



Minutes

Ordinary Council Meeting

19 April 2016



Minutes to the 19 April 2016 Ordinary Meeting of Council

CONFIRMED

At the 17 May 2016 Ordinary Meeting of Council

The Mayor declared the meeting opened at **5.02pm** 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

Councillors J Clarke (Mayor), B Mayne, W Hall, K Morris, J Howard 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

*** Cr Graham Eipper tendered prior notification of his Apology for today's meeting due to being unwell.

*** Cr Jason Lee tendered prior notification of his Apology for today's meeting due to work commitments.

16/67 RESOLVED:

That Council accept the Apologies tendered by Councillors Eipper and Lee and that Leave of Absence be granted.

CONFIRMED

At the 17 May 2016 Ordinary Meeting of Council

Moved: Cr Hall


Seconded: Cr Morris

CARRIED

PUBLIC QUESTION TIME

 *No Requests for Public Question Time*

PRESENTATIONS

 *No Presentations for this meeting*

DECLARATIONS OF INTEREST

*** Cr Kschenka declared a Non Significant Non Pecuniary Interest in Item 4.2 - Festoon Lighting on East Street Narrandera as he is own property and a business in East Street and a member of the Narrandera Business Group and will remain in the Chambers and Take Part in discussions and voting on this matter.

*** Cr Hall declared a Non Significant Non Pecuniary Interest in Item 4.2 - Festoon Lighting on East Street Narrandera as he is a property owner in East Street and will remain in the Chambers and Take Part in discussions and voting on this matter.

CONFIRMATION OF MINUTES

16/68 RESOLVED:

That the Minutes of the Ordinary Meeting of Narrandera Shire Council held on 15 March 2016 and as contained in the minute numbers 16/49 to 16/66 (a copy having been circulated to Councillors) are hereby **Confirmed**.

Moved: Cr Hall

Seconded: Cr Howard

CARRIED

BLOCK RESOLUTION

*** 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.

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16/69 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, 5.1, 5.2, 8.3, 8.4, 9.1.1, 9.2.1, 9.2.2, 9.2.3, 9.2.4

Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

16/70 RESOLVED:

That Council bring Item 6.7 Narrandera Cemetery Water, forward to be dealt with at this time.

Moved: Cr Howard

Seconded: Cr Mayne

CARRIED

ITEM NO: 6.7
SUBJECT: NARRANDERA CEMETERY WATER

16/71 RESOLVED:

That Council:

1. Acknowledge the trial plot results and receive the report from GHD.
2. Endorse the current burial procedure as the most appropriate form of management.
1. Reduce watering times to a minimum and note that complaints regarding the ascetics of the cemetery may arise.
2. Adopt the interim revised Cemeteries Policy, pending a full review, including:
 - a. A statement that the graves may have a possibility of having water that will be pumped out prior to funerals and backfilling.
 - b. A statement that if an individual who has a reservation in section A3 seeks to reserve a different location, Council will advise that person they can relinquish that allotment and they will be buried in the next available allotment at the time of their burial.
3. Acknowledge the current estimated life of the Narrandera Cemetery.

Moved: Cr Howard

Seconded: Cr Mayne

CARRIED

*** At this point, time being 5.10pm, Governance and Engagement Manager (GEM) joined the meeting.*

MAYORAL REPORT - 1

ITEM No: 1.1
SUBJECT: MAYORAL REPORT

16/69 RESOLVED BLOCK VOTE:

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

Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

NOTICES OF MOTION - 2

 *No Reports Listed for Section 2*

COMMITTEE REPORTS - 3

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

16/69 RESOLVED BLOCK VOTE:

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

3.1-1	Local Rescue Committee	9 February 2016
3.1-2	Emergency Management Committee	9 February 2016
3.1-3	Lake Talbot Environs Advisory Committee	3 March 2016
3.1-4	Koala Regeneration Centre Supervisory Committee	8 March 2016
3.1-5	Parkside Cottage Museum Committee	14 March 2016
3.1-6	Internal Audi Committee	23 March 2016
3.1-7	Arts and Community Centre Committee	4 April 2016

Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

ITEM NO: 3.2
SUBJECT: MINUTES - SPORTSGROUND ADVISORY COMMITTEE
MEETING DATE: 22 March 2016

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16/72 RESOLVED:

That Council receive and note the Minutes of the Narrandera Sportsground Advisory Committee Meeting of 22 March 2016 and adopt the following recommendation:

RECOMMENDATION GB2:

The Committee present the revised design to Council for approval to proceed with Tendering.

