

Glen Innes Severn Council Meeting

24 NOVEMBER 2022

Annexures

ANNEXURES

TABLE OF CONTENTS	PAGE
7.1 Resolution Tracking Report	
Annexure A Outstanding Actions Report as at 17 November 2022	3
7.2 General Manager's Directorate: Monthly Report for October 2022	
Annexure A Grants Summary	12
Annexure B Highlands Hub Social Media Report	13
7.5 Quarterly Budget Review - September 2022	
Annexure A First Quarterly Budget Review	20
7.6 Review of Principal Activities in the Operational Plan measured against the Delivery Program for the period 1 July 2022 until 30 September 2022	
Annexure A Review of the Operational Plan 2022/2023 - First Quarter.....	34
7.8 Review of Customer Service Standards	
Annexure A Draft Customer Service Standards	153
7.9 Review of Volunteer Policy	
Annexure A Draft Glen Innes Severn Council Volunteer Policy.....	162
Annexure B Draft Glen Innes Severn Council Volunteer Application Form	171
Annexure C Draft Glen Innes Severn Council Volunteer Confidentiality Agreement.....	172
Annexure D Draft Glen Innes Severn Council Volunteer Handbook	173
7.10 Glen Innes Severn Learning Centre Annual Report 2021/2022	
Annexure A Glen Innes Severn Learning Centre Annual Report 2021-22.....	189
7.11 Australia Day Committee - Endorsement of Additional Member	
Annexure A Australia Day Committee Minutes - 7/9/22.....	207

7.12	Capital Works Program Progress Report as at 31 October 2022	
Annexure A	Capital Works Program for the 2019/2020 Financial Year.....	211
Annexure B	Capital Works Program for the 2021/2022 Financial Year.....	212
Annexure C	Capital Works Program Revotes 2022.....	213
Annexure D	Capital Works Program for the 2022/2023 Financial Year.....	214
Annexure E	Capital Works Program Revotes for the 2022/2023 Financial Year.....	219
7.18	Centennial Parklands Skywalk	
Annexure A	Skywalk Revised Concept Drawings	221
7.19	Infrastructure Services: Monthly Report for October 2022	
Annexure A	Annexure A - Drinking Water Monitoring Report - Results October 2022	235
9.2	Minutes of Council Community Committee Meetings for Information	
Annexure A	Australia Day Committee - 5/10/22	238
Annexure B	Emmaville War Memorial Hall Committee - 21/10/22	240
Annexure C	Glen Elgin Federation Sports Committee - 15/10/22	242
Annexure D	Minerama Commmittee - 12/09/22	243
Annexure E	Roads Consultative Committee - 18/08/22	246

MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
28/05/2020	7.18	Dumaresq Street Industrial Estate	<p>Moved Cr C Price Seconded Cr A Parsons</p> <p>19.05/20 RESOLUTION</p> <p>That Council:</p> <ol style="list-style-type: none"> 1. Lodges a Development Application for a five (5) lot subdivision on Lot 1 DP 500396, Dumaresq Street in accordance with the provisions of the Environmental Planning and Assessment Act 1979. 2. On completion of the subdivision, appoints Liston Legal to undertake a contract of sale with Mr DeJong subject to vendor mortgage as outlined in this report. 3. Initially promotes the sale of the three (3) lots for industrial land in Lot 1 DP 500936 on the Glen Innes Highlands website and other suitable mediums, as identified in the body of this report. 4. Offers the three (3) lots for sale at \$50,000 plus GST and that successful applicants be offered a five (5) year interest free vendor finance mortgage. 5. Requests applicants expressing interest to purchase land to demonstrate the following criteria: <ul style="list-style-type: none"> The capacity of the future development to create local employment; The quality of the Expression of Interest, supporting their proposed future development (for example, a well-developed, clear and realistic action plan, supported by research where appropriate and including an accurate financial plan/budget); and The demonstrated ability of the individual, organisation or company to deliver a development on the site in a timely manner. <p>A division was called for, voting on which was as follows:</p> <div style="display: flex; justify-content: space-between;"> <div>For</div> <div>Against</div> </div> <div style="margin-left: 40px;"> Cr C Sparks Cr D Newman Cr G Frendon Cr A Parsons Cr C Price Cr J Smith Cr S Toms </div> <p>The division was declared CARRIED by 7 votes to 0.</p> <p>CARRIED</p>	30/04/2023	Reid, Adam	<p>06 Oct 2022 3:35pm Reid, Adam</p> <p>Acting Director of Development Planning and Regulatory Services is currently applying for an NMI to allow and electrical plan to be prepared before moving forwards.</p> <p>09 Nov 2022 10:51am Reid, Adam</p> <p>Director of Infrastructure currently progressing the works to be completed to concur with the Development Application requirements.</p> <p>09 Nov 2022 10:54am Reid, Adam - Target Date Revision</p> <p>Target date changed by Reid, Adam from 31 October 2022 to 30 April 2023 - Works to ensure adherence to the Development Application requirements have not yet been completed. More time required to meet requirements</p>

Division:		Date From:	
Committee: Council		Date To:	
Officer:		Printed: Thursday, 17 November 2022 10:49:01 AM	
Action Sheets Report			

MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS																
24/02/2022	7.28	Proposed Sale of 23 Bourke Street Deepwater	<p>Moved Cr A Parsons Seconded Cr J Parry</p> <p>30.02/22 RESOLUTION</p> <p>That Council calls for Expressions of Interest for the sale of land described as Lot 32 Deposited Plan 978853 at 23 Bourke Street, Deepwater.</p> <p>A division was called for, voting on which was as follows:</p> <table><tr><td>For</td><td>Against</td></tr><tr><td>Cr T Ait</td><td>Nil</td></tr><tr><td>Cr T Arandale</td><td></td></tr><tr><td>Cr R Banham</td><td></td></tr><tr><td>Cr L Gresham</td><td></td></tr><tr><td>Cr J Parry</td><td></td></tr><tr><td>Cr A Parsons</td><td></td></tr><tr><td>Cr C Sparks</td><td></td></tr></table> <p>The division was declared carried by 7 votes to 0.</p> <p>CARRIED</p>	For	Against	Cr T Ait	Nil	Cr T Arandale		Cr R Banham		Cr L Gresham		Cr J Parry		Cr A Parsons		Cr C Sparks		31/12/2022	Reid, Adam	<p>09 Sep 2022 12:23pm Reid, Adam</p> <p>No Expressions of interest were returned to Council from this round of requests. Two Expressions were sent on 09/09/2022 to Real Estate agents that had enquired about the sale after the date. New Expression of interest round closes 16/09/2022</p> <p>06 Oct 2022 3:28pm Reid, Adam</p> <p>Received two Expression of Interest from local Real Estate Agents. Property Administration Officer discussing with Director of Infrastructure as to how to progress.</p>
For	Against																					
Cr T Ait	Nil																					
Cr T Arandale																						
Cr R Banham																						
Cr L Gresham																						
Cr J Parry																						
Cr A Parsons																						
Cr C Sparks																						
28/04/2022	7.16	Review and Repeal of Aboriginal Employment Strategy	<p>Moved Cr T Arandale Seconded Cr L Gresham</p> <p>20.04/22 RESOLUTION</p> <p>THAT Council:</p> <ol style="list-style-type: none">1. Repeals the Aboriginal Employment Strategy;2. Approves the transfer of relevant actions from the current Aboriginal Employment Strategy to the Equal Employment Opportunity (EEO) Management Plan as part of the review of the latter document later this year; and3. Approves a trigger point being added to the Workforce Management Strategy to develop a new Aboriginal Employment Strategy if Aboriginal employment decreases below Council's target for two (2) consecutive years as reported in Council's Annual Report.	25/11/2022	Sayers, Peter	<p>07 Sep 2022 11:53am Sayers, Peter</p> <p>As highlighted in the last note, the Workforce Management Strategy has been amended in accordance with Council's resolution; however, the review of the EEO MP has been substantially delayed due to other work demands.</p> <p>This means that Action # 2 has also been delayed. Accordingly, the target date has been pushed out until the end of October 2022.</p> <p>06 Oct 2022 12:22pm Sayers, Peter</p> <p>As advised in the last note dated 7 Sept, the Workforce Management Strategy has been amended in accordance with Council's resolution; however, the review of the EEO MP has been substantially delayed due to other work demands. This means that Action # 2 has also been delayed. Accordingly, the target date has been pushed out until the end of October 2022.</p>																

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	Committee:	Council	Date To:	
	Officer:		Printed: Thursday, 17 November 2022 10:49:01 AM	

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For	Against																					
Cr T Ait	Cr A Parsons																					
Cr T Arandale	Cr C Sparks																					
Cr R Banham																						
Cr L Gresham																						
Cr J Parry																						
26/05/2022	7.8	Borrowings Proposal	<p>Moved Cr T Arandale Seconded Cr L Gresham</p> <p>9.05/22 RESOLUTION</p> <p>THAT Council:</p> <ol style="list-style-type: none">Approves the drawdown of borrowings of \$2.3M.These borrowing be used to underpin Council reserves. <p>A division was called for, voting on which was as follows:</p> <table><tr><td>For</td><td>Against</td></tr><tr><td>Cr R Banham</td><td>Nil</td></tr><tr><td>Cr T Arandale</td><td></td></tr><tr><td>Cr T Ait</td><td></td></tr><tr><td>Cr L Gresham</td><td></td></tr><tr><td>Cr J Parry</td><td></td></tr><tr><td>Cr A Parsons</td><td></td></tr><tr><td>Cr C Sparks</td><td></td></tr></table> <p>The division was declared carried by 7 votes to 0.</p> <p>CARRIED</p>	For	Against	Cr R Banham	Nil	Cr T Arandale		Cr T Ait		Cr L Gresham		Cr J Parry		Cr A Parsons		Cr C Sparks		28/02/2023	Watt, Anna	<p>15 Sep 2022 9:12am Mepham, Danielle - Reallocation</p> <p>Action reassigned to Wilkins, Kimberley by Mepham, Danielle - CFO resignation.</p> <p>15 Sep 2022 9:13am Mepham, Danielle - Reallocation</p> <p>Action reassigned to Watt, Anna by Mepham, Danielle - CFO resignation.</p> <p>15 Sep 2022 10:43am Watt, Anna - Target Date Revision</p> <p>Target date changed by Watt, Anna from 30 September 2022 to 28 February 2023</p> <p>15 Sep 2022 10:44am Watt, Anna</p> <p>This action has not yet been progressed due to the focus on Project Jigsaw. Our , Auditors and TCorp have been advised.</p> <p>18 Oct 2022 4:07pm Watt, Anna</p> <p>This action has not yet been progressed due to the focus on Project Jigsaw and the CFO, FA, MA positions being vacant.</p> <p>11 Nov 2022 8:58am Watt, Anna</p> <p>This action has not yet been progressed due to the focus on Project Jigsaw and the CFO, FA, MA positions being vacant.</p>
For	Against																					
Cr R Banham	Nil																					
Cr T Arandale																						
Cr T Ait																						
Cr L Gresham																						
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26/05/2022	7.10	Correction of Boundary Realignment request between Glen Innes Severn Council and Tenterfield Shire Council	<p>Moved Cr T Alt</p> <p>11.05/22 RESOLUTION</p> <p>THAT Council:</p> <p>1. Receives and notes this report as an amendment.</p> <p>2. Agrees that Tenterfield Shire Council make an application to the Minister for Local Government and the Governor to alter the boundaries of the Glen Innes Severn Council and the Shire of Tenterfield Local Government areas by transferring part Lot 140 DP751487, having an area of 40.47ha, and lots 21, 22, 59 and 60 DP753289, having a combined area of 32.38ha, from the Glen Innes Severn Council Local Government area to the Shire of Tenterfield Local Government area.</p> <p>3. Recommends to Tenterfield Shire Council that they obtain a prior commitment from the ratepayers involved, and that any costs incurred in undertaking the boundary adjustment will be reimbursed by them to the Tenterfield Shire Council.</p> <p>A division was called for, voting on which was as follows:</p> <table><tr><td>For</td><td>Against</td></tr><tr><td>Cr R Banham</td><td>Nil</td></tr><tr><td>Cr T Arandale</td><td></td></tr><tr><td>Cr T Alt</td><td></td></tr><tr><td>Cr L Gresham</td><td></td></tr><tr><td>Cr J Parry</td><td></td></tr><tr><td>Cr A Parsons</td><td></td></tr><tr><td>Cr C Sparks</td><td></td></tr></table> <p>The division was declared carried by 7 votes to 0.</p> <p>CARRIED</p>	For	Against	Cr R Banham	Nil	Cr T Arandale		Cr T Alt		Cr L Gresham		Cr J Parry		Cr A Parsons		Cr C Sparks		30/12/2022	Davidson, Andrea	<p>06 Sep 2022 12:00pm Davidson, Andrea</p> <p>No further information at this point</p> <p>12 Sep 2022 9:22am Davidson, Andrea</p> <p>No further information at this stage</p> <p>26 Sep 2022 9:27am Davidson, Andrea</p> <p>No further information as yet</p> <p>10 Oct 2022 8:25am Davidson, Andrea</p> <p>No further information as yet</p> <p>18 Oct 2022 4:04pm Watt, Anna</p> <p>Advice was received from the OLG on the 11 October 2022; GISC and Tenterfield councils are in the process of reviewing the information.</p> <p>16 Nov 2022 3:53pm Watt, Anna</p> <p>Rates Officer is on leave; due back soon and will complete review.</p>
For	Against																					
Cr R Banham	Nil																					
Cr T Arandale																						
Cr T Alt																						
Cr L Gresham																						
Cr J Parry																						
Cr A Parsons																						
Cr C Sparks																						

^MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
25/08/2022	7.25	Operation of the Glen Innes Aquatic Centre	Cr R Banham proposed a further amendment: Moved Cr T Alt 27.08/22 RESOLUTION THAT Council: 1. Instructs the General Manager to consider a full-service review of the Glen Innes and Emmaville Aquatic Centres in the 2022-2023 Operational Plan and Budget; 2. Seeks Expressions of Interest to lease the Glen Innes Aquatic Centre and the Emmaville Aquatic Centre commencing in the 2023-2024 Financial Year; and 3. Endorses the continuation of a further one (1) year for the current lease agreement for the Emmaville Aquatic Centre. The Amendment was declared carried. The Amendment became the Motion. A division was called for, voting on which was as follows: For Against Cr R Banham Nil Cr T Arandale Cr T Alt Cr L Gresham Cr J Parry Cr A Parsons Cr C Sparks The division was declared CARRIED by 7 votes to 0. CARRIED	30/06/2023	Archibald, Graham	18 Oct 2022 1:45pm Archibald, Graham - Target Date Revision Target date changed by Archibald, Graham from 3 October 2022 to 30 June 2023 18 Oct 2022 1:48pm Archibald, Graham - Target Date Revision Target date changed by Archibald, Graham from 3 June 2023 to 30 June 2023 - To be able to search for avenues of funding to carry out the Service review of the two Aquatic Centres and to also consult with the new Director of Growth and Place who has experience in these types of reviews. 18 Oct 2022 1:48pm Archibald, Graham To be able to search for avenues of funding to carry out the Service review of the two Aquatic Centres and to also consult with the new Director of Growth and Place who has experience in these types of reviews the action date has been changed to the 30 June 2023. EOI's will be prepared for advertising February 2023 for the leasing of the two Centres. 11 Nov 2022 11:39am Archibald, Graham EOI's will be prepared for advertising once a service review is conducted and finalised for the operational lease of the Aquatic Centre. Date aimed for 30 June 2023

<p>Division:</p> <p>Committee: Council</p> <p>Officer:</p> <p>Action Sheets Report</p>	<p>Date From:</p> <p>Date To:</p> <p>Printed: Thursday, 17 November 2022 10:49:01 AM</p>
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25/08/2022	7.27	Boundary Realignment request between Glen Innes Severn Council and Inverell Shire Council	<div>Moved Cr A Parsons</div> <div>Seconded Cr T Ait</div> <div>29.08/22 RESOLUTION</div> <div>THAT Council:</div> <div><div>1. Accepts in principle the proposal to have the boundary realigned between Glen Innes Severn Council and Inverell Shire Council areas by transferring part of Crown Land Road Corridor between Lot 107 DP753292 and Lot 2 DP1187044 having an area of approximately 700m² from the Inverell Shire Council Local Government Area to the Glen Innes Severn Council Local Government Area;</div><div>2. Makes an application to the Minister for Local Government and the Governor to alter the boundaries of the Glen Innes Severn Council and Inverell Shire Council; and</div><div>3. Obtains a prior commitment from the requesting party that any costs incurred in undertaking the boundary adjustment will be reimbursed by them to the Glen Innes Severn Council.</div></div> <div>A division was called for, voting on which was as follows:</div> <div><div>For</div><div>Against</div></div> <div><div>Cr R Banham</div><div>Cr T Arandale</div><div>Cr T Ait</div><div>Cr L Gresham</div><div>Cr J Parry</div><div>Cr A Parsons</div><div>Cr C Sparks</div></div> <div>Nil</div> <div>The division was declared carried by 7 votes to 0.</div> <div>CARRIED</div>	30/06/2023	Reid, Adam	<div>09 Sep 2022 10:47am Reid, Adam - Target Date Revision</div> <div>Target date changed by Reid, Adam from 08 September 2022 to 31 December 2022 - Letter to Inverell Shire Council not yet approved.</div> <div>09 Sep 2022 12:16pm Reid, Adam - Target Date Revision</div> <div>Target date changed by Reid, Adam from 31 December 2022 to 30 June 2023 - After investigation into past Boundary Realignments, time frame extended.</div> <div>06 Oct 2022 3:39pm Reid, Adam</div> <div>As the Property Administration Officer has been deployed to another department for emergency staffing, no further actions have been taken. A letter to Inverell Shire Council will be prepared on the Property Administration Officers return.</div>

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23/09/2022	7.28	Airport Master Plan	Moved Cr L Gresham Seconded Cr T Arandale 30.09/22 RESOLUTION THAT Council: 1. Approves for the Draft Airport Master Plan to be placed on public exhibition for 28 days from Thursday, 29 September 2022 until Wednesday, 26 October 2022. 2. Displays the Draft Airport Master Plan on Council's website, and that it be made available for viewing at the following locations: <ul style="list-style-type: none">Council's Town Hall Office;Council's Church Street Office; andThe Village Post Offices at Deepwater and Emmaville. 3. Requests the Technical Services Coordinator to prepare a further report to Council after the exhibition period in the event of Council receiving any significant submissions regarding the Draft Airport Master Plan; otherwise, that the Draft Airport Master Plan be adopted by Council. A division was called for, voting on which was as follows: For Cr R Banham Cr T Arandale Cr T Ait Cr L Gresham Cr A Parsons Cr C Sparks Against Nil The division was declared carried by 6 votes to 0. CARRIED	30/12/2022	MacLachlan, Cameron	27 Sep 2022 10:14am MacLachlan, Cameron Documents have been prepared for public exhibition and submitted to the MCO. 05 Oct 2022 2:31pm Appleby, Keith - Target Date Revision Target date changed by Appleby, Keith from 07 October 2022 to 07 November 2022 - Document is on public display until 28 October. 08 Nov 2022 1:00pm Duffell, Debbie - Target Date Revision Target date changed by Duffell, Debbie from 07 November 2022 to 30 November 2022 - One submission was received. The DIS and the Airport Manager will review the significance of the submission. 16 Nov 2022 5:00pm Appleby, Keith - Target Date Revision Target date changed by Appleby, Keith from 30 November 2022 to 30 December 2022 - A report will be provided to the December meeting of Council to review the submission received.

