PRESENTATIONS

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 *No Presentations for this meeting*

## **DECLARATIONS OF INTEREST**

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\*\*\* Cr Lee declared a Pecuniary Interest in Item 3.3 - Minutes - Arts and Community Centre Committee Meeting – 7 March 2016 as he is the owner of the property next door and will leave the Chambers during discussions and voting on this matter.

\*\*\* Cr Lee declared a Non Pecuniary Significant Interest in Item 4.2 Tender T-15/16-6 - Lease to Operate Lake Talbot Swimming Pool as his Brother is the current Lessee of the Swimming Pool Complex and will leave the Chambers during discussions and voting on this matter.

\*\*\*Cr Hall declared a Non Significant Non Pecuniary Interest in Item 8.2 Financial Assistance Program 2016-2017 as his wife is President of the Pre-School and East School P & C and will leave the Chambers during discussions and voting on this matter.

\*\*\* Cr Clarke declared a Non Significant Non Pecuniary Interest in Item 8.2 Financial Assistance Program 2016-2017 as she is a member of the Rotary Club and will leave the Chambers during discussions and voting on this matter.

## **CONFIRMATION OF MINUTES**

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### **16/51 RESOLVED:**

That the Minutes of the Ordinary Meeting of Narrandera Shire Council held on 16 February 2016 and as contained in the minute numbers 16/21 to 16/48 (a copy having been circulated to Councillors) are hereby **Confirmed**.

**Moved:** Cr Hall

**Seconded:** Cr Eipper

**CARRIED**

## **BLOCK RESOLUTION**

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\*\*\* At this point the below item numbers were considered for a block resolution by Council. Councillors were afforded the opportunity to remove any of the items listed if it was felt that debate was warranted.

### **16/52 RESOLVED:**

That Council receive and note the below item numbers and resolved under a Block Resolution and adopt the respective recommendations contained therein.

1.1, 3.1 7.1, 9.1.1, 9.2.1, 9.2.2, 9.2.3, 9.2.4

**Moved:** Cr Mayne

**Seconded:** Cr Hall

**CARRIED**

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## **MAYORAL REPORT - 1**

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**ITEM No:** 1.1  
**SUBJECT:** MAYORAL REPORT

**16/52 RESOLVED BLOCK VOTE:**

That the February / March Mayoral Report be received and that the contents throughout be noted.

**Moved:** Cr Mayne

**Seconded:** Cr Hall

**CARRIED**

## **NOTICES OF MOTION - 2**

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 *No Reports Listed for Section 2*

## **COMMITTEE REPORTS - 3**

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**ITEM NO:** 3.1  
**SUBJECT:** STATUTORY AND SECTION 355 COMMITTEES -  
MINUTES AS INFORMATION THAT REQUIRE COUNCILS  
ENDORSEMENT

**16/52 RESOLVED BLOCK VOTE:**

That Council receive and note, for information, the Minutes of the following Committee Meetings:

**Moved:** Cr Mayne

**Seconded:** Cr Hall

**CARRIED**

**ITEM NO:** 3.2  
**SUBJECT:** MINUTES - LAKE TALBOT ENVIRONS ADVISORY  
COMMITTEE  
**MEETING DATE:** 4 February 2016

**16/53 RESOLVED:**

That Council receive and note the Minutes of the Lake Talbot Environs Committee Meeting of 4 February 2016 and adopt the following recommendation:

**RECOMMENDATION PM4:**

That Council cover the cost of 40 Elco Rock sand bags. Narrandera Aquatic Ski and Tournament Club Inc will provide the labour associated with the installation of the bags to replace damaged bags.

**Moved:** Cr Mayne

**Seconded:** Cr Kschenka

**CARRIED**

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*\*\* At this point, time being 5.11pm, Cr Lee after earlier declaring an Interest in Item 3.3 vacated the Chambers during discussions and voting on the matter.*

**ITEM NO: 3.3**  
**SUBJECT: MINUTES – ARTS AND COMMUNITY CENTRE COMMITTEE**  
**MEETING DATE: 1 February 2016**

**16/54 RESOLVED:**

That Council receive and note the Minutes of the Arts and Community Centre Committee Meeting of 7 February 2016 and adopt the following recommendation:

**RECOMMENDATION Item 12:**

That Council adopt the Arts and Community Centre Plan of Management.