Moved: Cr Howard

Seconded: Cr Morris

CARRIED

ITEM NO: 3.3
SUBJECT: MINUTES – NARRANDERA – LEETON AIRPORT
MANAGEMENT COMMITTEE

MEETING DATE: 6 April 2016

16/73 RESOLVED:

That Council receive and note the Minutes of the Narrandera – Leeton Airport Management Committee Meeting of 6 April 2016 and adopt the following recommendations:

RECOMMENDATION Item 7:

That the proposed 2016/17 Airport Budget Fees, Charges & Capital works be adopted noting that the exact capital budget is still to be finalised.

RECOMMENDATION Item 9:

That \$25,000 funded (50:50) by both Council's be included in the 2016/17 Narrandera – Leeton Airport capital works program to fund sealing of the general aviation parking area.

RECOMMENDATION Item 10:

1. That the Narrandera – Leeton Airport Management Committee receive and note the progress to date to rectify the runway, taxiway and apron non compliance.
2. That once tenders are finalised a further meeting of the Narrandera – Leeton Airport Management Committee be held in July 2016 to discuss options available for funding the required works to rectify the non compliance.
3. That Council staff continue to seek grant opportunities to fund these works should they become available.

RECOMMENDATION Item 11:

1. In the AIP – ERSA (Aeronautical Information Package, En Route Supplement Australia) amend Narrandera Airport to read Narrandera – Leeton Airport.
2. With the support of Leeton Shire Council request users of Brobenah airfield to use the call sign "Traffic Brobenah" rather than "Traffic Leeton".

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3. That Council write to the NSW Regional Airspace Procedures Advisory Committee (RAPAC) expressing their concern that they were not given the opportunity to comment on the CTAF frequency change for Brobenah airfield.

RECOMMENDATION Item 15:

That Narrandera – Leeton Airport Management Committee focus on the following capital works priority areas:

1. Rectify the current runway lighting non compliance.
2. Resealing of the runway, taxiway and apron areas over a two year period.
3. A marketing strategy that focuses on the general aviation facilities available and opportunities for the further development of aviation sites.

RECOMMENDATION GB1:

That Council engage Airways Engineering Services to undertake the initial runway lighting investigation and design in order for Council to finalise a tender to rectify the non-compliance.

Moved: Cr Mayne

Seconded: Cr Hall

CARRIED

SECTION 4

A Strong and Resilient Community and Sustainable Environment – Reports

ITEM NO: 4.1
SUBJECT: BRAND AUDIT AND MARKETING STRATEGY

16/74 RESOLVED:

That Council:

1. Note and receive the information contained within this Report and the Brand Audit and Marketing Strategy Report.
2. Endorse Option 2 - the provision of the requested funds to undertake all the components as listed in the 2 stage marketing tactical plan and explore other options for resourcing implementation of the Plan, rather than the proposed retainer concept.

Moved: Cr Hall

Seconded: Cr Morris

CARRIED

*** Councillors Kschenka and Hall after earlier declaring an Interest in Item 4.2 Remained in the Chambers during discussions and voting on the matter.*

ITEM NO: 4.2
SUBJECT: FESTOON LIGHTING ON EAST STREET NARRANDERA

16/75 RESOLVED:

That Council leave the festoon lighting times as they are.