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27/10/2022	7.3	Local Economic Development Support Fund Policy Applications	<p>Moved Cr J Parry</p> <p>Seconded Cr T Arandale</p> <p>5.10/22 RESOLUTION</p> <p>THAT Council:</p> <ol style="list-style-type: none"> Reimburses Attract Connect Stay – Glen Innes \$21,955 for the Community Workforce Recruiter Connector Feasibility Study with 50% payment to commence the project and 50% payment on completion and presentation to Council of the Feasibility Study. Reimburses the Glen Innes Show Society \$7,000 for the 2023 Annual Glen Innes Show, with 50% reimbursed prior to the event, and 50% reimbursed following the successful holding of the event. Reimburses the Ben Falls Retreat \$7,045 for the expansion of cabin accommodation with 100% paid on approval and provision of the Development Application for the cabins to Council. Reimburses Karinya \$20,000 for the construction of new units with 100% paid on approval and provision of the Complying Development Certificate to Council. Reimburses Spend In Glen \$10,000 for the operation of the 2023 Christmas Promotion with 100% paid on receipt of invoice to Council. Reimburses Glen Industries \$25,000 for the acquisition and commissioning of plastic recycling equipment on receipt of invoice to Council, the inclusion of the supplier invoice as proof of purchase, and confirmation in writing that the equipment will be installed in the Glen Innes premises prior to monies being released. <p>Further, that in order to receive the \$25,000, Glen Industries must comply with the conditions of their Lease and supply Council with all requirements regarding their Lease Agreement as previously requested – the Annual Lease Agreement for the Glen Innes Landfill Recycling requires an Annual Report regarding the amount of recycling material processed through the recycling centre.</p> <ol style="list-style-type: none"> Requests the Manager of Economic Development to write to all unsuccessful applicants outlining how future submissions could be improved to meet the criteria and provisions of the Local Economic Development Support Fund Policy. Requests the Manager Economic Development to communicate to all successful applicants the outcome of their application including a stipulation of the funding to provide Council with evidence of the project completion and invite Council to official openings, events or otherwise in recognition of Council's contribution to their project. 	30/11/2022	Davis, Margot	<p>14 Nov 2022 9:39am Davis, Margot - Target Date Revision</p> <p>Target date changed by Davis, Margot from 10 November 2022 to 30 November 2022 - Margot has been on leave however should be completed by 18 November 2022.</p>

Division:		Date From:	
Committee:	Council	Date To:	
Officer:			
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			A division was called for, voting on which was as follows: For Cr R Banham Cr T Arandale Cr T Alt Cr L Gresham Cr J Parry Cr A Parsons Against Nil The division was declared carried by 6 votes to 0. CARRIED			

Grants and Funding FY 2022/2023 Summary – Up to 7 November 2022

Category	No.	Grant Fund	Name of Grant/Project	Value of Grants Excl GST
Unsuccessful applications	1	Regional Connectivity Program Round Two (2)	Deepwater Fibre to the Premises upgrade. Joint application with NBN Co.	\$2,779,958
			Total unsuccessful applications	\$2,779,958
Applications pending decision	7	Essential Public Asset Reconstruction Works (EPAR) (NSW)	Pinkett Road repair	\$941,899
		Regional NSW Business Case and Strategy Development Fund Round One (1)	Indoor Equine and Livestock Centre	\$106,250
		Regional NSW Business Case and Strategy Development Fund Round One (1)	New England Rail Trail - Operation & Activation Plans	\$478,111
		Stronger Country Communities Round Five (5)	Anzac Park Playground Upgrades, Glen Innes and Emmaville Aquatic Centre Upgrades, Community Services Social Infrastructure Upgrades	\$932,710
		Regional Events Acceleration Fund Round Two (2)	2023 Australian Celtic Festival	\$113,500
		Fixing Local Roads (NSW)	Pothole Repair Round (PRR)	Allocation to be determined by TfNSW
		NSW Planning Portal API Grant	Digital integration of GISC IT systems with the NSW Planning Portal	\$80,000
			Total pending applications	\$2,652,470
Acquittal/ reporting/ variations	9	Various grant streams		Not applicable
Approved applications	1	Reconnecting Regional NSW - Community Events Program	Glen Innes Severn Community Cohesion and Business Assistance Events Program – 11 Events.	\$301,708
			Total approved applications	\$301,708

ej freelance.

SOCIAL MEDIA OUTCOMES SNAPSHOT

GLEN INNES HIGHLANDS & HIGHLANDS HUB SOCIAL MEDIA ACCOUNTS
REPORTING MONTH: OCTOBER 2022

Emma Johnson

emma@ejfreelance.com.au

Facebook + Instagram Insights

Insight period: 01/10/22 - 31/10/22

Total Facebook Posts: 31

Total Facebook Stories: 0

Account: Glen Innes Highlands

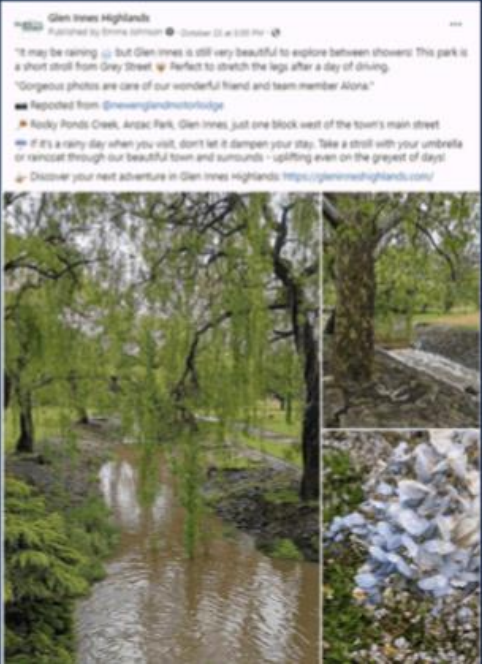
Total Instagram Posts: 15

Total Instagram Stories: 0

Facebook Followers	Facebook Reach	Facebook Engagement	Instagram Followers	Instagram Reach	Instagram Engagement
9,166 Number of people who follow this account	201,698 Number of accounts that saw any of our posts at least once	18,707 Number of accounts that interacted with content (e.g. through reactions, comments, shares + clicks)	1,196 Number of people who follow this account	16,012 Number of accounts that saw any of our posts at least once	368 Number of accounts that interacted with content (e.g. through likes, comments, shares + saves)
Comparison to Previous Period	Comparison to Previous Period	Comparison to Previous Period	Comparison to Previous Period	Comparison to Previous Period	Comparison to Previous Period
+177	-41.1%	-18.7%	+24	+325.4%	+26.8%

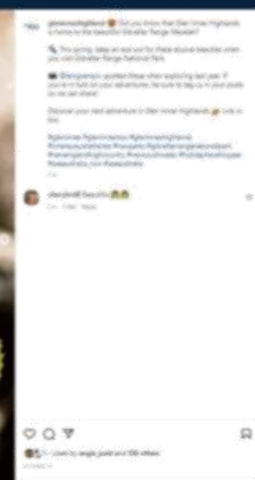
Top 3 Performing Posts (by reach) – GIH Facebook

Recent content 14		Type	Reach 1 ↓	Likes and reactio... 1 T4	Sticker taps 1 T4	Replies 1 T4	Link clicks 1 T4	
	☁ "Above the clouds, 995m abov... Sun Oct 2, 11:00pm	Post	<div>Boost post</div>	4,417	250	--	--	7
	★ Save the date for these upcomi... Sun Oct 30, 11:00pm	Post	<div>Boost post</div>	4,127	89	--	--	12
	"It may be raining ☁ but Glen Inn... Sat Oct 22, 11:00pm	Post	<div>Boost post</div>	3,913	251	--	--	3



Top 3 Performing Posts (by reach) – GIH Instagram

Recent content ↑↓	Type	Reach 1 ↓	Likes and reactio... 1 ↑↓	Comments 1 ↑↓	Shares 1 ↑↓
 "Came across this cracker of a spot... Tue Oct 11, 11:00pm	Post	1,251	115	4	7
 🌺 Did you know that Glen Innes ... Wed Oct 19, 12:00am	Post	955	109	1	8
 "Had the most amazing weekend d... Sat Oct 15, 11:00pm	Post	724	73	5	7

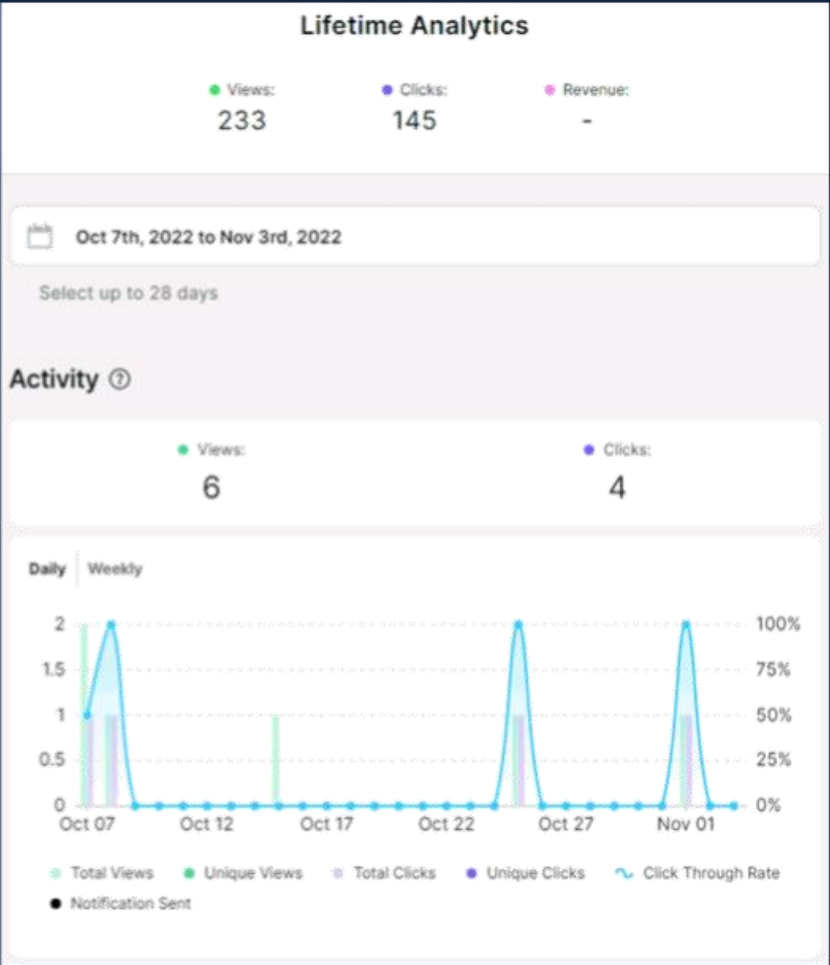
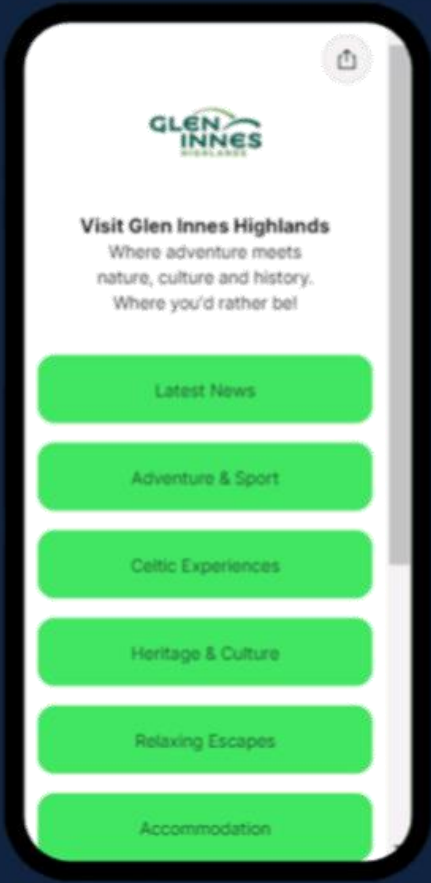


Linktree

Insight period: 07/10/22 - 3/11/22
Linked to: GIH Instagram

Total link clicks to date
(showing additional clicks since
previous reporting period):

- Latest News: 9
- Highlands HUB: 1
- Glen Innes in
Australian Traveller: 9 (+1)
- Nature & Wildlife: 2 (+1)
- Adventure & Sport: 27
- Heritage & Culture: 14
- Arts & Crafts: 1
- Relaxing Escapes: 34
- Celtic Experiences: 11
- Accommodation: 6
- Events: 10 (+1)
- Maps & Guides: 0
- Shop: 20 (+1)
- Website: 1
- Total clicks: 145



Facebook + Instagram Insights

Insight period: 01/10/22 - 31/10/22

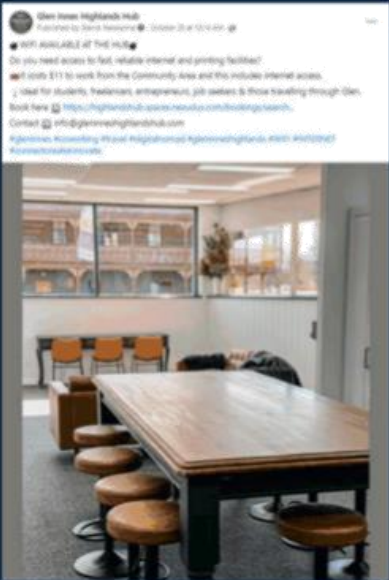
Account: Highlands Hub

Total Facebook Posts: 37 (6 by EJ Freelance)

Facebook Followers	Facebook Reach	Facebook Engagement	Facebook Paid Ad Reach	Facebook Paid Ad Reach
1,019 Number of people who follow this account	6,201 Number of accounts that saw any of our posts at least once	1,509 Number of accounts that interacted with content (e.g. through reactions, comments, shares + clicks)	3,847 Number of people who saw your ad at least once	27,425 Number of times ad was on screen
Comparison to Previous Period	Comparison to Previous Period	Comparison to Previous Period	Comparison to Previous Period	Comparison to Previous Period
+98	+60.4%	+28.8%	+44.2%	+76.5%

Top 3 Performing Posts (by reach) – Highlands Hub Facebook

Recent content	Type	Reach	Likes and reactio...	Sticker taps	Replies	Link clicks
 Are you needing a caterer for your ... Mon Oct 24, 9:16pm	Post	Boost post	1,489	44	--	--
 WIFI AVAILABLE AT THE HUB ... Wed Oct 19, 4:14pm	Post	Boost post	972	21	--	8
 Looks fantastic Charles! Well done... Sun Oct 16, 5:38pm	Post	Boost unavailable	503	20	--	--



Glen Innes Severn Council

Quarterly Budget Review Statement
for the period 01/07/22 to 30/09/22

Table of contents

- 1. Responsible accounting officer's statement
- 2. Income & expenses budget review statement's
- 3. Capital budget review statement
- 4. Cash & investments budget review statement
- 5. Key performance indicator (KPI) budget review statement
- 6. Contracts & other expenses budget review statement

This statement forms part of Council's Quarterly Budget Review Statement (QBRs) for the quarter ended xx/xx/xx and should be read in conjunction with the total QBRs report

Glen Innes Severn Council

Quarterly Budget Review Statement
for the period 01/07/22 to 30/09/22

Report by responsible accounting officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005:

30 September 2022

It is my opinion that the Quarterly Budget Review Statement for Glen Innes Severn Council for the quarter ended 30/09/22 indicates that Council's projected financial position at 30/6/23 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

It is noted that reporting Council is still implementing a new software program.

The year to date figures clearly indicate there is work to be done in bringing the new system online and clearing reconciling items.

At the time of this report Financials for the year ended 30 June 2022 were not completed and the actual reserve balances were not able to be calculated, balances shown are estimates only.

Signed: 

date:15/11/2022

Ann Newsome
Responsible accounting officer

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended xx/xx/xx and should be read in conjunction with the total QBRS report

Item 7.5

Annexure A

Glen Innes Severn Council

Quarterly Budget Review Statement

for the period 01/07/22 to 30/09/22

Income & expenses budget review statement

Budget review for the quarter ended 30 September 2022

Income & expenses - Council Consolidated

(\$000's)	Original budget 2022/23	Approved changes Carry forwards	Revised budget 2022/23	Variations for this Sep Qtr	Notes	Projected year end result	Actual YTD figures
Income							
General Purpose Revenues	10,443		10,443	-	A	10,443	7,546
Governance	-		-			-	-
Administration	4,961		4,961	281	B	5,242	1,340
Public order & safety	1,001		1,001			1,001	16
Health	15		15			15	-
Environment	0		0			0	-
Housing & community amenities	2,791		2,791			2,791	2,336
Recreation & Culture	262		262			262	6
Mining Manufacturing & Construction	90		90			90	37
Glen Innes Aggregates	4,437		4,437			4,437	172
Transport & communication	2,454		2,454	48	C	2,502	443
Community Services & Education	3,927		3,927			3,927	393
Economic affairs	1,853		1,853			1,853	44
Water supplies	2,851		2,851			2,851	1,270
Sewer supplies	1,899		1,899	26	D	1,925	1,723
Capital Income	11,202	12,376	23,578	2,088		25,666	600
Total income from continuing operations	48,186	12,376	60,562	2,443		63,005	15,926
Expenses							
General Purpose Revenues	28		28			28	1
Governance	767		767			767	268
Administration	7,879		7,879	302	B	8,181	3,923
Public order & safety	1,283		1,283			1,283	1,212
Health	139		139			139	30
Environment	150		150			150	13
Housing & community amenities	2,223		2,223			2,223	505
Recreation & Culture	2,695		2,695			2,695	514
Mining Manufacturing & Construction	130		130			130	29
Glen Innes Aggregates	3,923		3,923			3,923	1,338
Transport & communication	6,641		6,641			6,641	557
Community Services & Education	3,947		3,947			3,947	830
Economic affairs	2,891		2,891			2,891	769
Water supplies	2,536		2,536			2,536	430
Sewer supplies	1,732		1,732	26	D	1,758	249
			-			-	
Total expenses from continuing operations	36,964	-	36,964	328		37,292	10,669
Net operating result from continuing operations	11,221	12,376	23,597	2,115		25,712	5,257
Discontinued operations - surplus/(deficit)			-			-	
Net operating result from all operations	11,221	12,376	23,597	2,115		25,712	5,257
Net operating result before capital items	19	-	19	27		46	4,657

This statement forms part of Council's Quarterly Budget Review Statement (QBRs) for the quarter ended 30/9/2022 and should be read in conjunction with the total QBRs report

Glen Innes Severn Council

Income & expenses budget review statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes		Details					
Function		Description		Movement from			
B	Administration	Income	Financial Assistance				
B	Administration	expense	Grant	-\$	281,888	cr	Increase in actual to be rec'd
B	Administration	expense	Advertising & Promotion	\$	60,000	dr	Offset by FAG increase
B	Administration	expense	WHS: RTW S&W	\$	30,000	dr	Offset by FAG increase
C	Communication	expense	Financial Assistance				
C	Communication	expense	Grant	-\$	24,234	cr	Increase in actual to be rec'd
C	Communication	expense	Financial Assistance				
C	Communication	expense	Grant	-\$	24,234	cr	Increase in actual to be rec'd
B	Administration	expense	S&W General	\$	197,000	dr	Impact bottom line profit
B	Administration	expense	Superannuation	\$	15,000	dr	Impact bottom line profit
H	Recreation and Culture	expense	LIB: Cultural Education				
H	Recreation and Culture	expense	Prog	\$	467	dr	use e-resources
H	Recreation and Culture	expense	LIB: Story telling	\$	500	dr	use e-resources
H	Recreation and Culture	expense	LIB: Cultural Education				
H	Recreation and Culture	expense	Prog	\$	500	dr	use e-resources
H	Recreation and Culture	expense	LIB:eResources	-\$	1,467	cr	use e-resources
H	Recreation and Culture	expense	S&W General	-\$	13,000	cr	rebalance lib wages
H	Recreation and Culture	expense	S&W - PLIB Depot	\$	13,000	dr	rebalance lib wages
H	Recreation and Culture	expense	S&W General	\$	250,000	dr	correct wages allocation
H	Recreation and Culture	expense	S&W Manager	-\$	250,000	cr	correct wages allocation
G	Public Order and Safety	expense	RFS:Vehicle Servicing				
G	Public Order and Safety	expense	Account	-\$	9,000	cr	transfer budget from 5072S 3802
G	Public Order and Safety	expense	S&W RFS:Vehicle				
G	Public Order and Safety	expense	Servicing Account	\$	9,000	dr	transfer budget to 5072S 2755
F	Glen Innes Aggregates	expense	Plant cost recovery	-\$	312,000	cr	New income budget for internal plant hire cost recovery quarry plant
F	Glen Innes Aggregates	expense	Motor Vehicle expenses	\$	312,000	dr	New expense budget for internal plant hire quarry plant
F	Glen Innes Aggregates	expense	Budget Holding	-\$	275,000	cr	transferred to 5099S 2100
F	Glen Innes Aggregates	expense	Budget Holding -				
F	Glen Innes Aggregates	expense	Processing	-\$	600,000	cr	transferred to new rural pits
F	Glen Innes Aggregates	expense	Fuel, Oils & Lubricants	\$	276,030	dr	transferred from 5099S 2030
F	Glen Innes Aggregates	expense	Symons Rural Gravel Pit Expenses	\$	450,000	dr	transferred from 5099S 2035
F	Glen Innes Aggregates	expense	Campions Rural Gravel Pit Expenses	\$	10,000	dr	new line to allow calculation of unit costs of rural gravel
F	Glen Innes Aggregates	expense	Costellos Rural Gravel Pit Expenses	\$	10,000	dr	new line to allow calculation of unit costs of rural gravel
F	Glen Innes Aggregates	expense	Norths Rural Gravel Pit Expenses	\$	10,000	dr	new line to allow calculation of unit costs of rural gravel
F	Glen Innes Aggregates	expense	Browns Rural Gravel Pit Expenses	\$	10,000	dr	new line to allow calculation of unit costs of rural gravel
F	Glen Innes Aggregates	expense	Hartmans Rural Gravel Pit Expenses	\$	10,000	dr	new line to allow calculation of unit costs of rural gravel
F	Glen Innes Aggregates	expense	Lawsons Rural Gravel Pit Expenses	\$	90,000	dr	new line to allow calculation of unit costs of rural gravel
F	Glen Innes Aggregates	expense	McCoskers Rural Gravel Pit Expenses	\$	10,000	dr	new line to allow calculation of unit costs of rural gravel
F	Glen Innes Aggregates	expense	Fuel, Oils & Lubricants	-\$	1,030	cr	transfer to 5099S 2100
B	Administration	expense	S&W General	-\$	50,000	cr	adjust between wage accounts
B	Administration	expense	S&W Casual	\$	50,000	dr	adjust between wage accounts
D	Sewer Supplies	expense	Pension Subsidy Write Off	\$	31,607	dr	budget error
D	Sewer Supplies	expense	Annual Charges Revenue	\$	18,700	dr	transferred from 5102s 1020
D	Sewer Supplies	expense	Pension Subsidy Write Off	-\$	8,668	cr	reduce to actual
D	Sewer Supplies	income	Annual Charges Revenue	-\$	26,957	cr	transferred to 5101S 1020
D	Sewer Supplies	expense	M & R Mains	-\$	14,683	cr	transferred to 5101S 1020
A	General Purpose	Income	Rates: Residential-Non-Urban	\$	864,825	dr	adjust between income accounts
A	General Purpose	Income	Rates: Residential-Villages	-\$	864,825	cr	adjust between income accounts
E	Economic Affairs	expense	Grant Expenditure	\$	195	dr	Total grant allocation revenue was received in FY 2022/21