**Moved:** Cr Hall

**Seconded:** Cr Eipper

**CARRIED**

*\*\* At this point, time being 5.12pm, Cr Lee returned to the Chambers and re-joined the meeting.*

## **SECTION 4**

### **A Strong and Resilient Community and Sustainable Environment – Reports**

**ITEM NO: 4.1**  
**SUBJECT: ESTABLISHMENT OF NARRANDERA & LEETON VISITOR INFORMATION SERVICES STEERING COMMITTEE**

**16/55 RESOLVED:**

That Council:

1. Endorse the proposed formation of a Joint Council Committee to develop a joint Visitor Services Strategy between Narrandera and Leeton Shires.
2. Endorse the attached Terms of Reference for the Narrandera and Leeton Visitor Information Services Steering Committee.
3. Nominate two elected member representatives for the Steering Committee, one being the Mayor or her delegate.

**Moved:** Cr Howard

**Seconded:** Cr Hall

**CARRIED**

**ITEM NO: 4.1-1**  
**SUBJECT: COUNCILLORS ELECTED TO COMMITTEE**

**16/56 RESOLVED:**

*The Mayor Cr Clarke and Cr Howard, on accepting nominations, were elected as Council Delegates to the Narrandera and Leeton Visitor Information Services Steering Committee.*

**Moved:** Cr Hall

**Seconded:** Cr Howard

**CARRIED**

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*\*\* At this point, time being 5.13pm, Cr Lee after earlier declaring an Interest in Item 4.2 vacated the Chambers during discussions and voting on the matter.*

**ITEM NO: 4.2**  
**SUBJECT: TENDER T-15/16-6 - LEASE TO OPERATE LAKE TALBOT SWIMMING POOL**

**16/57 RESOLVED:**

That Council:

1. Decline the current tender and enter into negotiation with the tenderer, to enable the tenderer to understand the constraints Council is under, due to the Fit for the Future Improvement plan. The desired outcome is an annual contract increase that is less than the tender offer.
2. Authorise the CEO to enter into a Lease Agreement on the basis of an improved offer.

**Moved:** Cr Howard

**Seconded:** Cr Hall

**CARRIED**

*\*\* At this point, time being 5.15pm, Cr Lee returned to the Chambers and re-joined the meeting.*

**ITEM NO: 4.3**  
**SUBJECT: INNOVATION FUND APPLICATION – ENERGY EFFICIENCY**

**16/58 RESOLVED:**

That Council endorse the submission of an application for the NSW Government's Innovation Fund due by 1 April 2016 to conduct a thorough energy audit with recommendations of suitable systems and solutions including specifications and contract documents. The application is to include implementation of high priority projects up to the full value of the grant limit. This will provide immediate savings to the Council's energy expenditure and meet the guidelines advice that at least 80% of cost must be implemented.

**Moved:** Cr Mayne

**Seconded:** Cr Eipper

**CARRIED**

## **SECTION 5**

### **A Growing Economy – Reports**

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**ITEM NO: 5.1**  
**SUBJECT: REDUCTION IN BACKPACKER LABOUR**

**MOVED:**

That Council receive the information contained within this report.

**Moved:** Cr Eipper

**Seconded:** Cr Howard

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**The following Amendment was Moved:**

**16/59 RESOLVED:**

That Council:

1. Receive the information contained within this report.
2. Write to RAMROC and Local Federal Members (the Hon Sussan Ley MP and the Hon Michael McCormick MP) outlining Council's concerns that this situation will cause difficulty for the agricultural sector.