Moved: Cr Kschenka

Seconded: Cr Mayne

CARRIED

SECTION 5

A Growing Economy – Reports

ITEM NO: 5.1

SUBJECT: WESTERN RIVERINA ARTS STRATEGIC PLAN 2016-2018

16/69 RESOLVED BLOCK VOTE:

That Council note and receive the information contained within the Western Riverina Arts Strategic Plan 2016-2018 report.

Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

ITEM NO: 5.2

SUBJECT: TASTE RIVERINA 2015 – FESTIVAL REPORT

16/69 RESOLVED BLOCK VOTE:

That Council:

1. Note and receive the Report.
2. That a request is made to RRT to include Narrandera statistical information and feedback in future Reports. A process for gathering and reporting of information and statistics to RRT is established.

Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

ITEM NO: 5.3

SUBJECT: BARELLAN POOL WORKS

16/76 RESOLVED:

That Council support the proposal and reallocate \$10,460 from the General Ledger funds detailed in Option 1 to complete identified renewal works at Barellan Swimming Pool illustrated in Table.1 of this report.

Moved: Cr Morris

Seconded: Cr Hall

CARRIED

SECTION 6

Quality and Sustainable Infrastructure – Reports

CONFIRMED

At the 17 May 2016 Ordinary Meeting of Council

ITEM NO: 6.1
SUBJECT: NARRANDERA SPORTSGROUND COACHES BOX RE-DESIGN

16/77 RESOLVED:

That Council:

1. Approve the redesigned building and proceed with quotations/ tendering.
2. Carryover the funds allocated for the coaches box construction into the 2016/17 financial year.

Moved: Cr Howard

Seconded: Cr Hall

CARRIED

ITEM NO: 6.2
SUBJECT: HANKINSON PARK IRRIGATION SYSTEM

16/78 RESOLVED:

That Council acknowledge the cost and do not approve to proceed with the project noting the area is a water conservative park and the appearance of the park may vary between seasonal conditions.

Moved: Cr Kschenka

Seconded: Cr Howard

CARRIED

ITEM NO: 6.3
SUBJECT: APPLICATION TO WAIVER FEES AND CHARGES FOR THE 2016 MURRUMBIDGEE SHEEP DOG TRIALS

16/79 RESOLVED:

That Council cover the cost of ground hire for the Narrandera Sportsground totalling \$430 from the Mayor and CEO Financial Assistance allocation for the 2016 Murrumbidgee Championship Sheep Dog Trials.

Moved: Cr Howard

Seconded: Cr Hall

CARRIED

NOTE: Cr Howard requested that a letter of Congratulations be sent to Mr Mathieson to express Council's appreciation for his dedication and hard work in relation to the Murrumbidgee Sheep Dog Trials.

ITEM NO: 6.4
SUBJECT: LAKE TALBOT TOURIST PARK DRIVE THROUGH SITES

16/80 RESOLVED:

That Council transfer an additional \$97,662 from the Crown Reserve to cover the over expenditure of the Lake Talbot Tourist Park drive through sites.

CONFIRMED

At the 17 May 2016 Ordinary Meeting of Council

Moved: Cr Hall

Seconded: Cr Mayne

CARRIED

ITEM NO: 6.5
SUBJECT: POLICY TS50 - NARRANDERA SHIRE COUNCIL TREE MANAGEMENT

16/81 RESOLVED:

That Council:

1. Rescind the existing Street Tree and Nature Strip Policy TS50
2. Adopt the Draft Tree Management Policy for 28 day public exhibition
3. Adopt the Tree Management Policy automatically if no submissions are received from the public exhibition
4. Note the Tree Management Plan is an operational document that supports the Tree Management Policy and will be amended by the Open Space and Recreation Manager as required to include new requirements, improved procedures or remove outdated processes and procedures.
5. That Council again express its concerns to Essential Energy on the processes and procedures used by their contractors to trim trees away from power lines and reinforce council's view that trees should be properly shaped when trimmed. This issue has been raised on many previous occasions.

Moved: Cr Morris

Seconded: Cr Hall

CARRIED

ITEM NO: 6.6
SUBJECT: ENDORSEMENT OF POLICY – ES330 – BUSINESS CONTINUITY

16/82 RESOLVED:

That Council adopt the draft Policy ES330 – Business Continuity as attached to this report.