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 30/9/2022 and should be read in conjunction with the total QBRS report

Glen Innes Severn Council

Quarterly Budget Review Statement
 for the period 01/07/22 to 30/09/22
Capital budget review statement

Budget review for the quarter ended 30 September 2022

Capital budget - Council Consolidated

(\$000's)	Original budget 2022/23	Approved changes *Carry forwards	Revised budget 2022/23	Variations for this Sep Qtr	Notes	Projected year end result	Actual YTD figures
Capital expenditure							
New assets							
- Plant & equipment	80	15	95			95	
- Land & buildings	1,227	6,548	7,775	1,143	P	8,918	6,334
- Sewer Fund	20	8					7
- Water Fund	120	801					751
- Roads, bridges, footpaths	1,146						
- Other	50	574	624	605	Q	1,229	26
Renewal assets (replacement)							
- Plant & equipment	1,028	454	1,482			1,482	282
- Land & buildings	132	13	144			144	
- Roads, bridges, footpaths	14,137	16,777	30,914	953	S	31,867	6,572
- Sewer Fund	621	546	1,167			1,167	397
- Water Fund	592	794	1,386			1,386	171
- Other	382	1,874					753
Loan repayments (principal)	1,673		1,673			1,673	362
Total capital expenditure	21,207	28,404	45,260	2,701		47,961	15,654
Capital funding							
Rates & other untied funding	1,419	2,891	4,310	(1,030)		3,280	1,094
Capital grants & contributions	14,625	21,817	36,442	2,088	T	38,530	12,376
Reserves:							
- External restrictions/reserves	1,353	2,724	4,076	1,143	V	5,219	1,346
- Internal restrictions/reserves	1,837	972	2,809	500	U	3,309	476
New loans	300		300			300	
Receipts from sale of assets							
- Plant & equipment			-			-	
- Land & buildings			-			-	
Other funding... enter description here			-			-	
Other funding... enter description here			-			-	
Total capital funding	19,534	28,404	47,938	2,701		50,639	15,292
Net capital funding - surplus/(deficit)	(1,673)	(0)	2,677	-		2,677	(362)

* shown as whole of life budget and whole of life expenditure

This statement forms part of Council's Quarterly Budget Review Statement (QBRs) for the quarter ended 30/9/2022 and should be read in conjunction with the total QBRs report

Glen Innes Severn Council

Capital budget review statement
Recommended changes to revised budget

Budget variations being recommended include the following material items:

Notes	Details						
	Description	Job No.					
P	Centennial Parklands Skywalk Construction of Carpark - GLen	7134C23	expense	1,143,145	dr	Movement from increased to match grant fund requirements funded from new revenue not previously counted	
Q	Innes Indoor Sports	7056C22	expense	105,000	dr		
Q	Wattle Vale Quarry	7096CR2	expense	500,000	dr		
R	Bogie Tipper Truck & Dog Trailer	7154C23	expense	38,500	dr		
R	Hino Ranger 14 FM1JLPM	7157C23	expense	18,700	dr	Draw from quarry reserve from 758C23	
R	Hino Ranger Nine	7158C23	expense	-	57,200	cr	transferred to cover overspend in 7157C23 and 7154C23
S	Bald Nob Road - Safer Roads Grant	7001C21	expense	-	173,124	cr	transfer budget to 7002C22 transfer unspent budget from 7001C21 plus new revenue not previously budgetted.
S	Bald Nob Segment 20	7001C22	expense	943,375	dr		
S	Local Roads and Community Infrastructure Grant Phase 3	7003C22	expense	80,210	dr	matches expenses	
S	Local Roads and Community Infrastructure Grant Phase 3	7003C22	expense	-	394,442	cr	transferred to 7126C23
S	Emmaville Road segment 180	7084C22	expense	200,000	dr	transferred from project 7139C23 absorbed 7003C22 unspent and corrected to match remaining grant	
S	Local Roads and Community Infrastructure Grant - Reseals Block Grant - Emmaville Road segment 210 Heavy Patch & Reseal Program	7126C23	expense	497,296	dr		
S		7139C23	expense	-	200,000		cr
T	Bald Nob Segment 20	7001C22	Income	-	770,251	cr	new revenue budget for Bald Nob
T	Side Track and Bridge over Mann River at Wyaliba	7013C21	Income	-	600,000	cr	New revenue not previously budgetted
T	Local Roads and Community Infrastructure Grant - Reseals	7126C23	income	-	718,013	cr	absorbed 7003C22 unspent and corrected to match remaining grant
V	Wattle Vale Quarry	7096CR2		500,000			Draw from quarry reserve
U	Centennial Parklands Skywalk	7134C23		1,143,145			Transfer from Extreral Restrictions

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 30/9/2022 and should be read in conjunction with the total QBRS report

Glen Innes Severn Council

Quarterly Budget Review Statement
 for the period 01/07/22 to 30/09/22
Cash & investments budget review statement

Budget review for the quarter ended 30 September 2022

Cash & investments - Council Consolidated

(\$000's)	Original budget 2022/23	Revised budget 2022/23	Variations for this Sep Qtr	Notes	Projected year end result	Actual YTD figures
Externally restricted ⁽¹⁾						
Water Fund	3,535	3,535			3,535	3,535
Sewer Fund	4,990	4,990			4,990	4,990
Quarry	1,983	1,983	(500)		1,483	1,483
Council Committees	272	272			272	272
Trust Funds	170	170			170	170
CHSP	390	390			390	390
HCP	998	998			998	998
Included in Grant related contract liabilities	8,203	8,203	(1,145)		7,058	7,058
Included in externally restricted cash		-			-	-
Specific Purpose Loans - LIRS	687	687			687	687
Developer contributions - Rangers Valley Feedlot S7	472	472			472	472
Developer contributions - General S7.12	554	554			554	554
Total externally restricted	22,254	22,254	(1,645)		20,609	20,609
(1) Funds that must be spent for a specific purpose						
Internally restricted ⁽²⁾						
Employee Leave Entitlement	500	500			500	500
Majority - Infrastructure Other	2,822	2,822			2,822	2,822
Drainage	818	818			818	818
Building Fees - Bushfire Grant	41	41			41	41
Waste	3,174	3,174			3,174	3,174
Special Projects	578	578			578	578
		-			-	-
Total internally restricted	7,933	7,933	-		7,933	7,933
(2) Funds that Council has earmarked for a specific purpose						
Unrestricted (ie. available after the above Restrictic	(1,453)	(1,453)	1,645		192	(2,815)
Total Cash & investments	28,734	28,734			28,734	25,727

This statement forms part of Council's Quarterly Budget Review Statement (QBRs) for the quarter ended 30/9/2022 and should be read in conjunction with the total QBRs report

Glen Innes Severn Council

Quarterly Budget Review Statement
for the period 01/07/22 to 30/09/22

Key performance indicators budget review statement - Industry KPI's (OLG)

Budget review for the quarter ended 30 September 2022

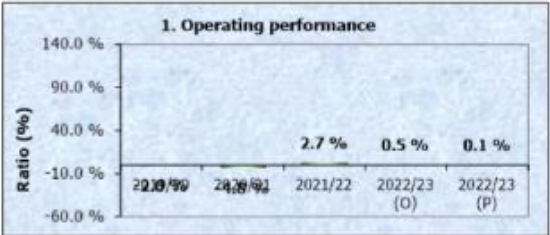
(\$000's)	Current projection		Original budget 22/23	Actuals prior periods	
	Amounts	Indicator		21/22	20/21
	22/23	22/23			

NSW local government industry key performance indicators (OLG):

1. Operating performance

Operating revenue (excl. capital) - operating expenses	46	0.1 %	0.5 %	2.7 %	-4.8 %
Operating revenue (excl. capital grants & contributions)	37089				

This ratio measures Council's achievement of containing operating expenditure within operating revenue.



2. Own source operating revenue

Operating revenue (excl. ALL grants & contributions)	37089	59.1 %	55.5 %	62.5 %	54.9 %
Total Operating revenue (incl. capital grants & cont)	62755				

This ratio measures fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants & contributions.



Glen Innes Severn Council

Quarterly Budget Review Statement
for the period 01/07/22 to 30/09/22

Contracts budget review statement

Budget review for the quarter ended 30 September 2022
Part A - Contracts listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract value	Start date	Duration of contract	Budgeted (Y/N)	Notes
No new items on the contracts register						

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 30/9/2022 and should be read in conjunction with the total QBRS report

Glen Innes Severn Council

Quarterly Budget Review Statement
for the period 01/07/22 to 30/09/22

Consultancy & legal expenses budget review statement

Consultancy & legal expenses overview

Expense	Expenditure actual dollars)	Budgeted (Y/N)
Consultancies	255,786	y
Legal Fees	18,721	y

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

This statement forms part of Council's Quarterly Budget Review Statement (QBRS) for the quarter ended 30/9/2022 and should be read in conjunction with the total QBRS report

Quarterly Review of the 2022/2023 Operational Plan



Quarterly Review of the 2022/2023 Operational Plan

Quarterly Review of the 2022/2023 Operational Plan

1: Community Services

CS 1: An Attractive Quality of Life - that is enhanced by cultural expression, an active inclusive community, with accessibility to the best possible services and facilities in a high country climate

CS 1.1: Encourage an Inclusive Active Lifestyle

To work in partnership to increase opportunities for all age groups and abilities to utilise sporting venues and active recreational settings and events.

CS 1.1.1: Provide and maintain suitable sporting fields for community use including the delivery of relevant aspects and review of the Glen Innes Sporting facilities Master Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.1.1.1	To continue to apply for grant funding to achieve the outcomes as outlined in the Sporting Facilities Master Plan in a priority order.	Manager of Recreation and Open Spaces	Progressing	15%	Summer sports are prepared for and winter sports have all concluded. Continuing wet weather has meant King George has become an unplayable surface and the weather is also causing issues for mowing to be carried out in a regular pattern.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

CS 1.1.2: Deliver Healthy Lifestyle Programs through Life Choices-Support Services.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.1.2.1	Review Gentle Exercise Programs delivered through Life Choices - Support Services to ensure they meet current demands.	Manager of Community Services	Progressing	25%	Draft Community Survey form completed. The survey will be forwarded as a consultative process across the LGA, results collated and included in future planning.	Anna Watt

CS 1.1.3 : Provide and maintain adequate exercise and playground equipment in the LGA's parks and recreation areas.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.1.3.1	To establish a maintenance and replacement program for exercise and playground equipment throughout the LGA's recreation areas.	Manager of Recreation and Open Spaces	Progressing	5%	Grant Monies have been applied for a new playground in Anzac Park to the value of \$500,000. New soft fall material has been placed at Emmaville Memorial Hall Playground.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

CS 1.1.4: Deliver the aquatic centre services and facilities, including ongoing maintenance programs.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS1.1.4.1	Ensure that aquatic services including Learn to Swim and Aqua Aerobics programs are delivered and a maintenance program is implemented.	Manager of Recreation and Open Spaces	Progressing	20%	Both Aquatic Centres opened on time and required maintenance has been carried out. Learn to swim first group is booked out with 150 participants. Aqua aerobics has also commenced Tuesday, Wednesday, Thursday and Saturdays.	Kane Duke

CS 1.1.5: Deliver the key actions and initiatives from the Economic Development Strategy 2020-2040 and Action Plan 2020-2025 relating to CS 1.1 Encourage an Inclusive Active Lifestyle.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.1.5.2	Deliver the Glen Innes Highlands Skywalk Experience integrating with Geotourism and investigate it's potential to drive direct revenue.	Tourism and Events Officer	Progressing	50%	Recording and filming were completed on 7 October and is in post-production and testing has commenced regarding integration into the mapping technology. A grant application was submitted to the Regional NSW Business Case and Strategy Development Fund for the New England Rail Trail Geotourism Experience Development which will investigate the potential to drive direct revenue as this was not possible within the budget of the Skywalk project.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

CS 1.1.6: Deliver the actions and tasks from the Destination Management Summary and Action Plan 2021-2025 relating to CS 1.1 Encourage an Inclusive Active Lifestyle.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.1.6.1	Facilitate the development of new attractions, activities and events that leverage under-utilised assets that are supported by local community interest groups.	Tourism and Events Officer	Progressing	50%	Bouldering - new content for the Glen Innes highland website is in development and a new Bouldering event is undertaking internal discussions with Governance and externally with the Stonehenge Management Board. Wild Running - new event in partnership with a wild running event partner are in progress. New England Rail Trail - continuous meetings to progress the regulations, funding deed and lease terms. Skywalk - Geotourism Experience development underway alongside design and construction.	Margot Davis
CS 1.1.6.2	Develop touring routes, self-guided tours, scenic drives and activity-based trails to benefit both the town and surrounding villages.	Tourism and Events Officer	Progressing	50%	Tour Route 11 is being developed as part of the new tourism signage review with Geotourism content. Current drives are promoted through Glen Innes Highlands and New England High Country marketing activity. Self-guided tours are dependent on the Tourism Itinerary and Packages Platform being funded and developed.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

CS 1.1.7: Review and Implement the Disability Inclusion Action Plan (DIAP) relating to CS 1.1 Encourage an Inclusive Active Lifestyle .

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.1.7.1	Complete the actions contained within the Disability Inclusion Action Plan (DIAP) for 2022-2023.	Manager of Community Services	Progressing	15%	One of the Key Outcome Areas of the current DIAP - Liveable Communities has actions related to the Glen Innes Community Access Committee. The Manager of Community Services (MCS) and the Director of Infrastructure Services (DIS) are proactive members of the Glen Innes Community Access Committee. Council further supports the committee by means of secretarial support. Annual and 2023 year of commencement actions will be targeted during the remaining reporting period.	Anna Watt
CS 1.1.7.2	Provide support to the Community Access Committee through proactive participation at meetings and promotion of positive outcomes through Council's communication and media modes.	Manager of Community Services	Progressing	25%	The Manager of Community Services (MCS) and the Director of Infrastructure Services (DIS) are proactive members of the Glen Innes Community Access Committee. Council further supports the committee by means of secretarial support. Council support for the Glen Innes Community Access Committee is a direct action from the Glen Innes Severn Council Disability Inclusion Action Plan (DIAP) 2022-2025 and such is well covered.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.1.8: Implement the Pedestrian Access and Mobility Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.1.8.1	Complete construction of shared paths identified in the capital works program for 2022/2023.	Manager of Infrastructure Delivery	Progressing	10%	Work has started on the construction of a shared path at the new indoor sports centre, however staff have been diverted to natural disaster works.	Keith Appleby

CS 1.2: Encourage Community Connectivity and Cohesion

To work in partnership to increase the opportunities for the participation of those from all age groups and abilities to participate in appropriate passive recreational and learning opportunities and events.

CS 1.2.1: Deliver Library and Learning Centre Services to enhance the equity of access to information, education and recreation for all members of the community.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.1.1	Develop welcoming, safe and flexible community spaces, with real and virtual services, open to all members of the community.	Manager of Library and Learning Centre	Progressing	20%	The Library Sensory Saturdays for families with Autism and low sensory disabilities have recommenced with added promotion and sensory games and equipment which are being used and welcomed by library's members. A new monthly Storytime Session has been introduced on Fridays at the Emmaville Branch Library for community children and the Emmaville Preschool children.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.2.2: Deliver wellbeing and facilitation support to promote access to community-based programs.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.2.1	Promote community awareness of Wellbeing and Support Facilitation services for community-based programs which are available at Life Choices - Support Services and Children, Youth and Family Services.	Manager of Community Services	Progressing	25%	Life Choices - Support Services are currently creating a Facebook Page specific to services delivered from this outlet. This will complement existing Council social and print media promotions.	Anna Watt
CS 1.2.2.2	Review Council's Aged and Disability Strategy.	Manager of Community Services	Not Due To Start	0%	For progression during the final half of the reporting period.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.2.3	Maintain support for local community-based programs and initiatives relating to Domestic Violence. Raise awareness of local support groups throughout the LGA having a particular focus on raising this awareness with young people.	Manager of Community Services	Progressing	25%	There has been limited progress this reporting period. The local Safe In Our Town (SIOT) committee is one of the most prominent advocates against Domestic Violence within the LGA. The committee is experiencing membership and operational problems which are expected to be resolved by the end of quarter two (2). Council employees have maintained awareness by passive advertising and are agitating for a more significant youth focus for the committee beyond 2022.	Anna Watt
CS 1.2.2.4	Maintain community awareness of the harm associated with drug and alcohol misuse by having a presence on the local Community Drug Action Team (CDAT).	Manager of Community Services	Progressing	25%	Council staff are the driving force for the local Community Drug Action Team (CDAT). The committee will engage in promotion and recruitment of new community based members during 2023 to alleviate the workload on the Council members of the committee and ensure the committee maintains genuine links to community need. It is further hoped to engage some young people from within the LGA on the committee to promote their voice.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.2.3: Deliver the Strategic Plan - Deepwater, Emmaville, Glencoe Library Services 2021-2025.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.3.1	Continue to maintain high levels of library service in the village libraries; along with cultural and community services programs for families and children.	Manager of Library and Learning Centre	Progressing	15%	Due to two (2) vacant permanent Library Assistants positions and a higher-than-normal sick leave, the village libraries have been closed on several occasions over July and August and cultural activities temporary cancelled. With the appointment of two (2) new staff and the commencement of training, services have recommenced and the library's statistics are indicating an improvement in visitor numbers, new membership and income.	Anna Watt

CS 1.2.4: To actively seek grant opportunities to increase opportunities for connectivity and cohesion. (Strategic Marketing Plan - Glen Innes Severn Learning Centre - Action Plan - Sustainability.)

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.4.1	Seek grant opportunities for connectivity, cohesion and sustainability.	Manager of Library and Learning Centre	Progressing	15%	A Senior Tech Savvy Grant, with the NSW State Library and Telstra, has secured funding for senior computer classes for 2022/2023.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.2.7: Implement the Youth Strategy and Action Plans and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.7.1	Complete the actions within the GISC Youth Strategy for 2022-2023.	Manager of Community Services	Progressing	25%	Council have successfully conducted a 'Council' careers expo and the Youth Worker is actively developing additional partnerships and programs relevant to the Youth Strategy Actions.	Anna Watt
CS 1.2.7.2	Maintain support for young people from within the LGA by working towards the Action Plans contained within the Youth Strategy 2021-2025.	Manager of Community Services	Progressing	25%	Council's partnership with Youth Insearch has yielded a Community Based Worker (Qualified Social Worker) in a shared role between the Glen Innes Severn and Armidale Local Government Areas. The Southern Cross School of Distance Education has had their first ever graduate from the Glen Innes Campus (The Youth Booth). Council have successfully conducted a 'Council' careers expo and the Youth Worker is actively developing additional partnerships and programs relevant to the Youth Strategy Actions.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.2.8: Deliver outcomes under individual National Disability Insurance Scheme (NDIS) plans.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.8.1	Maintain Council's registration as an approved National Disability Insurance Scheme (NDIS) Provider and deliver corresponding NDIS services to the community.	Manager of Community Services	Progressing	25%	Council is currently participating in the audit phase for its registration as an NDIS provider. The process will be finalised January 2023.	Anna Watt

CS 1.2.9: Deliver Children, Youth and Family Services including Out of School Hours (OOSH) Care, Playgroups, and Parenting programs and initiatives.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.9.1	Maintain existing services from Council's Children, Youth and Family Services and work collaboratively with other organisations to deliver two (2) parenting programs annually.	Manager of Community Services	Progressing	25%	Children, Youth and Family Services are maintaining existing services for the LGA. Staff shortages have at times increased the degree of difficulty for service delivery however the broader community services team are always prepared to assist. There has been no compromise to services. The Vacation Care and Out of School Care (OOSH) services were audited early July and have returned a pleasing result, being upgraded in another of the seven (7) National Quality Framework Standards.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.9.2	Deliver the annual Family Picnic Day via collaborative partnerships that promote family participation and social interaction for all community members.	Manager of Community Services	Progressing	20%	Planning is underway for Council's Annual Family Picnic Day.	Anna Watt

CS 1.2.10: Implement the Disability Inclusion Action Plan (DIAP) relating to CS 1.2 Encourage Community Connectivity and Cohesion.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.2.10.1	In partnership with the Community Access Committee, maintain Council's Mobility Brochure so that it includes current information related to venue accessibility within the LGA.	Manager of Community Services	Progressing	25%	The Mobility Brochure is currently under review with the committee having recently undertaken an 'All Abilities Walk' through the Glen Innes CBD to identify areas for improved access. Subsequent walks will be planned for outlying hamlets.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.3: Encourage Opportunities for Cultural Expression

To work in partnership to increase opportunities for the participation of those from all age groups and abilities in appropriate cultural venues, events and commissions which showcase and celebrate the area's artistic talents across all cultural mediums.