**Moved:** Cr Kschenka

**Seconded:** Cr Eipper

**CARRIED**

The Amendment when **Put** to the meeting was **Carried**

The Amendment then became the Motion was **Put** to the meeting and **Carried**

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**SECTION 6**

**Quality and Sustainable Infrastructure – Reports**

 *No Reports Listed for Section 6*

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**SECTION 7**

**Efficient and Responsive Service – Reports**

**ITEM NO:** 7.1

**SUBJECT:** FLOODPLAIN RISK MANAGEMENT COMMITTEE

**16/52 RESOLVED BLOCK VOTE:**

That Council:

1. Endorse Mr Emil White as a Barellan community representatives on the Floodplain Risk Management Committee,
2. Endorse Mr Tom Manning as a Barellan community representative on the Floodplain Risk Management Committee,
3. Endorse Mr Peter Brown as an alternate Barellan community representative on the Floodplain Risk Management Committee in the absence of either of the two endorsed community representative,

**Moved:** Cr Mayne

**Seconded:** Cr Hall

**CARRIED**

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**SECTION 8**

**Trusted and Effective Government – Reports**



CONFIRMED

At the 19 April 2016 Ordinary Meeting of Council

**ITEM NO: 8.1**  
**SUBJECT: ADOPTION OF POLICY - UNREASONABLE COMPLAINANT CONDUCT**

**16/60 RESOLVED:**

That Council adopt the Policy ES320 Unreasonable Complainant Conduct as amended.

**Moved:** Cr Eipper

**Seconded:** Cr Howard

**CARRIED**

**The following Amendment was Moved:**

1. That Council adopt the Policy ES320 Unreasonable Complainant Conduct as amended.
2. That where a review is requested that a recommendation is to come to Council.

**Moved:** Cr Howard

*Lapsed through want of a Seconder*

*\*\* At this point, time being \*\*\*5.29\*\*pm, Councillor Clarke and Hall after earlier declaring an Interest in Item 8.2 vacated the Chambers during discussions and voting on the matter. Deputy Mayor assumed the Mayoral Chair.*

**ITEM NO: 8.2**  
**SUBJECT: FINANCIAL ASSISTANCE PROGRAM 2016-2017**

**MOVED:**

That Council:

1. Endorse an increased budget allocation of \$2,000 for the 2016-2017 financial assistance program from \$17,000 to \$19,000;
2. Endorse the proposed distribution for 2016-2017 as follows:-

Binya School Parents & Citizens	\$ 750
Narrandera & Leeton Veterans Golf	\$ 250
Narrandera Amateur Swimming	\$ 500
NARBUG	\$ 1,500 (in kind support)
Narrandera Camera Club	\$ NIL
Narrandera Christian Revival	\$ 500
Rotary Club	\$ 500
Grong Grong Hall	\$ 750
Kamarah Hall	\$ NIL
Lions Club of Narrandera	\$ 500
Narrandera Landcare	\$ 400
Narrandera Men's Shed	\$ 750
Narrandera Pony Club	\$ 750
Narrandera Rodeo	\$ NIL
Narrandera Show Society	\$ 250
Numeralla Wildlife Care	\$ NIL
Narrandera Pre-School	\$ NIL

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Narrandera Imperial Football & Netball	\$	NIL
Mayor & CEO pool of funds	\$	4,640
Groups listed as per policy	\$	6,960
<b>TOTAL</b>		<b>\$19,000</b>

3. Amend the Financial Assistance Program Policy (CS20) to include a statement that financial assistance will not be provided for the payment of recurrent operational expenses, nor shall funding be provided to reimburse an applicant for funds already

**Moved:** Cr Morris

**Seconded:** Cr Lee

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**The following Amendment was Moved:**

**16/61 RESOLVED:**

That Council:

1. Endorse an increased budget allocation of \$2,000 for the 2016-2017 financial assistance program from \$17,000 to \$19,000;
2. Endorse the proposed distribution for 2016-2017 as follows:-

Binya School Parents & Citizens	\$	750
Narrandera & Leeton Veterans Golf	\$	250
Narrandera Amateur Swimming	\$	500
NARBUG	\$	1,500 (in kind support)
Narrandera Camera Club	\$	NIL
Narrandera Christian Revival	\$	500
Rotary Club	\$.....	NIL
Grong Grong Hall	\$	750
Kamarah Hall	\$	750
Lions Club of Narrandera	\$.....	NIL
Narrandera Landcare	\$	400
Narrandera Men's Shed	\$.....	NIL
Narrandera Pony Club	\$	750
Narrandera Rodeo	\$	NIL
Narrandera Show Society	\$	250
Numeralla Wildlife Care	\$	NIL
Narrandera Pre-School	\$	NIL
Narrandera Imperial Football & Netball	\$	NIL
Mayor & CEO pool of funds	\$...	5,640
Groups listed as per policy	\$	6,960
<b>TOTAL</b>		<b>\$19,000</b>