Moved: Cr Hall

Seconded: Cr Howard

CARRIED

Item 6.7 was dealt earlier in the Agenda.

ITEM NO: 6.7
SUBJECT: NARRANDERA CEMETERY WATER

ITEM NO: 6.8
SUBJECT: SEWER MAIN RELINE PROGRAM

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16/83 RESOLVED:

That Council:

1. Accept the tender submitted by Abergeldie Watertech for the lump sum price of \$143,478.98 (Inc. GST).
2. Approval is given to affix the Common Seal of Council, if required, to this and any future documentation necessary relating to this matter.

Moved: Cr Howard

Seconded: Cr Kschenka

CARRIED

ITEM NO: 6.9

SUBJECT: SEWER MANHOLE RELINING PROGRAM

16/84 RESOLVED:

That Council:

1. Accept the tender submitted by Fitt Resources for the lump sum price of \$43,487.40 (Inc. GST).
2. Approval is given to affix the Common Seal of Council, if required, to this and any future documentation necessary relating to this matter.

Moved: Cr Kschenka

Seconded: Cr Hall

CARRIED

SECTION 7

Efficient and Responsive Service – Reports

 *No Reports Listed for Section 7*

SECTION 8

Trusted and Effective Government – Reports

ITEM NO: 8.1

SUBJECT: CUSTOMER SERVICE REVIEW

16/85 RESOLVED:

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

CONFIRMED

At the 17 May 2016 Ordinary Meeting of Council

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

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 Mayne

Seconded: Cr Hall

CARRIED

ITEM NO: 8.2
SUBJECT: PROJECT RISK EVALUATION MATRIX

16/86 RESOLVED:

That Council implement a Project Management and Control process with a Risk Evaluation Matrix incorporating mandatory analysis to satisfy:-

1. Council Strategic Priorities
2. Inclusion in the Community Strategic Plan & Delivery Plan
3. Compliance with Councils Asset Management Plans to maintain an Asset Renewal Ratio to meet Fit for the Future benchmarks
4. Assessment in Council's Long Term Financial Plan maintaining a positive Operating Result Ratio meeting Fit for the Future benchmarks
5. Suitable strategies to mitigate or manage major risks identified in the risk matrix

Moved: Cr Hall

Seconded: Cr Mayne

CARRIED

ITEM NO: 8.3
SUBJECT: ENDORSEMENT OF POLICY ES240 - CHILD PROTECTION

16/69 RESOLVED BLOCK VOTE:

That Council adopt the reviewed and amended Policy ES240 – Child Protection as attached to this report.

Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

ITEM NO: 8.4
SUBJECT: 2016 LOCAL GOVERNMENT ELECTIONS

16/69 RESOLVED BLOCK VOTE:

That Council receive and note the report on the 2016 Local Government Election.

Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

SECTION 9

Statutory & Other Compulsory Reports

9.1.

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Moved: Cr Mayne

Seconded: Cr Howard

CARRIED

ITEM NO: 9.2.5
SUBJECT: MARCH CAPITAL WORKS PROGRAM

16/87 RESOLVED:

That Council receive and note the information contained in the Capital Works report as at 31 March 2016.

Moved: Cr Morris

Seconded: Cr Kschenka

CARRIED

*** At this point, time being 5.50pm, GEM left the meeting.*

16/88 RESOLVED:

That Council express their appreciation to Mr Russell Lloyd for his dedication to the Shire whilst undertaking his role as Acting DGMI.

Moved: Cr Howard

Seconded: Cr Morris

CARRIED

9.3. Other

 *No Reports Listed for Section 9.3*

There being no further business the Mayor declared the meeting closed at 5.55pm.

Chairman of the Meeting of the Narrandera Shire Council held on **Tuesday 17 May 2016**, at which meeting the signature hereon was inscribed.



Judith Charlton
Chief Executive Officer



Cr Jenny Clarke
Mayor