CS 1.3.1: Promote Public Art in the LGA and encourage participation by local artists.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.3.1.1	Undertake public art projects as budget allows and ensure local artists are encouraged.	Manager of Regulatory and Planning Services	Progressing	30%	A \$50,000 Public Art project budget has been allocated from the general fund to promote participation by local artist.	Kane Duke

CS 1.3.2: To actively seek grant opportunities to increase opportunities for cultural expression. (Strategic Marketing Plan - Glen Innes Severn Learning Centre - Action Plan - Sustainability).

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.3.2.1	Provide a stimulating cultural program that is creative, inclusive, informative and fun. While also seek grant opportunities for additional cultural projects.	Manager of Library and Learning Centre	Progressing	25%	The Library was successful in acquiring a Senior Tech Savvy Grant from the NSW State Library and Telstra for the commencement of Senior Tech Savvy computer classes on Mondays for the rest of 2022/2023. The online LIVE BAD Sydney Crime Festival author events are continuing until the end of 2022 in collaboration with the NSW State Library Festival Coordinator.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.3.3: Deliver an annual cultural Harmony Day event and celebration.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.3.3.1	Plan coordinate and deliver an annual Harmony Day celebration event which celebrates the cultural diversity within the LGA.	Manager of Community Services	Progressing	25%	Harmony Day will be celebrated at or about the Nationally designated day, 21 March 2023.	Anna Watt

CS 1.3.4: Implement the Cultural Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.3.4.1	Complete the actions within the GISC Cultural Plan for 2022-2023.	Manager of Library and Learning Centre	Progressing	25%	Village social gathering recommenced in July 2022, along with a Movie Day in the July and September school holidays at Emmaville and Deepwater and a LIVE BAD Sydney Crime Festival event screened at the Emmaville Library on 9 September.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.4: Increase Community Transport Access to Services

To work in partnership to advocate for accessible community transport options that connect the Hamlets and Villages to the Town and Regional Centres for access to medical, educational, recreational and cultural activities.

CS 1.4.2: Provide information to the Community on available transport options.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.4.2.1	Facilitate information to the community on available transport options within the LGA.	Manager of Community Services	Progressing	25%	The action is regularly discussed at the Glen Innes Community Access Committee Meetings and updated information will be included in New Resident Packs.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.5: Support the Voluntary and Not-For-Profit Sector to strengthen its capability

To work in partnership to provide appropriate support to the Voluntary and Not-For-Profit Sector which strengthens its capability to provide services.

CS 1.5.1: Provide assistance in an advisory capacity to community organisations seeking grant funding opportunities such as through identifying and communicating opportunities for Grant Funding by providing a regular community grants newsletter.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.5.1.1	Investigate potential grant opportunities for community groups and volunteer organisations to assist with their plans, initiatives and events.	Grants Officer	Progressing	50%	Completed and submitted NSW Government Regional NSW - Reconnecting Regional NSW Community Events Program on 14 July 2022. Grant application has been approved to fund 11 Community organisations, an external project partner and Council managed events. Deed Agreement CEP00115 signed, sealed, delivered and executed on 28 September 2022. Total funding allocation is \$301,708 EX GST.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

CS 1.5.2: Support Volunteer Week and proactively encourage volunteering within the community.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.5.2.1	Maintain support for local volunteers and consider new and proactive ways to encourage an increase of volunteering within the community.	Manager of Community Services	Progressing	25%	The revised Volunteer Policy for Council was presented to the September Ordinary meeting of Council which resolved to seek amendment to the document. The revised Policy will be presented to the December 2022 Council meeting with a view to then being implemented as the guide for volunteer services across Council.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

CS 1.6: Support an Increase of housing options

To advocate for an increase in residential development to enable population growth including affordable housing options.

CS 1.6.1: Deliver the Housing Strategy and associated action plan/s.

(Subject to Council adoption of the Housing Strategy)

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.6.1.1	Share the Glen Innes Highlands Housing Assessment and the Housing Strategy 2022-2041 to encourage a healthy residential land development and construction sector is also a crucial part of any local economy, directly supporting local jobs and businesses, whilst enabling population growth and improved lifestyle options for residents.	Manager of Economic Development	Not Progressing	0%	MED will share the strategy in the next quarter through various channels. The strategy will also be an input into the Investment Attraction Strategy and the Optimisation of the EDS.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.6.1.2	Expand Housing Supply to Critical Groups to support low-income households, older residents and key workers.	Director Development, Planning and Regulatory Services	Progressing	30%	An additional 28 single dwellings have been approved for construction in the 2021/2022 period. An additional eight (8) single dwellings have been granted development consent in the 2022/2023 period. Council approvals have been given for five (5) subdivisions to allow additional housing supply within the Local Government Area.	Dennis McIntyre
CS 1.6.1.3	Increase the Contribution of Housing Industry to the Local Economy - Increase apprenticeship and work opportunities in local building.	Community and Business Development Officer	Progressing	35%	The Housing Assessment and Affordable Housing Strategy was shared with the industry through the Economic Development Newsletter. A Workforce Attraction and Retention Strategy workshop will be delivered at the Highlands HUB to encourage the increase of apprenticeships and work opportunities. The Regional Learning System development will contribute to this action also when completed.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.6.1.4	Improve the Sustainability and Liveability of Local Housing Stock - Support sustainable construction methods in new housing stock	Director Development, Planning and Regulatory Services	Progressing	30%	All buildings are assessed to comply with the minimum energy and water reduction requirement in NSW with an online tool called BASIX. The BASIX tool is one of Australia's strongest sustainable planning measures to increase thermal comfort of the residential development providing improved livability in local housing stock. Building additions are also required to install insulation and applicants are encouraged and supported to provide sustainable construction methods.	Dennis McIntyre
CS 1.6.1.5	Improve the Sustainability and Livability of Local Housing Stock - Encourage retrofitting of housing with insulation and renewable energy to increase livability and well being	Director Development, Planning and Regulatory Services	Progressing	30%	Eight single dwelling have been approved for the period of 2022/2023 year to date. All buildings are assessed to comply with the minimum energy and water reduction requirement in NSW with an online tool called BASIX. The BASIX tool is one of Australia's strongest sustainable planning measures to increase thermal comfort of the residential development. Building additions are also required to install insulation and encouraged to install renewable energy to increase livability and wellbeing.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.6.1.6	Increase the Contribution of Housing Industry to the Local Economy - Enable dedicated housing supply to support growth in the local renewable energy and tourism sectors.	Director Development, Planning and Regulatory Services	Progressing	30%	A development control unit meeting is provided to the community on a weekly basis as demand requires. A multi-unit and eight single dwellings have been approved for the year to date in the 2022/2023 period. This will provide additional housing in the local economy and support growth in the local renewable energy and tourism sectors.	Dennis McIntyre
CS 1.6.1.7	Ensure availability of land supply in accordance with Housing Strategy.	Manager of Regulatory and Planning Services	Progressing	20%	The Glen Innes Land Use Strategy is currently being completed to address suitable land zonings for increased housing options.	Kane Duke
CS 1.6.1.8	Assess subdivision applications to encourage adequate lot creation in line with planning requirements.	Manager of Regulatory and Planning Services	Progressing	25%	All subdivision applications received in the first quarter have been assessed in accordance with planning requirements as per the LEP and DCP	Kane Duke

 Quarterly Review of the 2022/2023 Operational Plan

CS 1.6.2: Deliver the key actions and initiatives from the Economic Development Strategy 2020-2040 and Action Plan 2020-2025 relating to CS 1.6 Support an Increase of housing options.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.6.2.1	Provide a positive and collaborative planning and regulatory environment to assist businesses with development assessment advice at Development Assessment Unit meetings prior to the lodgement of Development Applications	Manager of Regulatory and Planning Services	Progressing	40%	Daily ongoing assistance is provided to businesses as required. A weekly Development Assessment Unit meeting is provided to businesses each week for more complex enquiries that require additional departments for consultation.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

CS 1.6.3: Leverage the Regional Activators Alliance and Regional Australia Institute programs and campaigns to drive population growth.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.6.3.1	Utilise research, tools and policy data to inform the delivery of strategic priorities of the Housing Strategy and to encourage people to move to Glen Innes Highlands.	Manager of Economic Development	Progressing	50%	MED is a member of the Regional Activators Alliance and continues to participate in this program.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

CS 1.7: Support for improved medical services

To advocate for an increase in the provision of medical services to meet the changing health requirements of the community.

CS 1.7.1: Advocate for the provision of improved medical services.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.7.1.1	Advocate for the provision of improved medical services.	General Manager	Progressing	25%	Some meetings have been held to potentially bring more doctors to the area. Attract-Connect-Stay have been successful in bringing a new doctor to town and Council have assisted by providing some subsidy for rent in the short term. The Mayor has also had meetings with state government representatives with assurances given that even if there is a change of government the Hospital renewal will progress.	Dennis McIntyre

CS 1.7.2: Support and promote initiatives for improved healthcare, workforce and service outcomes.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.7.2.1	Support and promote initiatives for improved healthcare, workforce and service outcomes.	General Manager	Progressing	25%	Council have provided some accommodation support for a new doctor and his family who are moving to Glen Innes.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

CS 1.7.3: Deliver the key actions and initiatives from the Economic Development Strategy 2020-2040 and Action Plan 2020-2025 relating to CS 1.7 Support for improved medical services.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
CS 1.7.3.1	Lobby State Government for the inclusion and participation in the new Hospital upgrade and the attraction of GP's and healthcare professionals to regional areas.	General Manager	Progressing	25%	The Mayor has been communicating with the State Government, including the Shadow Minister regarding the new hospital.	Dennis McIntyre
CS 1.7.3.2	Lobby State Government and partner with the NSW Rural Doctors Network to provide incentive packages to attract additional healthcare professionals to the LGA/Regions	General Manager	Not Progressing	20%	This will be reported on in Q2.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

2: Economic Development

ED 2: A Prosperous Local Economy - that is encouraged and supported by sustainable investment opportunities, in a diversified business environment with accessibility to a trained and willing labour market.

ED 2.1: Support Agricultural Diversification and Resilience

To work in partnership to support and promote emerging research and technologies which enable the Agricultural sector's ability to improve productivity, to diversify and to improve resilience to changing markets and environmental conditions.

ED 2.1.1: Deliver the key actions and initiatives from the Economic Development Strategy 2020-2040 and Action Plan 2020-2025 relating to ED 2.1 Support Agricultural Diversification and Resilience.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.1.1.1	Deliver an Agri-Innovation Action Plan in consultation with GLENRAC and Industry.	Manager of Economic Development	Progressing	5%	A meeting has been scheduled in October with GLENRAC to discuss this action.	Dennis McIntyre
ED 2.1.1.2	Lobby State and Regional Government Planning Departments to provide more transparency and collaboration in state-managed investment opportunities to better benefit the local community.	General Manager	Progressing	25%	Council is a part of the New England Renewable Energy Zone and has had a meeting at the regional level and has had meetings with Energy Corp. The Mayor, Deputy and General Manager have been involved in various meetings regarding NE REZ.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.1.1.3	Provide support to the local Agricultural Industry to encourage on-farm diversification	Manager of Economic Development	Progressing	10%	A meeting has been scheduled in October with GLENRAC to discuss this action.	Dennis McIntyre
ED 2.1.1.4	Provide an annual report to Council on local economic leakage and leverage the report to drive local growth and supply-chain opportunities in the subsequent financial year.	Manager of Economic Development	Not Progressing	0%	A report will be commissioned from REMPLAN later in the year. The 2021/2022 report will be leveraged and shared with the Glen Innes Business Chamber for consultation and to leverage the opportunities.	Dennis McIntyre
ED 2.1.1.5	Leverage the New England Renewable Energy Zone to drive industry growth and economic diversification opportunities that benefit the community.	Manager of Economic Development	Progressing	25%	<p>Council has been working with other Mayors and GMs in the NE REZ to create a collaborative approach to benefiting the community from future development funds. A statement of expectation has been drafted.</p> <p>The Powerhouse Museum Project was discontinued at the 28 July Ordinary Meeting of Council.</p> <p>This action is also linked to both ED 2.3.1.1 and ED 2.5.1.7 and will be addressed further in the optimisation of the EDS.</p>	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

ED 2.1.2: Delegate a Councillor and Council employee representative to attend GLENRAC meetings enabling collaboration and partnership opportunities.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.1.2.1	Advocate to build reputation as a high-quality food and fibre production region in collaboration with GLENRAC.	Manager of Economic Development	Progressing	5%	A meeting has been scheduled in October with GLENRAC to discuss this action.	Dennis McIntyre
ED 2.1.2.2	Partner with GLENRAC and other organisations to deliver grant-funded projects.	Grants Officer	Progressing	50%	Partnered with: <ul style="list-style-type: none"> • GLENRAC- BBRF Rd5 - Creating Capability and Confidence for Community Champions. • SCCF 4 - 355 Committee Emmaville War Memorial Hall. Deed Agreement signed, sealed, delivered, executed 8 August 2022. • BCRRF Council-led community grants program: Deepwater School of Arts Hall, Emmaville Central School, Emmaville Vegetable Creek Hospital Auxiliary, Emmaville War Memorial Hall, Glen Innes Arts Council, Glen Elgin Federation Sports Committee and Chamba Na Nmunga. 	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

ED 2.1.3: Participate and support the Community Resilience Network (CRN) subject to full grant funding.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.1.3.1	Leverage the Community Resilience Network to identify any local recovery issues or service gaps for local business and economic development.	Manager of Economic Development	Progressing	25%	MED attended the CRN meeting on 26 August 2022 and is awaiting actions from the next meeting which the MED was unable to attend.	Dennis McIntyre

ED 2.2: Support the Growth of the Visitor Economy

To work in partnership to expand the branding, promotion, attraction and opportunities in support of the growth of the visitor economy.

ED 2.2.1: Deliver the actions and tasks from the Destination Management Summary and Action Plan 2021-2025.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.1.1	Refresh/adapt/amend/update existing marketing and promotional assets & content to incorporate new positioning - "Where adventure meets nature, culture and history".	Marketing Assistant	Progressing	50%	Keo Agency was appointed following a procurement process for the Glen Innes Highlands brand refresh project. The updated brand strategy and visual concept will be reviewed following the commencement of the new Marketing Executive.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.1.2	Deliver a proposal for the lease of the Glen Innes Railway Station to enable the future establishment of a cultural centre as the key bookend to the New England Rail Trail (NERT).	Manager of Economic Development	Progressing	15%	A grant application has been submitted to the Regional NSW - Business Case and Strategy Development Fund on 24 August 2022.	Dennis McIntyre
ED 2.2.1.3	Deliver a master plan for the development of Stonehenge Recreational Reserve as a New England Rail Trail (NERT) attraction and activity node.	Manager of Economic Development	Progressing	15%	A grant application has been submitted to the Regional NSW - Business Case and Strategy Development Fund on 24 August 2022.	Dennis McIntyre
ED 2.2.1.4	Deliver the Tourism Signage Plan to improve the visitor experience giving more reason to stop, explore, stay longer and spend more.	Tourism and Events Officer	Progressing	50%	Report sent to second MANEX meeting on 27 September with feedback 'The Tourism and Events Officer is to update the report Tourism Signage Plans in line with feedback from MANEX and refer the updated report back to MANEX and attend that Meeting to allow a roundtable discussion on the matter due to the number and nature of the issues raised such as development consents, funding/costs and responsibility'.	Margot Davis
ED 2.2.1.5	Review Caravan, RV and Long-bay locations and recommend improvements to improve customer experience and access to amenities and the local retail precinct.	Tourism and Events Officer	Progressing	50%	This action is part of the delivery of the Signage report which contains recommendations and actions to improve signage and placement of Long bay parking.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.1.6	Participate in the New England High Country (NEHC) tourism group to develop product experiences and promotional activity through the NEHC regional destination brand.	Marketing Assistant	Progressing	50%	Tourism and Events Officer has been standing in for the Marketing Executive to assist in delivering the planned program of marketing.	Margot Davis
ED 2.2.1.7	Encourage and support Glen Innes Highlands Visitor Association (GIHVA) to merge with Business In Glen (BIG) to provide whole-of-business approach to establishing a local Chamber of Commerce.	Manager of Economic Development	Completed	100%	GIHVA at its Annual General Meeting on 19 September 2022 resolved to continue as a stand alone organisation.	Dennis McIntyre
ED 2.2.1.8	Grow the Business Conferences and Events sector leveraging the Highlands Hub and other local assets to package products and services	Community and Business Development Officer	Progressing	10%	Highlands HUB officially opened on 14 October having focused on the project management of the build until then. Collaboration with other co-working spaces and the Tourism and Events Officer will be developed in due course.	Margot Davis
ED 2.2.1.9	Seek grant funding to deliver a Geotourism experience on the New England Rail Trail from Glen Innes to Ben Lomond by partnering with innovative experience and mapping technology, industry and educational institutions.	Grants Officer	Progressing	50%	Application submitted on 24 August 2022 to the Regional NSW Business Case and Strategy Fund.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.1.10	Define our GeoRegion in collaboration with the NSW Geological Survey whilst continuing to develop Geotrail and Geotales on new and existing products and experiences.	Tourism and Events Officer	Progressing	50%	Detailed Geotourism scoping studies have been provided to the NSW Geological Survey for the GeoRegion to be defined. This is supported by the Coordinator of the National Geotourism Strategy and the inclusion of geotourism in relevant national and regional strategies.	Margot Davis
ED 2.2.1.11	Encourage and advocate LGA's in the defined GeoRegion to embrace Geotourism to contribute to the collection of region-wide geotrails and geotales whilst building product and experience to create a case to nominate the defined GeoRegion as an aspiring UNESCO Global Geopark.	Manager of Economic Development	Progressing	5%	Linked to ED 2.2.7.1 action.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

ED 2.2.2: Deliver the annual Australian Celtic Festival in alignment with the Australian Celtic Festival Strategic Plan 2021-2025.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.2.1	Execute the Australian Celtic Festival Operational Plan in partnership with the Australian Standing Stones Management Board (ASSMB) and the volunteer ACF Working Groups	Tourism and Events Officer	Progressing	40%	TEO, ASSMB and Working Group have monthly meetings and work on an ACF Google Drive document to assist with communication and tasks from the Operational Plan.	Margot Davis
ED 2.2.2.2	Seek grant funding to enhance the event experience and attract more visitors to the area.	Grants Officer	Progressing	50%	Completed and submitted Regional Events Acceleration Fund grant application for 2023 Australian Celtic Festival, in consultation with Tourism and Events Officer. Previously submitted, secured and co-ordinated Deed Agreement for \$20,000 EX GST marketing for 2023 Minerama Fossicking, Gem and Jewellery Show	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.2.3	Deliver the strategic outcomes across sustainability, visitor experience, marketing and promotion, organisational infrastructure and governance in the ACF Strategic Plan.	Tourism and Events Officer	Progressing	35%	The ACF will be highlighting the Year of Scotland. ACF is looking at new partnerships with accommodation providers to assist with shortages and connecting with Managers of NEHC to engage their accommodation providers in nearby towns. ACF program development has begun and final event information is scheduled for the January Marketing campaign. The TEO is following the Operational Plan which was last updated on 14 October 2022.	Margot Davis