3. Amend the Financial Assistance Program Policy (CS20) to include a statement that financial assistance will not be provided for the payment of recurrent operational expenses, nor shall funding be provided to reimburse an applicant for funds already

**Moved:** Cr Howard

**Seconded:** Cr Morris

**CARRIED**

The Amendment when **Put** to the meeting was **Carried**

The Amendment then became the Motion was **Put** to the meeting and **Carried**

*NOTE – To Record the Vote as Against the Motion was requested by Cr Kschenka.*

*\*\* At this point, time being 5.33pm, Councillors Clarke and Hall returned to the Chambers, re-joined the meeting and the Mayor resumed the Mayoral Chair.*

**ITEM NO:** 8.3

**SUBJECT:** 2012-2016 DELIVERY PROGRAM - 31 DECEMBER 2015  
QUARTERLY REPORT

**16/62 RESOLVED:**

That Council endorse the 2012-2016 Delivery Program 31 December 2015 Quarterly Management report prior to publishing the report to the community.

**Moved:** Cr Howard

**Seconded:** Cr Eipper

**CARRIED**

**ITEM NO:** 8.4

**SUBJECT:** CUSTOMER SERVICE REVIEW

**MOVED:**

That Council Adopt the Customer Service Review report and the following recommendations contained with the review document;

### **CUSTOMER FOCUS**

#### **REVIEW OF GOVERNING CUSTOMER DOCUMENTS**

##### **Recommendation 1 - MEDIUM**

That the Customer Service Charter; the Complaints Management Policy and the recently exhibited Unreasonable Complainant Conduct Policy be reviewed and amended to include guidelines and reference to Australian/New Zealand Standard - AS/NZS 10002:2014 titled 'Guidelines for complaint management in organizations'. The reviewed documents are to be submitted to Council for endorsement prior to public exhibition.

##### **Recommendation 2 - MEDIUM**

That the pending Community Strategic Plan review contain greater emphasis on customer service in particular referencing the Customer Service Charter and the management of complaints in accordance with Australian/New Zealand Standard - AS/NZS 10002:2014 titled 'Guidelines for complaint management in organizations'. The reviewed documents to be submitted to Council for endorsement prior to public exhibition.

#### **CUSTOMER SATISFACTION SURVEY**

CONFIRMED

At the 19 April 2016 Ordinary Meeting of Council

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**Recommendation 3 - HIGH**

That the customer satisfaction survey be scheduled with results to be available by 30 June 2016 which will also provide guidance to the pending review of the 2012-2030 Community Strategic Plan and the 2016-2020 Operational Program; also that an external facilitator to be appointed in accordance with Council's Procurement Policy. Noting that funds have already been allocated for this project within the existing 2015-2016 budget.

REVIEW OF SERVICE STANDARDS

**Recommendation 4 – MEDIUM**

That the Finance Manager and the Revenue Officer investigate the implementation of a direct debit facility for the payment of accounts under the identity of Narrandera Shire Council with options to be reported to the Executive Leadership Team.

**Recommendation 5 - MEDIUM**

That the Finance Manager and the Revenue Officer investigate the implementation of the digital service of the annual rate notice; instalment notices and water consumption and sewer usage accounts to property owners with options to be reported to the Executive Leadership Team.

**COUNCIL OFFICER FOCUS**

PERFORMANCE STANDARDS AND REPORTABLE MEASURES

**Recommendation 6 - HIGH**

That in the short term, the Quarterly Delivery Program review provide more detailed information on measurable outcomes achieved and the pending Community Strategic Plan review provide greater detail of measureable outcomes that are more focussed actions and relevant milestones. The document to be submitted to Council each quarter for adoption.