ED 2.2.3: Deliver the annual Minerama Fossicking, Gem and Jewellery Show in collaboration with the Minerama Festival Committee.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.3.1	Provide event support to the Minerama 355 Committee of Council in delivering a successful event and leverage growth opportunities.	Tourism and Events Officer	Progressing	30%	TEO supports the Minerama Committee by attending monthly meetings and completing any actions required of Council.	Margot Davis
ED 2.2.3.2	Deliver a new website for Minerama in consultation with the Minerama 355 Committee of Council.	Marketing Assistant	Progressing	20%	Funding is secured from the Destination NSW Regional Events Fund for the development on the website. The project is on hold until the new Marketing Executive is appointed.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.3.3	Deliver a proposal including a governance framework that will enable the event to grow and be less reliant on volunteers.	Manager of Economic Development	Progressing	0%	This project will commence in March 2023 following the next Minerama Festival held in March 2023.	Dennis McIntyre

ED 2.2.4: Deliver the annual Christmas in the Highlands event.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.4.1	Develop and execute the Christmas in the Highlands Annual Event Operational Plan in partnership with community groups and local businesses.	Tourism and Events Officer	Progressing	70%	Christmas in the Highlands preparations have begun and key stakeholders have been informed of the requirements including stallholders, TMP, Budget and Marketing Plan, entertainment and Christmas tree and decorations have been organised.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.4.2	Provide a dedicated Christmas tree, new decorations, refreshed street and highway signage for Grey Street, Glen Innes.	Tourism and Events Officer	Progressing	80%	The roundabout Christmas Tree has been scheduled to be installed. The regular Christmas tree in the Town Square has damaged and fragile decorations that need replacing and upgrading. This could not be facilitated in the 2022/2023 Operational Budget. The Wish sign will be moved to the Visitor Information Centre in 2022 to make room for the Walk Of Light installations in the town square. Town Hall Christmas Garlands will also be in place. Christmas Banners are scheduled to be installed on November 11.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

ED 2.2.5: Provide an event support service to the community.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.5.1	Act as the key gateway contact to facilitate community event requirements and requests of Council.	Tourism and Events Officer	Progressing	10%	The TEO continues to support local community events. The TEO is a representative for the Emmaville Mining Museum Committee, Minerama Committee and the Australian Standing Stones Management Board. Ongoing support is provided for the successful applicants from the Reconnecting Regional NSW Community Events Program including Walk of Light, Small Halls and Rotary as well as the Local Lioness Lions support for their convention planning in 2023 and other events - see report September / October.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.5.2	Develop priority projects maximising the potential of key attractions, events, and assets via establishing partnerships with event organisers to facilitate new events to the LGA aligned to the brand positioning to strengthen product and experiences across the annual events calendar.	Tourism and Events Officer	Progressing	20%	TEO continues to look for opportunities to support new events and community events. Support is provided by uploading events on ATDW, sharing flyers at the Visitor Information Centre and in the communications folder. Support is provided to event organisers from the Reconnecting Regional Communities grant funding with Council support for their events.	Margot Davis
ED 2.2.5.3	Provide promotional support for community events at the Visitor Information Centre through displaying event collateral and uploading events to the Australian Tourism Data Warehouse (ATDW).	Tourism and Events Officer	Progressing	35%	TEO supports community events and does this with the assistance of the Visitor Information Centre Tourist Assistants who print, promote and upload into ATDW. All events supported are listed in a monthly update.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.5.4	Provide marketing support for community events through Glen Innes Highlands channels.	Marketing Assistant	Progressing	50%	Marketing support has been provided by uploading events onto Australian Tourism Data Warehouse (ATDW) and/or encouraging event organisers to upload as Glen Innes highlands website is a distributor. Local events continue to be supported through display marketing at the Visitor Information Centre.	Margot Davis

ED 2.2.6: Provide an Australian Visitor Information Centres (AVIC) accredited Visitor Information Centre (VIC).

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.6.1	Provide a well-resourced Tourism and Events section, acknowledging the Visitor Information Centre as the vital hub for tourism.	Tourism and Events Officer	Progressing	30%	TA's keeping the Visitor Information Centre well stocked and up to date. The Tourism and Event newsletter and attendance of GIHVA monthly meetings each month reinforces that messaging. The Events window is up to date and managed by the TEO and assisted by TA's who upload community events into ATDW. The VIC assists visitors with up to date road closure information and ensure bespoke information to get the most out of their visit to Glen Innes and onwards to their next destination.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.6.2	Continue to utilise volunteers to assist with staffing of the Visitor Information Centre.	Tourism and Events Officer	Progressing	20%	The Visitor Information Centre continues to advertise through social media channels, Council websites to become a volunteer. Volunteer Australia has reported that the return of the volunteer post COVID has not returned to pre COVID numbers due to many volunteers being asked to return to the workforce to fill other roles. We will continue to promote and engage new residents and community groups to assist with this problem in our LGA.	Margot Davis
ED 2.2.6.3	Improve, brand and refresh VIC promotional and informational collateral including the Glen Innes Highlands Visitor Guide ensuring service information is readily accessible.	Marketing Assistant	Progressing	50%	Several activity brochures have been updated including Birdwatching; Country Drives; Fossicking; Fishing. The new Glen Innes Highlands Visitor Guide is in progress and will be completed following the commencement of the new Marketing Assistant.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.6.4	Leverage digital technology to enhance and optimise the customer experience to 24/7 servicing and improve the ability of visitors to self-serve at the Visitor Information Centre.	Manager of Economic Development	Not Progressing	0%	This action is mostly dependent on the funding and delivery of the Tourism Itinerary and Packages Platform following a report to Council in Q2.	Dennis McIntyre
ED 2.2.6.5	Provide regular updates on Tourism and Events to the local visitor economy and relevant associations.	Tourism and Events Officer	Progressing	30%	TEO attends monthly GIHVA meetings, and provides a monthly Tourism and Events newsletter.	Margot Davis
ED 2.2.6.6	Maintain accreditation under the NSW Accredited Visitor Information Centre Network scheme and leverage the network for continual improvements of visitor services.	Tourism and Events Officer	Completed	100%	TEO completed report and accreditation certificate received.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

ED 2.2.7: Partner with the New England High Country (NEHC) Tourism Group to deliver programs, campaigns and content for the Destination Brand.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.7.1	Advocate to the New England High Country (NEHC) group of Council's to embrace Geotourism as a socio-economic opportunity for our region.	Manager of Economic Development	Progressing	10%	GMAC was presented to in May 2022 on Geotourism and the Tourism Itinerary and Packages Platform (attached) - this will be leveraged for further engagement with NEHC and NENW Councils. First we have to confirm our GeoRegion with the NSW Geological Survey which is progressing. Then leverage the Tourism Itinerary and Packages Planner to advocate further for Geotourism.	Dennis McIntyre

ED 2.2.8: Deliver the annual marketing and promotional program for Glen Innes Highlands to encourage visitation.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.8.1	Deliver an annual marketing campaign program for Glen Innes Highlands to encourage people to Visit and Stay longer leveraging our strengths, opportunities and assets	Marketing Assistant	Progressing	50%	The annual marketing plan is rolling over from the previous year until the new Marketing Assistant is appointed to review and further optimise. Paid digital and social media continues as business as usual alongside the newsletters distributed monthly to the relevant databases.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.2.8.2	Utilise available funding and partnerships to create new brand, experience and product content whilst leveraging user-generated content through social media channels.	Marketing Assistant	Progressing	50%	The annual marketing plan is rolling over from the previous year until the new Marketing Assistant is appointed to review and further optimise. Paid digital and social media continues as business as usual alongside the newsletters distributed monthly to the relevant databases.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

ED 2.3: Enable an Attractive Industry Investment Environment

To work in partnership to create an environment and policy platform that attracts and encourages partners from across diversified employment sectors to invest with confidence in the LGA.

ED 2.3.1: Deliver the applicable actions, projects and initiatives from the 2020-2040 Economic Development Strategy and 2020-2025 Action Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.3.1.1	Leverage the endorsed 'Investment Attraction Policy' to encourage industry across sectors identified as growth opportunities.	Manager of Economic Development	Progressing	15%	MED requested a scope and fee proposal for a grant opportunity from Locale Consulting which was provided on 29 August 2022 - regional significance was not possible to prove so the grant application was not submitted, however MED will go to market for alternative proposals utilising the Operational Budget for Investment Attraction Initiatives to fund the project if grant funding cannot offset this cost.	Dennis McIntyre
ED 2.3.1.2	Deliver an 'open for business' approach to attracting business through effective support and guidance.	Manager of Regulatory and Planning Services	Progressing	25%	All team members are working hard to continue to deliver an exceptional service whilst being understaffed. On going Council support is being provided to the community to assist with lodging development applications. The term Open for Business is not to be confused with not having to comply with all legislative requirements.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.3.1.3	Lobby Federal Government to address mobile blackspots in the LGA.	General Manager	Progressing	10%	This is something that the Mayor raises whenever opportunity is afforded. It is a topic that is raised at the Country Mayors Association and NEJO meetings.	Dennis McIntyre
ED 2.3.1.4	Partner with Telco's servicing the LGA to improve broadband internet connection, infrastructure and speed prioritising local businesses.	Manager of Economic Development	Progressing	25%	The application in partnership with NBN co to the Regional Connectivity Program was unsuccessful for Deepwater Village upgrade. NBN co are investing in NBN Skymuster and Fixed Wireless to provide better connectivity.	Dennis McIntyre
ED 2.3.1.5	Leverage the Glen Innes Highlands brand to encourage government, business and industry to 'INVEST' in Glen Innes	Manager of Economic Development	Progressing	25%	GIH website INVEST page content updates are in progress. Marketing and promotion is continuing although not as active due to the vacant position of Marketing Assistant.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.3.1.6	Seek State &/or Federal assistance to fund the 'Remote Ready' programs and initiatives and deliver through Highlands Hub.	Grants Officer	Progressing	50%	Continue to research funding opportunities. The Hub was not operational during Quarter One as construction was still being completed. The Hub Community classes and workshops program was included in the Approved Reconnecting Regional NSW CEP grant application submitted by the Grants Officer on 14 July 2022. Deed Agreement executed on 28 September 2022. Current funding for Hub Programs has already been secured from joint Australian and NSW Government BLERF stream. Delivery by 30 June 2023.	Margot Davis
ED 2.3.1.7	Lobby for State Government to share the burden of asset depreciation costs to enable more infrastructure projects.	General Manager	Progressing	25%	Council has resolved not to identify the RFS assets on its books and is lobbying the state government to recognise these assets. The State Government does provide some grant funding for renewal of assets which offsets the financial burden on Council.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.3.1.8	Attend industry specific trade shows, exhibitions and other events related directly to identified growth opportunities and improving local strategies and outcomes.	Manager of Economic Development	Completed	100%	Attended and presented on Geotourism at SEGRA. Attended RAI Regions Rising.	Dennis McIntyre
ED 2.3.1.9	Commence to facilitate Community Wealth Building Opportunities by partnering and creating opportunities to improve socio-economic wellbeing through place-based initiatives.	Manager of Economic Development	Progressing	20%	The Community Wealth Building scan in partnership with Ethical Fields is being promoted to the community to understand our baseline opportunities. Council is also partnering with Ethical Fields and other participants in the Place Based Capital Program - funded from the FY2021/2022 Operating Budget.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.3.1.10	Continually seek grant funding and investment to improve 'things to do' to improve liveability and attract more families.	Grants Officer	Progressing	50%	<p>Stronger Country Communities grant application submitted on 23 September 2022 for a total grant allocation request of \$932,710 EX GST. Application approved by Council Resolution.</p> <p>Improves livability, wellbeing, social interaction, recreational, sporting and mental health benefits for residents and visitors of all abilities.</p> <p>Projects are:</p> <ul style="list-style-type: none"> • Anzac Park Playground Upgrades; • Covered Outdoor Learning Area; • Sensory Garden; and • Glen Innes and Emmaville Aquatic Centre Upgrades. 	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

ED 2.4: Support Skills Development for Existing, Expanding and Emerging Industries

To work in partnership to grow skills development, training and support opportunities for existing, expanding and emerging industries.

ED 2.4.1: Collaborate with TAFE Glen Innes on skill shortages and industry requirements for skills to enable a local skilled workforce to meet industry needs.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.4.1.1	Seek partnership with TAFE Glen Innes as a part of the solution to closing the local Professional Trades and Professional Services skills gaps for our future workforce requirements.	Manager of Economic Development	Progressing	0%	Progress will commence following the development of the Regional Learning System Pilot and the feasibility study being conducted by Attract, Connect, Stay - Glen Innes to expand the workforce attraction and retention model to other future jobs and skills gaps.	Dennis McIntyre
ED 2.4.1.2	Advocate for TAFE Glen Innes to leverage the Highlands Hub online platform and co-working operation to create awareness of TAFE courses and connect with the local community whilst supporting various training initiatives at the Highlands Hub through their networks.	Community and Business Development Officer	Progressing	10%	Highlands HUB officially opened on 14 October having focused on the project management of the build until then - now the focus shifts to operation, local engagement and program development.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.4.1.3	Research the opportunity to build a formal traineeship program to enable staff development and succession planning and to provide opportunities to school-leavers at Council.	Manager of Economic Development	Progressing	15%	This is linked to ED 2.4.2.1 and dependent on the development and funding for the Regional Learning System Pilot.	Dennis McIntyre

ED 2.4.2: Deliver key actions and initiatives from the Glen Innes Severn Council – Future Jobs Growth and local skills Gap Research – Workforce Attraction and Retention Strategy

(Subject to Council adoption of the Workforce Attraction and Retention Strategy)

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.4.2.1	Pilot a Regional Learning Systems approach in collaboration providing the right environment and support for the needed connections to evolve and address workforce and skills challenges in the LGA.	Manager of Economic Development	Not Progressing	0%	This action is linked to ED 2.4.2.3. The Regional Learning System project was included in a MANEX report for inclusion in the Stronger Country Communities Fund Round Five (5) however was not endorsed. A proposal has been requested from a consultant to utilise for grant funding opportunities.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.4.2.2	Strengthen the business community, to support its workforce challenges, share information and provide input to the Regional Learning System.	Community and Business Development Officer	Progressing	10%	Highlands HUB officially opened on 14 October having focused on the project management of the build until then - now the focus shifts to operation, local engagement and program development.	Margot Davis
ED 2.4.2.3	Establish a mechanism to lead the development and implementation of the pilot Regional Learning System by ensuring regular communication between Council, business community and education providers in order to develop integrated education, training and employment pathways.	Manager of Economic Development	Progressing	5%	The Highlands HUB digital platform is the mechanism which is being rebuilt following the winding up of Localised the platform developer and leveraged as part of the pilot for the Regional Learning System (RLS).	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.4.2.4	Strengthen local liveability to improve services and infrastructure to ensure that the LGA is an attractive place to live and work leveraging the RAI Toolkit, Strengthening Liveability which includes: 1. Health services; 2. Education services; 3. Cost of living, including cost of housing 4. Amenity; 5. Connection to community; 6. Lifestyle.	Manager of Economic Development	Progressing	50%	A Grow Glen Innes Think Tank (GGITT) was facilitated by Regional Australia Institute (RAI) on 3 August 2022. The workshop report has been received (attached) which will be utilised as a key input into the optimisation of the EDS.	Dennis McIntyre
ED 2.4.2.5	Build pride, advocacy and positivity within our local community through a collaborative marketing ecosystem driven by one purpose.	Community and Business Development Officer	Progressing	10%	Highlands HUB officially opened on 14 October having focused on the project management of the build until then - now the focus shifts to operation, local engagement and program development.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.4.2.6	Showcase the LGA's liveability factors to targeted audiences to ensure they are aware of the opportunities available by marketing, programs and activities to encourage people to MOVE to Glen Innes highlands.	Marketing Assistant	Progressing	50%	The marketing strategy continues to be executed and optimised.	Margot Davis
ED 2.4.2.7	Secure membership in the Regional Activators Alliance in order to partner with Regional Australia Institute on their 'Move to More' campaign and leverage the benefits of the Alliance.	Marketing Assistant	Completed	100%	Membership is secured and leveraged through Manager Economic Development attending the National Regions Rising conference and providing updates to data for the re-launched 'move to more' website and campaign.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

ED 2.5: Support Workforce Attraction and Retention

To work in partnership to support the attraction and retention of a workforce with the required skills to support targeted industry requirements.

ED 2.5.1: Deliver the applicable actions, projects and initiatives from the 2020-2040 Economic Development Strategy and 2020-2025 Action Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.5.1.1	Seek grant funding to facilitate the delivery of a range of local education programs, workshops and initiatives at the Highlands Hub co-working space.	Grants Officer	Progressing	50%	Highlands HUB business program have funding under the Bushfire Local Economic Development Support Fund. Highlands HUB Community classes and workshops program have secured \$54,330 EX GST. through the Reconnecting Regional NSW Community Events Program grant application submitted on 14 July 2022.	Margot Davis
ED 2.5.1.2	Advocate for a local mentoring program to address the lower levels of high school completion rates and to cultivate their human network and improve their future socio-economic capital.	Manager of Economic Development	Progressing	10%	Delivering the Regional Learning System as part of the Workforce Attraction and Retention Strategy delivery will advocate for and uncover pathways and programs that will address the lower levels of high school completion rates. Through the Highlands Hub we are seeking opportunities for youth innovation programs and educational opportunities to bring to high school students in their latter years.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.5.1.3	Facilitate a detailed study into the outflow of people moving to the area in order to create incentives to stem the outflow and retain families, investigating the link between occupation types leaving and industry services local demand	Manager of Economic Development	Progressing	5%	There is no Operational Budget Allocation to conduct this study, however MED has reached out to UNE on 28 September 2022 for potential alignment with either student or facility projects that may assist in delivering this action.	Dennis McIntyre
ED 2.5.1.4	Seek State &/or Federal assistance to fund the 'Local Jobs Program' / Regional Learning System.	Grants Officer	Progressing	10%	Grant funding is being sought to develop the Regional Learning System which is expected to cost ~\$35,000.	Margot Davis
ED 2.5.1.5	Provide opportunity through the Highlands Hub programs and initiatives to provide a pathway for high-school and university leavers to consider remaining in the LGA, starting a business and contributing to local economic prosperity.	Community and Business Development Officer	Progressing	10%	Highlands HUB officially opened on 14 October having focused on the project management of the build until then - now the focus shifts to operation, local engagement and program development.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.5.1.6	Support local businesses to promote Glen Innes Highlands as a great place to live and work and create a solution to monitor in and out migration.	Community and Business Development Officer	Progressing	10%	A Workforce Attraction and Retention Strategy workshop will be delivered at the Highlands HUB to encourage the increase of apprenticeships and work opportunities. The Regional Learning System development will contribute to this action also when completed, as will the request to UNE SRI for recommendations around a detailed by the UNE.	Margot Davis
ED 2.5.1.7	Investigate and recommend how the 'Clean Jobs Plan' can assist in building our local economy whilst tackling climate change and creating more local job opportunities.	Manager of Economic Development	Progressing	25%	MED is reviewing the Clean Jobs Plan and it's twelve (12) Practical Stimulus Options to provide a report to Council on the opportunities and actions required to convert those opportunities in alignment with Council's CSP, DP and OP.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

ED 2.6: Optimise Returns from Council Trading Enterprises

To operate Council's trading enterprises with an optimum profit returned to Council after full cost attribution.

ED 2.6.1: Deliver the Glen Innes Saleyards Services to a break-even or profitable level.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.6.1.1	Implement measures to ensure the Glen Innes Saleyards breaks-even or creates a profit.	Saleyards Supervisor	Progressing	55%	The Saleyards expression of Interest to lease or purchase has been placed on Tender Link for consideration, submissions are to be received by 14 October 2022. This will allow Council to determine a way forward for the Saleyards to break-even or be profitable.	Kane Duke
ED 2.6.1.2	Monitor the Glen Innes Saleyards to ensure a break-even or profit is achieved; if not achieved determine the ongoing viability of and strategy for the Glen Innes Saleyards.	General Manager	Progressing	50%	A report was provided to Council on the previous five-years as a comparative analysis on the costs to Council of running the saleyards. Council decided to put the yards out to Tender for lease or sale.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

ED 2.6.2: If Item ED 2.6.1 is not being delivered, determine the ongoing viability of and strategy for the Glen Innes Saleyards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.6.2.1	If Item ED 2.6.1 is not being delivered, determine the ongoing viability of and strategy for the Glen Innes Saleyards.	General Manager	Progressing	50%	Council have put the Saleyards out to Tender for lease or sale. Results of that Tender will be known in Q2.	Dennis McIntyre

ED 2.6.3: Deliver the program of services at Glen Innes Aggregates to optimise returns including gravel extraction and crushing, material testing, retail and wholesale marketing and customer relations whilst adhering strictly to mine safety management.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.6.3.1	Maintain adequate supplies of unsealed road gravel at various locations around the local government area to facilitate gravel road re-sheeting.	Quarry Manager	Progressing	70%	Due to weather conditions over the last 12 months demand for this material has been very high. Ongoing rain events and storms have also impacted the stockpiles causing the material to be not suitable to put straight onto the road network because of the moisture penetrating into the material. Winter conditions do not provide enough drying time but hopefully as the weather improves drying time will allow re-sheeting and road repairs to recommence.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.6.3.2	Return a profit of at least \$500,000 from the Glen Innes Aggregates business unit to provide funding for ongoing management of the road network.	Quarry Manager	Progressing	25%	Over the last three months the quarry has been in a transitional state as we moved from the old office / weigh bridge to the new office / weighbridge. This has also seen some problems with invoicing and reporting of our financial position due to programs moving from Practical to Open Office.	Keith Appleby

ED 2.6.4: Deliver the key actions and initiatives from the Economic Development Strategy 2020-2040 and Action Plan 2020-2025 relating to ED 2.6 Optimise Returns from Council Trading Enterprises.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.6.4.1	Operate the Highland Business & Community Hub incorporating programs and initiatives to drive local socio-economic prosperity and support social enterprise.	Community and Business Development Officer	Progressing	10%	Highlands HUB officially opened on 14 October having focused on the project management of the build until then - now the focus shifts to operation, local engagement and program development.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
ED 2.6.4.2	Secure funding to build and deliver the pilot 'Tourism Itinerary & Packages Platform' as an opportunity for Council to create a new business unit that generates additional revenue to Council.	Manager of Economic Development	Progressing	25%	A Councillor workshop was conducted on 14 July 2022 following the Economic Development Councillor Induction Session. MED has updated the Operating Model in preparation for a report to Council's October or November Council Meeting.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

3: Infrastructure Management

IM 3: Fit for Purpose Public Infrastructure - that is designed, constructed and appropriately maintained, to keep our community and visitors, connected, safe and able to access the amenities and services they require

IM 3.1: Construct or renew capital works projects and programs to quality, time and budget

To design, quality assure, schedule, cash flow and construct, fully accessible capital works projects and programs for each asset class to agreed asset management policies, standards, time and budget.

IM 3.1.1: Implement Capital Roads Infrastructure works according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.1.1.1	Implement and complete the Capital Works Program for the 2022/2023 financial year.	Manager of Infrastructure Delivery	Progressing	15%	Projects completed include Nine Mile Road re-sheet, Lang St/Furacabad Road rehabilitation, and sealing of Strathbogie/Gordons Rd. Progress has been delayed as crews have been diverted to natural disaster recovery.	Keith Appleby

IM 3.1.2: Implement Capital Bridge infrastructure works according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.1.2.1	Implement and complete all planned Capital Bridge Infrastructure works for the 2022/2023 financial year.	Manager of Infrastructure Delivery	Progressing	5%	Planning is well progressed, however flood events have delayed the commencement of construction on these projects.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.1.3: Maintain an engineering oversight and customer service delivery function.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.1.3.1	Oversee the design and construction of the New England Rail Trail - Glen Innes to Ben Lomond stage	Director of Infrastructure Services	Not Progressing	0%	This project requires review following the passing of legislation and the introduction of new guidelines for the development of rail trails in NSW. The project is not within the guidelines in its current form.	Dennis McIntyre
IM 3.1.3.2	Oversee construction of the grant-funded Glen Innes Highlands Skywalk	Director of Infrastructure Services	Progressing	5%	Tenders were called for the project. Council resolved not to accept tenders and proceed to explore alternate options for delivery, and request a further extension of time from the funding body.	Dennis McIntyre

IM 3.1.4: Implement the Infrastructure Backlog Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.1.4.1	Implement the Infrastructure Backlog Management Plan and review as necessary.	Manager of Asset Services	Progressing	25%	The Infrastructure Backlog Management Plan source data has been reviewed against the 2022 sealed road data collected by external contractors ARRB Pty Ltd.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.1.5: Maintain a Survey and Design and Road Safety customer service delivery function.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.1.5.1	Arrange for the newly constructed and newly sealed roads to be design for all required signage and shape correction.	Manager of Infrastructure Delivery	Progressing	25%	Design is underway for stage 2 of the Bald Nob Road upgrade.	Keith Appleby

IM 3.1.6: Pursue Grant Funding opportunities where viable, considering lifetime costs.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.1.6.1	Pursue Grant Funding opportunities where viable, considering lifetime costs.	Director of Infrastructure Services	Progressing	25%	Grant funding opportunities are reviewed against planned projects as they arise. Staff are currently progressing an application for Essential Public Asset restoration of various roads including significant works on Pinkett Road. An application has been lodged under Round 4 of the Fixing Local Roads program for the rehabilitation of Red Range Road from Buddee Street to the Beady Waters.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

IM 3.1.7: Assess need for Open Spaces and Parks and Gardens assets construction or renewal.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.1.7.1	Carry out an audit to access any further requirements of street furniture in the LGA either to renew or to be constructed.	Manager of Recreation and Open Spaces	Progressing	10%	MROS will be liaising with the assets team on this audit as some work has already been carried out by that department.	Kane Duke

IM 3.2: Maintain Council's infrastructure assets to adopted standards, time and budget

To maintain Council's infrastructure assets for each infrastructure asset class, to agreed asset management policies, design standards, time and budget in accordance with approved, costed, prioritised and time -lined Maintenance Schedules.

IM 3.2.1: Implement Maintenance infrastructure works according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.1.1	Review the performance of maintenance works against the adopted levels of service and identify areas for improvement. Monitor and track progress of maintenance works.	Manager of Infrastructure Delivery	Not Progressing	0%	The extreme workload created by natural disaster recovery has reduced the ability to perform routine monitoring of normal maintenance works.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.2.2: Provide adequate plant and fleet levels for excellence in service delivery.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.2.1	Provide adequate plant and fleet levels for excellence in service delivery.	Manager of Asset Services	Progressing	25%	Items of plant have been procured including a flail mower attachment, mini-excavator and three light vehicles.	Keith Appleby

IM 3.2.3: Maintain and/or further develop advanced Asset Management Plans across all asset classes.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.3.1	Create an Asset Management Plan for all Council buildings.	Manager of Regulatory and Planning Services	Progressing	50%	An asset management plan has been adopted by Council on 23 June 2022. Council's Building Maintenance Officer is undertaking a program in accordance with the adopted documentation.	Kane Duke

IM 3.2.4: Implement an advanced Building Asset Maintenance Program.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.4.1	Implement maintenance tasks in accordance with the maintenance program and allocated budget.	Manager of Regulatory and Planning Services	Progressing	25%	Maintenance tasks are implemented in accordance with the allocated budget and level of priority.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

IM 3.2.5: Deliver Property Management and Geographic Information System (GIS) internal customer service functions.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.5.1	Deliver Property Management and Geographic Information System (GIS) internal customer service functions.	Manager of Asset Services	Progressing	25%	The property officer has delivered property management services including management of leases and crown land management plan preparation. Council's Geographic Information System (GIS) is utilised to support the asset management, development assessment and property functions.	Keith Appleby

IM 3.2.6: Deliver Best Practice Road Management Functions.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.6.1	Coordinate periodic inspections of Council's road network to identify defects and prioritise repairs using a risk management approach, and for the purpose of monitoring changes in the condition of network assets.	Manager of Infrastructure Delivery	Progressing	25%	Routine inspections of the road network have occurred after each natural disaster event to record and prioritise damage.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.2.7: Monitor the street lighting maintenance program within Glen Innes and the villages.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.7.1	Monitor the street lighting program within Glen Innes and the villages.	Personal Assistant - Director Development, Planning and Regulatory Services	Progressing	25%	Street light reports from Essential Energy are received and reviewed on a monthly basis.	Keith Appleby

IM 3.2.8: Deliver a Rural Addressing Register Customer Service Function.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.8.1	Manage the delivery of the grant-funded Rural Address Signage Project	Manager of Asset Services	Not Progressing	0%	This item has not commenced.	Keith Appleby

IM 3.2.9: Implement the Asset Management Plan for footpaths and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.9.1	Implement the Asset Management Plan for footpaths.	Manager of Infrastructure Delivery	Progressing	25%	Footpaths are maintained and renewed in accordance with the service levels identified in Council's asset management plan. Works have been completed adjacent to the dentist surgery in Meade St to provide access.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.2.10: Implement the Bridges Asset Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.10.1	Complete all works identified in the asset management plan for bridges in the 2022/23 financial year.	Manager of Infrastructure Delivery	Progressing	10%	Works have progressed on the Shannon Vale bridge over the Mann River. Other projects have been delayed by flood impacts.	Keith Appleby

IM 3.2.11: Implement the Buildings and Other Structures Asset Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.11.1	Create a buildings and other structures management plan and implement actions as budget permits.	Manager of Regulatory and Planning Services	Progressing	20%	An asset management plan has been adopted by Council on 23 June 2022. Council's Building Maintenance Officer is undertaking a program in accordance with the adopted documentation.	Kane Duke

IM 3.2.12: Implement the Plant and Fleet Asset Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.12.1	Implement the Plant and Fleet Asset management Plan and review as necessary.	Manager of Asset Services	Progressing	25%	The Plant and Fleet Asset Management Plan has been implemented through the purchase of new plant, and the ongoing maintenance of existing plant.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.2.13: Implement the Urban Drainage Asset Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.13.1	Implement the Urban Drainage Asset Management Plan and review as necessary.	Manager of Asset Services	Not Progressing	0%	No urban drainage renewal works have been able to be progressed due to seasonal conditions.	Keith Appleby

IM 3.2.14: Implement the Roads Asset Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.14.1	Implement the Roads asset management plan for the 2022/2023 financial year.	Manager of Infrastructure Delivery	Progressing	15%	The capital renewal of roads, routine maintenance and risk management processes have continued but have been heavily impacted by natural disasters.	Keith Appleby

IM 3.2.15: Implement the Cemetery Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.15.1	That the Cemetery Management Plan is implemented and the areas are maintained as per the adopted plans.	Manager of Recreation and Open Spaces	Progressing	20%	Cemeteries are being maintained with mowing and internments taking priority. Wet Weather is causing issues with the full maintenance schedule being done especially any weed control.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

IM 3.2.16: Develop and implement a plan for Open Spaces and Parks and Gardens assets maintenance.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.16.1	Develop and implement a plan for Open Spaces and Parks and Gardens assets maintenance.	Manager of Recreation and Open Spaces	Progressing	40%	This project has been started and the MROS is endeavouring to get a draft to the Open Spaces Committee, Director and Recreation Staff for feedback and input.	Kane Duke

IM 3.2.17: Deliver Cleaning Services for Council's assets as required and to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.2.17.1	That cleaners maintain areas of responsibility to the adopted service levels.	Manager of Recreation and Open Spaces	Progressing	20%	Some areas have been addressed for issues and are being monitored. All other requirements are being meet.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

IM 3.3: Build Resilience and maintain capability to repair Council's infrastructure assets following extreme weather damage

To work in partnership, to strengthen an appropriate response capability to repair damage caused by extreme weather conditions.

IM 3.3.1: Oversee Emergency Services within the LGA.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.3.1.1	Oversee Emergency Services within the LGA.	Manager of Asset Services	Progressing	25%	The Local Emergency Management function of Council has progressed with a review of Council's recovery action plan. A Community Recovery Officer grant funded position has been offered to Council and staff are in the process of preparing recruitment documents with the funding body.	Keith Appleby

IM 3.3.2: Deliver Flood Management and Storm Water Drainage Services to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.3.2.1	Deliver Flood Management and Storm Water Drainage Services to adopted service levels.	Manager of Integrated Water Services	Progressing	20%	Grant funding for a flood management plan building on the existing flood study data has been applied for. Council is awaiting announcement of this funding stream.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.3.3: Implement the Drought Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.3.3.1	Implement the Drought Management Plan and review as necessary.	Manager of Integrated Water Services	Progressing	20%	Council's Drought Management Plan has been reviewed in draft form in preparation for a formal review by Council.	Keith Appleby

IM 3.3.4: Continue the Rural Drainage program.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.3.4.1	Continue the Rural Drainage program.	Manager of Infrastructure Delivery	Progressing	10%	Some drainage renewal works have been able to be completed in conjunction with flood repairs, however natural disaster works have consumed much of the available resources.	Keith Appleby

IM 3.4: Design, maintain, manage and improve water and sewerage services

To ensure that water and sewerage services are designed, implemented and maintained in accordance with the adopted Integrated Water Cycle Management Plan to meet the requirements of the town and villages.

IM 3.4.1: Manage water functions according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.4.1.1	Manage water functions according to adopted service levels.	Manager of Integrated Water Services	Progressing	25%	Council water and wastewater services have been managed in accordance with regulatory requirements.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.4.2: Manage wastewater functions according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.4.2.1	Manage wastewater functions according to adopted service levels.	Manager of Integrated Water Services	Progressing	25%	Council's wastewater services have been managed in accordance with NSW EPA licence conditions.	Keith Appleby

IM 3.4.3: Implement the Water Asset Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.4.3.1	Implement the Water Asset Management Plan and review as necessary.	Manager of Integrated Water Services	Progressing	25%	The automated water meter billing system has been installed and commissioned during the quarter.	Keith Appleby

IM 3.4.4: Implement the Sewer Asset Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.4.4.1	Implement the Sewer Asset Management Plan and review as necessary.	Manager of Integrated Water Services	Progressing	25%	The sewer mains relining program has been reviewed in preparation for renewal works.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.4.5: Implement the Integrated Water Cycle Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.4.5.1	Implement the Integrated Water Cycle Management Plan and review as necessary.	Manager of Integrated Water Services	Progressing	10%	NSW Public Works Advisory are progressing the review of the Integrated Water Cycle Management Plan. The issues paper is expected to be delivered by December.	Keith Appleby

IM 3.6: Optimise Underutilised Assets

To work in partnership and across the organisation, to optimise the use of existing public assets (as identified by the Disused Asset Audit) for community and industry purposes.

IM 3.6.1: Continue to investigate options for increased utilisation of the Airport, whilst maintaining current service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.6.1.1	Continue to investigate options for increased utilisation of the Airport, whilst maintaining current service levels.	Manager of Asset Services	Progressing	25%	The draft Airport Master Plan has been placed on public display for comment.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

IM 3.6.2: Implement the Corporate Property Policy

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
IM 3.6.2.1	Implement the Corporate Property Policy	Manager of Asset Services	Progressing	25%	Council has purchased land and buildings formally owned by Essential Energy for the purpose of future development.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

4: Environment Heritage

EH 4: An Appealing Sense of Place - that is protected and preserved, so that our authentic natural and built assets are showcased and enhanced for the enjoyment of all and enriched by new developments

EH 4.1: Land use planning instruments and Policies regulate and support the LGA's Vision and encourage population growth

To revise planning instruments and policies so that population growth, in the LGA is supported with well-planned housing and business investment.

EH 4.1.1: Review and update Planning Documents including the Development Control Plan and the Land Use Strategy.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.1.1.1	Review and update as required the Land Use Strategy, Local Environmental Plan and Development Control Plan as budget permits.	Manager of Regulatory and Planning Services	Progressing	30%	The Land Use Strategy is currently being developed. Once completed the Glen Innes Development Control Plan can be reviewed in line with the proposed changes.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.1.2: Provide Industrial Land availability.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.1.2.1	Implement strategies and update planning documents to assist with providing industrial land within the Local Government Area. Assist and implement industrial land within Glen Innes.	Director Development, Planning and Regulatory Services	Progressing	30%	Glen Innes Severn Council Land Use Strategy is being written that includes consideration for industrial land within the local government area. Council is undertaking a subdivision to create additional industrial land within the Glen Innes area. An electrical upgrade is being undertaken to finalise a five-lot industrial subdivision at Dumaresq Street, Glen Innes.	Dennis McIntyre

EH 4.1.3: Provide Urban and Rural Environmental and Development Planning services to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.1.3.1	Provide assistance to customers for lodgement of Development Applications on the online Eplanning website as required.	Manager of Regulatory and Planning Services	Progressing	25%	Ongoing Council support is being provided to lodge development applications of the E-planning website.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.1.3.2	Provide the opportunity for a weekly Development Assessment Unit meeting to provide developers with the opportunity to discuss proposed developments prior to the lodgement of Development Applications.	Manager of Regulatory and Planning Services	Progressing	25%	A time is set aside every Thursday to assist the community with development enquiries as required.	Kane Duke

EH 4.1.4: Implement the Community Participation Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.1.4.1	Review the Community Participation Plan and update as required.	Manager of Regulatory and Planning Services	Progressing	5%	The MPRS is currently reviewing Community Participation Plan as time permits with conflicting priorities and limited staff.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.2: Support the protection, conservation, enhancement, accessibility and interpretation of the cultural heritage of habitation sites

To work with partners, to encourage, the protection, conservation, enhancement, interpretation and accessibility of Indigenous (as appropriate), European and Asian cultural sites of habitation, streetscapes and public places of significance, as identified in the updated Aboriginal Heritage Study and State and Local Heritage Registers.

EH 4.2.1: Apply for Heritage grant funding to support the maintenance and upgrade of heritage buildings.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.2.1.1	Provide heritage funding for the upgrade and maintenance of heritage listed buildings in the Glen Innes CBD as budgeted. Apply for heritage funding if grants become available.	Manager of Regulatory and Planning Services	Progressing	25%	Heritage agreements are being drafted for two local projects. Applications for funding have been extended due to grant money being unallocated. Continually monitor grants through Heritage NSW for further funding opportunities.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.3: Support the protection, conservation, enhancement accessibility and interpretation of World Heritage National Parks

To work with partners, to encourage, appropriate protection, conservation, enhancement, interpretation and accessibility of the local World Heritage National Parks, including the interpretation of flora, fauna, Indigenous (as appropriate) and European cultural heritage.

EH 4.3.1: Advocate for increased signage and other advertising for the World Heritage listed National Parks within the LGA.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.3.1.1	Consult with National Parks and Wildlife regarding opportunities to increase signage of the National Parks in the LGA.	Tourism and Events Officer	Progressing	20%	Meeting held Wednesday 20 September to discuss Partnerships, Signage audit, new product, unique species, new literature to assist with content build and information for the tourism team to ensure a safe and streamlined National Parks and Wildlife product experience for their visitors. The Visitor Information Centre are scheduling a meeting each quarter.	Margot Davis

Quarterly Review of the 2022/2023 Operational Plan

EH 4.4: Support the protection, conservation, enhancement accessibility and interpretation of Sites of High Conservation Value

To work with partners, to encourage, appropriate protection, conservation, enhancement, interpretation and accessibility of nominated sites of high environmental conservation value including, biodiversity corridors, water tables, waterways and freshwater fish habitats as identified by the NSW Department of Planning Industry and Environment and the NSW Department of Primary Industry and Council.

EH 4.4.1: Deliver an Environmental Management Function and service.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.4.1.1	Provide a weeds management reduction service within the Local Government Area as funds allow.	Manager of Regulatory and Planning Services	Progressing	70%	Council's noxious weed management function has been outsourced to the New England Weeds Authority.	Kane Duke
EH 4.4.1.2	Complete Emissions Reduction Plan and consider implementing actions as budget allows.	Waste and Environmental Management Officer	Completed	100%	The development of Corporate Emissions Reduction Plan (CorERP) has been completed. The plan was submitted for adoption at the Council Meeting on 23 September 2022. Council requested a further review and discussion of this plan at the Councillor Workshop to be held on 8 December 2022. Once adopted, implementation of recommended actions will begin as budget allows.	Kathleen Taminiau

Quarterly Review of the 2022/2023 Operational Plan

EH 4.5: Encourage the community's use of renewable energy in the LGA and reduce Council's carbon footprint and energy costs

To work with partners, to promote the use of renewable energy across the LGA and minimise Council's carbon footprint and energy costs.

EH 4.5.1: Implement the Climate Risk Assessment and Adaptation Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.5.1.1	Implement actions from the Renewable Energy Action Plan as budget allowed. Undertake Emissions Reduction Plan as detailed in the Renewable Energy Action Plan to mitigate the effects of climate change.	Manager of Regulatory and Planning Services	Progressing	60%	The Emissions reduction plan has been completed by 100% Renewables. The plans have been delivered to Council, who have requested additional workshops to be undertaken.	Kane Duke

EH 4.5.2: Implement the Renewable Energy Action Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.5.2.1	Finalise the draft Renewable Energy Action Plan.	Manager of Regulatory and Planning Services	Completed	100%	The Renewable Action Plan was completed on 26 February 2020.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.6: Encourage waste minimisation and recycling and regulate waste management practices to protect the environment

To work with partners, to manage waste minimisation and recycling and regulate the communities waste management practices to protect the environment, whilst reducing Council's own waste generation and management practices.