EDUCATION AND TRAINING

**Recommendation 7 - MEDIUM**

That the Customer Service Charter; the Complaints Management Policy and the recently exhibited Unreasonable Complainant Conduct Policy be the subject of a series of education workshop training sessions across the organisation with such education sessions to be organised by the Governance and Engagement Manager and Human Resources with the assistance of an external facilitator; once adopted by Council.

**Recommendation 8 - MEDIUM**

That frontline customer service staff be provided with industry standard training in customer service techniques in accordance with the annual performance appraisal process.

MANAGEMENT OF OUT OF HOURS TELEPHONE CALLS

**Recommendation 9 - HIGH**

That the Governance and Engagement Manager in consultation with other Managers gather information on out-of-hours calls and the financial implication of officers attending these calls and ascertain if savings could be achieved by engaging the services of a call centre with options to be reported to the Executive Leadership Team.

NETWORKING OPPORTUNITIES

**Recommendation 10 - LOW**

That the Governance and Engagement Manager investigate the cost of becoming a member of the National Local Government Customer Service Network and submit an application for membership if the cost can be accommodated within the annual budget.

STAFF ATTIRE

**Recommendation 11 - MEDIUM**

That the Governance and Engagement Manager prepare a costing for the provision of a fully subsidised and mandatory uniform to staff members who regularly interact with a customer for more than 4 hours per day on a face-to-face basis with costings to be reported to the Executive Leadership Team.

**TECHNOLOGY**

IMPLEMENTATION OF USER FRIENDLY TECHNOLOGY

**Recommendation 12 - HIGH**

That in conjunction with the pending decision on the way forward with the EDRMS that the Information Technology Manager ensures that the eventual CRS is capable of being accessed remotely by cloud-based technology or by a means of docking to a technology hub whereby the device can be synchronised; also that the system has suitable reporting capabilities so to measure outcomes against the Customer Service Charter.

**Recommendation 13 – HIGH (Dependant on Recommendation 12)**

That relevant Managers, Team Leaders and other Officers who require a portable device to carry out their duties have access to a portable device which is able to be accessed remotely by cloud-based technology or by a means of docking to a technology hub whereby the device can be synchronised.

INSTALLATION OF NEW TELEPHONE GREETING

**Recommendation 14 - HIGH**

That a more professional greeting be installed upon Councils telephone system with the Information Technology Manager to investigate options for a new greeting and to report to the Executive Leadership Team by the end of June 2016.

WEBSITE

**Recommendation 15 - MEDIUM**

That the Information Technology Manager call for expressions of interest to form a website working group to look at innovative and interactive website designs and to prepare a report to the Executive Leadership Team.

**INFORMATION**

DISSEMINATION OF INFORMATION

**Recommendation 16 - MEDIUM**

That the Governance and Engagement Manager in consultation with the Information Technology Manager; investigate the utilisation of a free or low cost existing 'app' for use on mobile devices with options to be reported to the Executive Leadership Team.

**Recommendation 17 - MEDIUM**

That the Governance and Engagement Manager in consultation with the Information Technology Manager investigate the use of social media as a means of communicating with the local communities across the Shire with option to be reported to the Executive Leadership Team.

KNOWLEDGE LIBRARY

**Recommendation 18 - HIGH**

That the Customer Service Team (under the guidance of the Governance and Engagement Manager) be tasked with creating a knowledge library to increase the capacity of front line staff to address a wider range of issues rather than passing a request to another member of staff for resolution.

**Moved:** Cr Hall

**Seconded:** Cr Mayne

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**16/63 RESOLVED:**

That Item 8.4 Lay on the Table for a later date following a special meeting.

**Moved:** Cr Howard

**Seconded:** Cr Eipper

**CARRIED**

**ITEM NO:** 8.5

**SUBJECT:** INNOVATION FUND APPLICATION - SHARED SERVICES

**16/64 RESOLVED:**

That Council endorse the application for the Innovation Fund submission due by 1 April 2016 for creating tools and systems and undertaking cost benefit analysis to guide the development of shared services/ joint service delivery with Leeton Shire Council for the period July 2016 to June 2017.

**Moved:** Cr Howard

**Seconded:** Cr Kschenka

**CARRIED**