EH 4.6.1: Deliver Waste and Recycling Services to the Community to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.6.1.1	Provide a waste and recycling service throughout the Local Government Area.	Manager of Regulatory and Planning Services	Progressing	40%	A waste collection service has been contracted to JR Richards and the recycling service has been contracted to Glen Industries to provide these services to the community. Any enquiries are addressed in accordance with Council's Customer Services Standards.	Kane Duke

EH 4.6.2: Investigate the expansion of the existing landfill.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.6.2.1	Investigate options to expand the existing landfill.	Manager of Regulatory and Planning Services	Progressing	40%	A Councillor workshop was undertaken on the 13 October 2022 to discuss expansion of the existing landfill. A landfill feasibility study was undertaken on 24 October 2008. Council is undertaking investigations regarding obtaining further studies for the suitability of expanding the existing landfill.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.6.3: Review and implement the Landfill Environmental Management Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.6.3.1	Operate and implement actions at the Glen Innes Landfill in accordance with the Landfill Environmental Management Plan.	Manager of Regulatory and Planning Services	Progressing	25%	The landfill's have been operating in accordance with the Landfill Environmental Management Plans.	Kane Duke

EH 4.6.4: Implement initiatives to decrease contamination levels in recycling, increase recycling diversion rates to minimise waste going into the landfill, and to promote a waste education and recycling program.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.6.4.1	Monitor contamination in the recycling service monthly to reduce diversion rates into the landfill. Provide an ongoing waste education and recycling program in conjunction with the New England Regional Waste Group.	Manager of Regulatory and Planning Services	Progressing	25%	JR Richards are currently auditing kerbside collection contamination. The Glen Innes Severn Council are continuing to provide an ongoing waste education and recycling program.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.7: Support Weed Management and Control

To work with partners, to support weed management control and regulate the community's weed management practices, in waterways, landscapes, habitats and corridors across the LGA.

EH 4.7.1: Provide a noxious weed management function and service and continue to maintain environmental weed control on "high Conservation Value" roadsides.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.7.1.1	Provide a service to control noxious weeds on "High Conservation Value" areas on the roadside corridor within 10km of Glen Innes.	Manager of Regulatory and Planning Services	Progressing	60%	Council's noxious weed management function has been outsourced to the New England Weeds Authority.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.8: Strengthen Resilience to the Negative Impacts of Extreme Weather

To work with partners to prepare for and lessen the catastrophic impacts, including hazard and flood mitigation from extreme weather and natural disasters on our built and natural environments.

EH 4.8.1: Convert priority roads from unsealed to sealed surface as funding allows to mitigate storm erosion and maintenance issues during drought.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.8.1.1	Convert priority roads from unsealed to sealed surface as funding allows to mitigate storm erosion and maintenance issues during drought.	Manager of Infrastructure Delivery	Progressing	30%	Strathbogie Road and Gordon's Road have been sealed with a graded aggregate seal.	Keith Appleby

EH 4.8.2: Improve drainage to reduce road pavement damage during future storm events.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.8.2.1	Improve drainage to reduce road pavement damage during future storm events.	Manager of Infrastructure Delivery	Progressing	5%	While some drainage upgrades have been undertaken staff have mainly been diverted from planned works to natural disaster recovery works.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

EH 4.9: Regulatory Services are provided to support the health, safety and wellbeing of the community.

To ensure that regulatory services are provided in compliance with and in the spirit of relevant legislation and are aimed at providing a benefit to the wellbeing of the community.

EH 4.9.1: Provide Building Control services to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.9.1.1	Issue construction certificates and complying development certificates in accordance with legislative requirements. Maintain accreditation and continued professional development training. Provide accreditation service to the Glen Innes Severn Council Local Government Area in accordance with legislative requirements.	Manager of Regulatory and Planning Services	Progressing	25%	Construction certificates and complying development certificates are issued in accordance with legislative requirements. Both Building Surveyors have current accreditation and continued professional development training. Provide accreditation service to the Glen Innes Severn Council Local Government Area in accordance with legislative requirements.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.9.2: Provide Food Regulation and Safety services to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.9.2.1	Council to continue to provide a food inspection program in accordance with the NSW Food Authorities Food Regulation.	Manager of Regulatory and Planning Services	Progressing	5%	New mobile food vendors have been inspected in accordance with the NSW Food Authorities Food Regulation. Annual Inspections program will be undertaken in the first six months of the calendar year.	Kane Duke

EH 4.9.3: Provide Regulatory and Public Health Safety services to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.9.3.1	Provide Regulatory and Public Health service to the community in the Local Government Area in accordance with legislative requirements.	Manager of Regulatory and Planning Services	Progressing	25%	An ongoing Regulatory and Public Health service is being provided to the community.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

EH 4.9.4: Provide Town Planning services to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.9.4.1	Provide Town Planning advice to the general public regarding town planning issues. Provide a development assessment service for the Glen Innes Severn Council Local Government area.	Manager of Regulatory and Planning Services	Progressing	30%	A Town Planner has been employed to provide a town planning service to the community. Inspections and any enquiries are undertaken in accordance with Council's Customer Service Standards.	Kane Duke

EH 4.9.5: Provide a companion animals register and Ranger functions to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
EH 4.9.5.1	Update the Companions Animal Register as required and provide a Ranger to administer Companion Animal functions in accordance with Council's Policies and NSW Legislation.	Manager of Regulatory and Planning Services	Progressing	50%	A companions animal register is located on the Office of Local Government website. Council update and maintain this website in accordance with legislative requirements. Any enquiries are undertaken in accordance with Council's customer Service Standards.	Kane Duke

Quarterly Review of the 2022/2023 Operational Plan

5: Council Sustainability, Transparency and Communication

STC 5: Recognised for Local Leadership - that upholds its values and responsibilities, is focused on the community through the custodianship of its assets and empowerment of its employees, to deliver the best value services and projects in partnership with others and within the means of Council

STC 5.1: Maintain the focus, importance and relevance of the CSP

To regularly communicate and consult with the Community, Councillors, Partners and Staff on the importance and progress of the 2022 - 32 Community Strategic Plan and its Delivery Programs and ensure contributing strategies and plans are current with a clear line of sight to all of Council's functions, projects, budgets and performance assessment methodologies.

STC 5.1.1: Deliver the Integrated Planning and Reporting Framework (IPRF) requirements.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.1.1.2	Provide a Q1, Q2, Q3, Q4 and Annual report to Council on the Operational Plan 2022/2023 progress measured against the Delivery Program 2022-2025.	General Manager	Progressing	25%	The first report (Q1) will be provided to Council in November 2022 along with the Annual Report for the 2021/2022 Financial Year. Council, also received an annual and Q4 report for 2021/2022 in August 2022.	Anna Watt
STC 5.1.1.3	Coordinate an Annual Report to Council that is informative and meets legislative compliance requirements.	General Manager	Progressing	15%	Work has commenced on the coordination of the Annual Report. With the MGRCP acting in the role of GM, the EA (Mayor and GM) has been assisting with the coordination of the Annual Report.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.1.1.4	Coordinate the creation of an Annual Operational Plan across Council.	General Manager	Progressing	25%	The 2022/2023 Operational Plan (OP) is in effect. The creation of the 2023/2024 OP will commence in Q3.	Anna Watt

STC 5.1.2: Develop an integrated framework so that budget management responsibility, project delivery, and operational plan delivery are all combined into Council's Performance Management systems through both objective data and a capability framework that has full line of sight to the Delivery Program and Community Strategic Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.1.2.1	Establish a working group to research models of capability frameworks used at other councils. Presenting a report to the Management Executive Team (MANEX) recommending a pathway forward, associated timeline and estimation of implementation costs for Council to achieve Delivery Program STC 5.1.2 prior to June 2025.	Director of Corporate and Community Services	Not Due To Start	0%	This action is not due to start.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

STC 5.2: Councillors and employees demonstrate appropriate Capabilities and Behaviours

To maintain and reinforce, a culture of compliance with the expected behaviours and regulatory requirements for public leaders and officials as articulated in Council's Code of Conduct, Values and Governance Framework.

STC 5.2.1: Deliver a 10-point rating increase through implementation of the Governance Health Check Assessment and Action Plans.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.1.1	Complete a full review of the Enterprise Risk Management System.	General Manager	Progressing	45%	The MGRCP completed the review and the results were presented to the Audit Risk and Improvement Committee. The next steps will be to run workshops to re-baseline the risk register, these workshops will happen in Q3-Q4 2022/2023, as the Manager of Governance, Risk and Corporate Planning will be acting as the Interim General Manager for Q1-Q2.	Anna Watt
STC 5.2.1.2	Develop a Legislative Compliance Register.	General Manager	Progressing	10%	Council has purchased a Legislative Compliance Database and workflow system. Implementation of this system has not begun as the MGRCP is acting in the General Manager Role. Implementation will commence in Q3.	Anna Watt
STC 5.2.1.3	Implement the Pulse Policies and Delegations Register and maintain compliance.	General Manager	Not Due To Start	0%	This software module has been replaced with Reliansys Delegations+ and Monitor Modules. Implementation of Monitor is due to commence in Q2 and Delegations+ in Q3.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.2.2: Formalise the Governance Framework and deliver compliance across all governance areas.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.2.1	Document a Governance Framework and methodology for assessing governance health across the organisation.	General Manager	Progressing	25%	A base framework is in place and formalising this process will commence in Q4.	Anna Watt

STC 5.2.3: Deliver a program of Councillor Inductions and continued Professional Development.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.3.1	Develop a Professional Development Program for all Councillors and implement the program.	General Manager	Progressing	10%	Some programs were offered to the Councillors however no training was conducted in Q1. Training programs will be offered and heavily promoted to Councillors in Q2 and Q3.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.2.4: Implement the Fraud Control Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.4.1	Create an action plan and budget for implementation of the Fraud Control Plan.	General Manager	Progressing	40%	The creation of an Internal Conduct and Performance Management Panel is the framework through which some of the Fraud Control Plan will be implemented as the Fraud Control Officer is an integral member on the Panel. Further actions will be taken toward implementing the Plan when the Interim General Manager returns to his substantive position in Q3.	Anna Watt

STC 5.2.5: Implement the Work Health and Safety Management Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.5.1	Implement all relevant actions in the Work Health and Safety Management Plan.	WHS Coordinator	Progressing	10%	The implementation of WHS Management Plan and action plan has progressed to a review of the action plan from the WHS third party audit by MANEX and StateCover. Once this review is completed and the action plan agreed on by MANEX the WHS Management Plan can be revised and updated ready for implementation in the second quarter of 2022/2023.	Peter Sayers

Quarterly Review of the 2022/2023 Operational Plan

STC 5.2.6: Deliver a Public Interest Disclosure (PID) service within Council in line with legislation.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.6.1	Deliver a Public Interest Disclosure (PID) service within Council in line with legislation.	Director of Corporate and Community Services	Progressing	25%	This service is provided at Council through the Internal Reporting - Public Interest Disclosure Policy. A review of the Policy, procedures and plan will take place in Q3 and Q4 after the Interim General Manager returns to his substantive position.	Dennis McIntyre
STC 5.2.6.2	Implement the Internal Reporting Policy - Public Interest Disclosures (and Procedures) and review as necessary.	General Manager	Progressing	10%	The MGRCP is acting as the GM until Q3. When he is back in his substantive position a review of the Policy and development of procedures and a plan to implement other aspects of the Policy, such as training will commence.	Anna Watt

STC 5.2.7: Deliver ICT administrative support services across Council to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.7.1	Maintain an ICT helpdesk support service that is responsive to Council's and employees' needs.	Manager of Administration and Human Resources	Progressing	25%	Council's ICT helpdesk service continues to function well, with all issues addressed and potential improvements adopted.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.2.8: Provide a Records Management Function in accordance with relevant legislation.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.8.1	Review Council's Records Management Strategic / Operational Plan to ensure that it is current, meets Council's needs and is compliant with relevant record keeping standards.	Records Supervisor	Progressing	80%	The draft Records Management / Operational Plan is currently being revised and updated and is close to completion.	Peter Sayers
STC 5.2.8.2	Research alternatives to Council's ECM Records management program and develop a proposal to replace or upgrade it.	Records Supervisor	Progressing	10%	The Records Supervisor has investigated other Local Government councils using SharePoint as the Records Management database. The Records Supervisor intends to network to select a suitable and amenable council to arrange a personal visit and demonstration. This will be in early 2023.	Peter Sayers

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.8.3	Research the digitisation and long-term storage of State Records and other high value hardcopy records and develop a plan to manage them.	Records Supervisor	Progressing	15%	The Records Supervisor has contacted various councils to ascertain if they have undertaken digitisation projects. An indicative quotation has also been obtained for the digitisation of Council's 291 Minute Books. The quoted price of \$55,000 will require a budget allocation in order to proceed. NSW State Archives requires digitisation of NSW Local Government documents to take place within NSW. The Planning section is also investigating the digitisation of Planning documents.	Peter Sayers

STC 5.2.9: Implement the Privacy Management Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.9.1	Review the Privacy Management Plan and Framework implementation within Council.	General Manager	Not Due To Start	0%	This will commence in Q3.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.2.10: Implement the Enterprise Risk Management Framework and Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.2.10.1	Report Half Yearly to the Audit Risk and Improvement Committee on the implementation of the Enterprise Risk Management system.	General Manager	Progressing	50%	The ARIC have been presented with a plan on the review and implementation of the revised system. A follow up report will be provided at the March 2023 ARIC meeting.	Anna Watt
STC 5.2.10.2	Report Quarterly to MANEX on the implementation and management of the Enterprise Risk Management System (ERM).	General Manager	Progressing	25%	MANEX have viewed a presentation of the ERM review by the Acting Manager of Governance, Risk and Corporate Planning. Due to the MGRCP acting as GM, these reports will be put on hold until Q3.	Anna Watt

STC 5.3: Councillors and staff uphold budget and financial accountability

To maintain budgeting and financial management disciplines required to establish and adjust the longer term and annual budget forecasts so that managers of functional cost centres and projects are held accountable for their delivery.

STC 5.3.1: Provide financial and budget compliance reporting to Council and the community.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.1.1	Deliver financial and budget compliance reporting to Council and the community.	Chief Financial Officer	Progressing	25%	Monthly reports (Investments and Borrowings) are submitted to Council along with Quarterly Budget Reviews to provide financial and budget updates to Council and the Community.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.1.2	Implement Project Jigsaw and create new operating procedures to ensure financial and budget compliance.	Chief Financial Officer	Progressing	25%	Project Jigsaw continues to be implemented, however has issues with Finance reporting still to be resolved. Quarterly update reports on Project Jigsaw are submitted to Council for its information.	Anna Watt

STC 5.3.2: Ensure Council meets its Tax compliance requirements.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.2.1	Implement Project Jigsaw and create new operating procedures for tax compliance.	Financial Accountant	Progressing	25%	Project Jigsaw has been implemented. The new operating procedures for tax compliance will be drafted in the following quarters.	Anna Watt
STC 5.3.2.2	Ensure Council meets its tax compliance requirements.	Financial Accountant	Progressing	20%	On target and continuing, there has been opportunity for minor items to have been missed, due to not having a CFO, MA, FA. However, this will be reviewed and if anything found addressed in Q2 and Q3 when staff positions are filled.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.3.3: Deliver Rates notification and collection services to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.3.1	Implement Project Jigsaw and create new operating procedures for Rates.	Financial Accountant	Progressing	20%	Project Jigsaw has been implemented. The new operating procedures for rates have been started and will be finalised in the following quarters.	Anna Watt
STC 5.3.3.2	Deliver Rates notification and collection services to adopted customer service standards.	Financial Accountant	Progressing	15%	On track with regards delivering the first rates instalment; the implementation of Project Jigsaw / Open Office has caused some delays and problems with regards accessing current financial information and status; however, these are being addressed.	Anna Watt

STC 5.3.4: Deliver an Accounts Payable service to adopted customer service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.4.1	Implement Project Jigsaw and create new operating procedures for Accounts Payable.	Chief Financial Officer	Progressing	25%	Project Jigsaw continues to be implemented with a few minor issues with Finance reporting still to be resolved. Quarterly update reports on Project Jigsaw are submitted to Council for its information. Operating Procedures are being created as staff are able.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.4.2	Deliver an Accounts Payable service to adopted customer service levels.	Management Accountant	Progressing	25%	The Accounts Payable function is working well and there have been no complaints.	Anna Watt

STC 5.3.5: Deliver an Accounts Receivable service to adopted customer service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.5.1	Implement Project Jigsaw and create new operating procedures for Accounts Receivable.	Chief Financial Officer	Progressing	10%	Project Jigsaw continues to be implemented; there are issues with Finance reporting still to be resolved. This project will await further direction from the new CFO.	Anna Watt
STC 5.3.5.2	Deliver an Accounts Receivable service to adopted customer service levels	Financial Accountant	Progressing	20%	The Accounts Receivable function is working well and there have been no complaints.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.3.6: Implement the Long Term Financial Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.6.1	Review and implement the Long Term Financial Plan (LTFP) using the newly purchased LG Solutions LTFP software template. Map the Open Office chart of accounts to the LTFP software.	Chief Financial Officer	Not Due To Start	0%	This project will be started in Q2 when the new CFO and Management Accountant have started and the Financial Accountant has returned from leave.	Anna Watt

STC 5.3.7: Provide an Audit Risk and Improvement Committee in line with the Office of Local Government Risk Management Framework and Internal Audit Guidelines and ensure it has sufficiently resourced secretariat support to function optimally.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.7.1	Continue to provide an Audit, Risk and Improvement Committee (ARIC) with a minimum of four (4) meetings annually and ensure secretarial support is provided to the committee.	General Manager	Progressing	25%	The ARIC is continuing to meet each quarter with a new Internal Auditor due to commence work in Q2. Next meeting will be held on 2 December 2022.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.3.8: Provide an Independent Internal Audit Function in line with the Office of Local Government Risk Management Framework and Internal Audit Guidelines.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.3.8.1	Continue to provide an Independent Internal Audit Function.	Director of Corporate and Community Services	Progressing	25%	Council have established a shared Internal Audit Function with Tamworth Regional Council (TRC) with the signed Internal Audit Service Agreement sent to TRC on 20 September 2022.	Dennis McIntyre

STC 5.4: Responsible custodianship of the community's assets

To ensure appropriate policies and standards for the management of Council's assets which optimises their use, leverages optimal resources from partners and commercial activities and maintains their upkeep, whilst balancing competing priorities in keeping with Community aspirations, known risks and Council's financial means.

STC 5.4.1: Provide a Corporate Property Management service to oversee Council property assets.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.1.1	Provide a Corporate Property Management service to oversee Council property assets.	Manager of Asset Services	Progressing	25%	A property officer role has been in place to oversee Council property assets.	Keith Appleby

Quarterly Review of the 2022/2023 Operational Plan

STC 5.4.2: Ensure Council's Investment and Borrowings Policies and practices meet the requirements of STC 5.4 Responsible custodianship of the community's assets.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.2.1	Ensure Council's Investment and Borrowings Policies and practices meet the requirements of STC 5.4 Responsible custodianship of the community's assets.	Financial Accountant	Progressing	25%	Council's Investment and Borrowings Policies and practices are meeting the requirements of STC 5.4 Responsible custodianship of the community's assets. Further investments are needing to be made; however, ability has been limited to administer during Q1 not having a CFO, MA and FA.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.4.3: Provide a centralised, standardised and regulated Procurement service across Council to adopted customer service levels, with procurement policies and guidelines in compliance with the Fraud Control Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.3.1	Provide a centralised, standardised and regulated Procurement service across Council; that meets adopted customer service levels, is within the Procurement Policies and Guidelines in compliance with the Fraud Control Plan.	Management Accountant	Progressing	15%	A centralised and continuously improving Procurement services is delivered across Council, the additional work created by the implementation of Project Jigsaw / Open Office has distracted Procurement and Stores staff.	Anna Watt
STC 5.4.3.2	Implement Project Jigsaw and create new operating procedures for procurement and inventory, and train staff in the revised system procurement procedures.	Chief Financial Officer	Progressing	10%	Project Jigsaw continues to be implemented; there are issues with Finance reporting still to be resolved. This project will await further direction from the new CFO. Relevant staff have been trained in required areas of procurement and inventory. Operating Procedures are being created as staff availability allows.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.3.3	Implement ArcBlue and create new operating procedures for procurement and train staff in the revised system procurement procedures.	Management Accountant	Not Due To Start	0%	This will be started after the completed implementation of Project Jigsaw / Open Office.	Anna Watt

STC 5.4.4: Provide a Stores service that provides efficiencies to Council Operations.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.4.1	Provide a stores service that provides efficiencies to Council operations.	Management Accountant	Progressing	25%	A Stores service is delivered across Council, the additional work created by the implementation of Project Jigsaw / Open Office has distracted Procurement and Stores staff during Q1.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.4.5: Seek funding opportunities to assist in offsetting annual operational plan expenditure, whilst considering the whole of life costs of any new asset acquisition or development.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.5.1	Provide a part time Grants Officer position to administrate the application of grants for Council.	Manager of Economic Development	Progressing	25%	Richard Quinn is the Grants Officer appointed.	Dennis McIntyre

STC 5.4.6: Ensure risk management practices are employed across Council including acquiring adequate insurance cover.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.6.1	Coordinate the Statewide Mutual Continuous Improvement Pathway (CIP) across Council.	General Manager	Progressing	25%	Notification for which CIPs are required and identified who should complete them has been provided with a follow up reminder. The CIP worksheets are due by the end of October 2022.	Anna Watt
STC 5.4.6.2	Coordinate the annual Insurance renewal questionnaires, organise budgets and ensure Council is adequately insured.	General Manager	Progressing	50%	Insurance Renewals have been completed for the 2022/2023 Financial Year. The renewal questionnaires and budgeting for 2023/2024 Financial Year will commence in Q3.	Anna Watt
STC 5.4.6.3	Review the Business Continuity Plan.	General Manager	Completed	100%	The Business Continuity Plan has been reviewed and endorsed by both the ARIC and Council.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.4.7: Provide a viable plan to co-locate the Church Street and Town Hall offices.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.4.7.1	Create a viable plan to consolidate Council's administrative offices into a single building.	General Manager	Progressing	25%	A meeting was held with the Minister for Transport, the Hon Sam Faraway, the Hon Adam Marshall, MANEX, the Mayor and the Deputy Mayor to discuss the option of the Transport Offices on the corner of Ferguson and Grey Streets. A walk through was held and a letter was sent to Mr Faraway for further follow up after the meeting. Council expects to receive some more information on this option in Q2.	Dennis McIntyre

STC 5.5: Enhance an ethos of customer service

To enhance a customer service ethos across all of Council's internal and external service functions, by establishing a range of customer satisfaction measures, to be used for service improvement and performance assessment methodology.

STC 5.5.1: Deliver (Town Hall) Customer Service functions to adopted customer service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.5.1.1	Deliver (Town Hall) Customer Service functions to adopted customer service levels.	Financial Accountant	Progressing	25%	Town Hall Customer Service functions are delivered with no complaints, the transition to becoming cashless was successful.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.5.2: Deliver (Church Street) Customer Service functions to adopted customer service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.5.2.1	Deliver (Church Street) Customer Service functions to adopted customer service levels.	Manager of Regulatory and Planning Services	Progressing	25%	Progressing.	Kane Duke

STC 5.5.3: Deliver a Complaints Management Service to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.5.3.1	Continue to provide oversight and advice on complaints management (including Code of Conduct and Unreasonable Complainant Conduct management) throughout Council.	General Manager	Progressing	50%	A complaints and grievance framework is in place and is functioning as part of the day-to-day business. The Interim General Manager has put in place an Internal Conduct and Performance Management Panel to ensure a rigorous, fair and robust complaints management is in place. The Panel has met twice in the quarter.	Anna Watt
STC 5.5.3.2	Review the Complaints Management Policy and Procedures, and the Code of Conducts and Procedures.	General Manager	Not Due To Start	0%	Due to the MGRCP acting as GM, this has been put on hold. The Code of Conduct will be reviewed in Q2 and the Complaints Management Policy in Q3.	Anna Watt

 Quarterly Review of the 2022/2023 Operational Plan

STC 5.5.4: Implement the Continuous Improvement Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.5.4.1	Document an action plan for promoting the Continuous Improvement Plan and raising awareness of continuous improvement opportunities and initiatives throughout the organisation.	General Manager	Progressing	10%	Some areas of Council have continuous improvement registers in place. Creating an action plan from Council's CIP will not commence until Q4 due to the MGRCP being in an Acting GM position.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.5.5: Implement the Communication Strategy and Action Plans.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.5.5.1	Provide regular, timely media releases on topical issues as they arise to ensure the community is well informed.	Media and Communications Officer	Progressing	60%	Information is sent to the media after each Council meeting (Minutes Summary and use of OUR COUNCIL feature in GIE) for key information. For issues that merit additional media, specific subject media releases are generated. At this stage there could be more use of media releases, however Council should be mindful of generating these when the media doesn't use them. More use of the radio media could be beneficial but is subject to the availability of this medium locally.	Dennis McIntyre
STC 5.5.5.2	Develop the new Council website to go live as an integrated central digital hub with linkages to all areas of Council.	Media and Communications Officer	Progressing	95%	This action is almost complete with the project team remaining on target throughout the project to deliver a go live date of 24 October 2022. After the go live date the website will require ongoing work such as training administrator staff, promoting use of the website to all staff and ongoing updating and refinement of content. Additionally, the Engagement HQ (community engagement program) will be activated from March 2023.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.5.5.3	Focus on using Council's Facebook site as a communication tool to update the community.	Media and Communications Officer	Progressing	85%	Facebook continues to work exceptionally well for Council by any social media metrics. Using it for quick good news grabs may effect even more improvement for how the community perceives Council if used intelligently. Ensuring key core business information is posted onto Facebook requires all areas of Council to improve their communication tasks.	Dennis McIntyre
STC 5.5.5.4	Provide at least four (4) quarterly resident newsletters during the year.	Media and Communications Officer	Progressing	60%	This is on target for four newsletters by June 2023. Due to cost and resources, and the availability of local media and other Council platforms, output of the resident newsletter should be governed by the need to communicate information to the community by this means. The resident newsletter should continue to be produced whenever there is a need to produce an edition based on the information which should be communicated.	Dennis McIntyre

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.5.5.5	Provide better access, utility and value to Council's communication to the community by using a diverse media mix.	Media and Communications Officer	Progressing	85%	This continues to be achieved with the continuation of local media, successful social media, printed products, radio interviews, and developing a new state-of-the-art website. There should not be additional social media such as Instagram introduced without additional staff resources and without an evidenced case showing pros and cons. Council needs to improve timely core Council business information access to the community - the new website should assist.	Dennis McIntyre
STC 5.5.5.6	Research and develop new communication products including digital and non-digital to diversify and value-add to Council's communication opportunities.	Media and Communications Officer	Progressing	70%	The emphasis has been on developing the new website as the key fundamental digital tool - a significant change over many years. This big project has required much time input from the skeleton staff. Council should focus on maximising the new website first. Council has to also decide whether to commit more staff to media and communication in order to produce more products and avenues for communication vis-a-vis the size of the LGA, the budget and a cost/benefit analysis.	Dennis McIntyre

 Quarterly Review of the 2022/2023 Operational Plan

STC 5.6: Deliver best value services

To develop a methodology and train and empower staff to undertake a rolling program of best value service reviews across Council's services, designed to improve customer service and efficiencies, using staff involvement, customer service data, process analysis, cost data, and innovation.

STC 5.6.1: Develop and deliver a program of service reviews.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.6.1.1	Undertake education in the new requirements under the IP&R Guidelines for Service Reviews and report to MANEX on what is expected and how these service reviews can be structured, including estimation of cost so that a plan of service reviews may be created.	General Manager	Progressing	25%	Some action has commenced in this regard with a service review of the Aquatic Centres underway.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.7: Recruit, empower, assess and develop employees whilst maintaining accountability

To develop a consistently applied capability framework and training program, for all people managers and their staff, which supports recruitment, performance management, staff development and an empowered culture of accountability.

STC 5.7.1: Implement the Workforce Strategy and Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.7.1.1	Implement all relevant actions in the Workforce Management Strategy and Plan.	Manager of Administration and Human Resources	Progressing	15%	All actions set out in the Workforce Management Strategy for the current year that require a budget allocation have had one created. Not a great deal of progress on individual items has been achieved during the first quarter; however, all items will be completed as the year progresses.	Anna Watt

STC 5.7.2: Staff training and development is integrated into the performance management framework and is visibly connected to a "line of sight" in delivering the Community Strategic Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.7.2.1	Develop a Corporate Training Plan and training resources that have "line of sight" in delivering the Community Strategic Plan.	Human Resources Officer (Payroll)	Not Progressing	0%	The 2023/2024 training plan is not due for completion until the 3rd quarter. It will be developed in consultation with staff and with reference to the Community Strategic Plan.	Peter Sayers

Quarterly Review of the 2022/2023 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.7.2.2	Become a Child Safe Council by implementing the NSW Child Safe Standards and demonstrating leadership in Child Safe Strategies across the LGA.	Manager of Community Services	Progressing	20%	The MCS has researched the legislative requirements and methods adopted by other councils. The requirement extends across all Council areas and includes role modeling Child Safety to the greater community. The initial phase of the Action will involve a Child Safe Policy for Council, the writing of same has commenced.	Anna Watt

STC 5.7.3: Deliver a Human Resources function to adopted customer service standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.7.3.1	Maintain a Human Resources function in accordance with adopted customer service standards.	Manager of Administration and Human Resources	Progressing	25%	At this stage, no specific service level agreements have been created; however, the HR function is constantly being tweaked to make it more responsive to customer needs. Online systems have been introduced for recruitment, onboarding, performance management, employees exits and other HR functions, to streamline processes and make them more responsive, and complaints or perceived shortcomings are addressed when they arise.	Anna Watt

Quarterly Review of the 2022/2023 Operational Plan

STC 5.8: Information Technology Systems are integrated, resilient and support customer service and efficiency

To ensure Council's Information technology architecture and systems are fit for operational requirements (including remote staff access), interoperable, reliable, recoverable in the event of a disaster and support customer service, performance reporting and service improvement.

STC 5.8.1: Deliver the Information Communications Technology (ICT) Strategic Plan and review as necessary.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.8.1.1	Implement all relevant actions in the Information Communications Technology (ICT) Strategic Plan.	Manager of Administration and Human Resources	Progressing	25%	All actions set out in the ICT Strategic Plan for the current year have had a budget item created (where necessary) and work has begun on implementing them. Not a great deal has been achieved during the first quarter; however, all items are on track to be completed as the year progresses.	Anna Watt

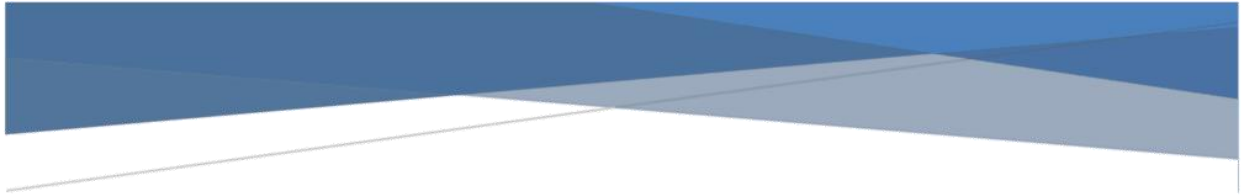
Quarterly Review of the 2022/2023 Operational Plan

STC 5.9: Collaborate with partners to deliver the Community Strategic Plan's Goals and Priorities

To engage with local representatives, government ministers and agencies, private and not for profit sector partners, who are critical to the successful implementation of the Community Strategic Plan; to understand their views and seek their commitment to its implementation.

STC 5.9.1: Engage with local representatives, government ministers and agencies, private and not for profit sector partners, who are critical to the successful implementation of the Community Strategic Plan; to understand their views and seek their commitment to its implementation.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Authorising Officer
STC 5.9.1.1	Provide support connection and access through Highlands Business & Community Hub to improve leadership, growth and employment outcomes as well as reduce local economic leakage and promote local partnerships and collaborations.	Manager of Economic Development	Progressing	25%	The Highlands Hub was opened on 26 September 2022. Programs are being scheduled in partnership with Humble Hub Pty Ltd - Ian Mason. Linked to ED 2.1.1.4 MED is collaborating with UNE SRI on a joint grant application to the 'Accelerating Regional Innovation Fund' for the 'Inland Innovators' Project - a letter of support was provided on 21 September 2022.	Dennis McIntyre



Draft Customer Service Standards

Item 7.8

Annexure A

DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		MANAGER OF ADMINISTRATION AND HUMAN RESOURCES CHIEF FINANCIAL OFFICER			
REVIEWED BY:		MANAGEMENT EXECUTIVE TEAM (MANEX)			
REVIEW DUE DATE:		October 2025			
VERSION NUMBER:		5			
DOCUMENT NUMBER:		N/A			
VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
5	27/10/2022	TBC	Updated in line with the new policy template. Changes surrounding cash facilities with some now cashless. Updates to reflect changes in processes following the upgraded phone system and automated call attendant.	Personal Assistant (DCCS)	Council
4	23/05/2019	13.05/19	No significant changes.	Manager of Administration and Human Resources	Council
3	17/12/2015	5.12/15	Alterations to place emphasis on internal and external service standards being equal. Change to references for public amenities to align with inclusivity legislation. Inclusion of implementation / communication section and variation and review section to align with policy template.	Manager of Administration and Human Resources	Council

Note: Document Control continued at Appendix A.....
General Manager.....
Date

ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

PURPOSE

The purpose of the standards are to:

- Provide a set of guidelines for staff to follow to ensure a high level of customer service is provided; and
- Provide uniformity on messaging from Council staff when delivering customer service (whether during work or periods of leave through an out of office message).

APPLICABILITY

This policy applies to:

- All Council staff.

OUTCOMES

These customer service standards were created for employees to follow to ensure that the quality of service to all of our customers meets or exceeds their expectations. The requirement for high standards of customer service extends equally to both external and internal customers, including all other Council employees, elected members, volunteers and contractors.

ROLES AND RESPONSIBILITIES

These Standards will be communicated to all new staff as part of their induction program. Revised versions of the Standards that contain significant changes will be communicated to all relevant staff by the ~~Administration and Human Resources Section~~ Chief Financial Officer / Finance Department. New versions that contain only minor or inconsequential changes will be distributed to managers for highlighting at team meetings.

Customer service is everyone's responsibility, not just those who staff the front information desk(s).

Each time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our customers – whether they are ratepayers, residents, visitors, people working in the Glen Innes Severn area, people working with our staff on a project, or other Council employees.

~~All new employees will be introduced to these standards as part of their induction program, and~~ Council will continue to provide customer service training opportunities for employees so that all staff understand the value of customer service as well as the importance of following Council's approved standards.

POLICY STATEMENT

Standards Covering all Customer Interactions

Customers have a right to expect:

- Courtesy, respect, honesty and professionalism; and
- That the Council staff member will listen to their request or question, ask for clarification if necessary, and provide complete, knowledgeable, accurate and precise information regarding their enquiry, within the staff member's capacity to do so.

Staff members of Council have a right to expect:

- That customers will extend mutual courtesy and respect in their dealings with Council employees.

The staff member will make a reasonable effort to provide information about the Council and, as appropriate, other outside agencies related to his / her department or section's functions.

Telephone / Voicemail / Email

~~Council has implemented an automated call attendant service for its main contact number to direct customers to the area they wish to contact.~~

Customers have a right to expect that:

- Telephones will be answered promptly – where ~~practicable~~ possible within four (4) rings (each department is responsible for making arrangements to ensure the telephone is answered during business hours);
- A person, not voicemail, will answer the main number at each worksite during business hours;
- All incoming telephone calls from external sources will be answered with ~~the a~~ consistent greeting ~~as agreed by the relevant Manager. "Glen Innes Severn Council, (section / function name), this is (first name), how may I assist you?"~~ For example, ~~Glen Innes Severn Council, Children's Services, this is John, how may I assist you?"~~;

- Staff will:
 - answer calls courteously;
 - listen to and understand the nature of requests before transferring a call; and
 - inform callers of the name of the person they are being transferred to and that person's position title or work section.
- Calls will be answered and returned in the order received or by priority / urgency;
- If a call is unable to be attended to immediately, the caller will be given the option to be put on hold or have their call returned at a later time;
- If a caller is on hold for an extended period of time, periodic updates will be provided;
- If a call comes during interdepartmental telephone coverage, staff will explain that they are covering for a different department and offer to take a message or transfer the call to voicemail;
- Staff will, when transferring a call, provide the call recipient with details of the caller's name, organisation, and other relevant details;
- ~~If a transferred call is unanswered, the staff member transferring the call will provide the caller with the option to leave a message, go to the call recipient's voicemail, contact a mobile number / email address;~~
- Staff will transfer calls using the "consult then transfer" option to transfer a call. Prior to transferring the call the staff member will ask the caller if they are happy for their call to go to the recipient's voicemail. If not, the unanswered call will be retrieved and the customer will be provided with other available options for dealing with their enquiry.
- Callers will receive acknowledgements of their voicemail messages within 24 hours on regular working days;
- Outgoing voicemail messages will be kept current and voicemail messages at answering stations will be changed on days that the Council is closed;
- Staff will give their full name; position title; organisation, ~~department or section name; telephone number; and other relevant details~~ when creating a voicemail message;
- Where ~~practicable possible~~, voicemail messages left on fixed line telephones and mobile phones will be consistent for both types of device;
- Where ~~practicable possible~~, voicemail messages will give at least one (1) optional telephone number to call;
- If a staff member is on leave for more than one (1) day, their calls / enquiries will be redirected to an alternative contact. This may be done by out of office email message, transfer / redirection of calls / emails, voicemail message or other appropriate means;
- If a staff member is on unplanned sick leave of more than two (2) days, his or her supervisor will organise appropriate changes to out of office email messages and voicemail messages; and

- Out of office email messages and voicemail messages left while a staff member is on leave will include an intended date of return.

Meetings

Customers have a right to expect that:

- Where **practicable possible**, they will be given a minimum of two (2) days advance notice of meetings;
- Meeting notifications contain accurate information (date, time, place, point of contact, telephone number and directions);
- They will be informed of scheduled changes or cancellations prior to the meeting;
- Agendas will be available and distributed in advance of meetings;
- Meetings will start on time and end on time;
- Meetings will be organised, run efficiently (proper equipment and handouts), and conducted in a professional manner;
- Security will be provided at meetings involving sensitive issues as determined by the department head and / or facilitator; and
- Meeting notices will be removed after a meeting has been completed and the venue returned to a clean and neat state.

Public Amenities

Customers have a right to expect:

- Properly maintained facilities, which are sanitary, completely operational, fully stocked and supplied, accessible, adequate to needs, and inclusive to people who have a disability;*
- Appropriate and timely responses to identified problems at a facility; and
- Hours of regular operation will be posted and observed.

** Note: Disability accessible public amenities are available within the Local Government Area; however, not all amenities are presently deemed "accessible".*

Money / Currency Transactions

Customers have a right to expect:

- User-friendly accounts / statements;
- ~~That the Some~~ Council **premises is are prepared able** to accept daily monetary transactions;
- Financial transactions are recorded accurately;

- That accounts may be paid by **cash**, cheque, credit card, BPay, Postbillpay, **or** direct deposit **or cash where it is available***; and
- A receipt or verification of transaction will be provided.

**Council's Town Hall Office and Glen Innes Landfill facilities have become cashless, and other sites may become cashless. Australia Post outlets accept cash for certain types of payments for those customers who wish to pay with cash and are unable to do so at Council premises.*

Written Correspondence

(Including letters, memoranda **and** emails **and faxes**)

Refer also to the Glen Innes Severn Council Correspondence Guidelines

Customers have a right to expect:

- Written correspondence formatted to Council's standards;
- That information regarding their enquiries is complete, accurate and precise;
- A timely response to their request or an interim communication explaining the delay. A timely response for internal email is within 2 (two) business days and for letters and external business email, within five (5) business days;
- All emails will contain a signature block including: the staff member's name, title, department, Glen Innes Severn Council, address, telephone number **fax-number** and email address;
- Emails sent to a large group of external recipients will be blind carbon copied to maintain confidentiality; and
- ~~Fax cover sheets that are legible and include name, telephone number and department of the sender and the name and fax number of the receiver.~~

In Person

Customers have a right to expect:

- A timely and courteous acknowledgement, such as eye contact (where culturally appropriate) or a positive indication that the staff member is aware of their presence, especially if the staff member is on the telephone or with another customer;
- That if there is a person at a counter and the phone rings, the staff member will excuse him / herself, answer the telephone, ask the caller if they prefer to be put on hold or have their call returned, and then continue to assist the initial customer; and
- That each main information counter will be staffed during business hours or, if staff members are unavailable, there will be signage referring them to the appropriate department.

In Person Contacts with Field Personnel

Customers have a right to expect:

- That when a resident approaches a Council employee who is doing work in the field, whenever possible, the staff member will attempt to answer the question if it pertains to the employee's duties and is not of a private or confidential nature. If the employee cannot answer the question and it is related to their duties, the staff member will offer the option to the resident of contacting the supervisor; and
- If a question pertains to an area outside of the employee's scope of duties or department, the employee will explain it is outside of the scope of their duties and will provide the resident with a "helpful numbers to call card". This will provide the resident with the correct information they need to contact the department that can answer their question.

LEGISLATION AND SUPPORTING DOCUMENTS

Relevant Council Policies and Procedures include:

- Complaints Policy;
- Customer Requests and Complaint Procedure;
- Glen Innes Severn Council Correspondence Guidelines;
- Unreasonable Complaints Policy; and
- Unreasonable Complaints Guidelines.

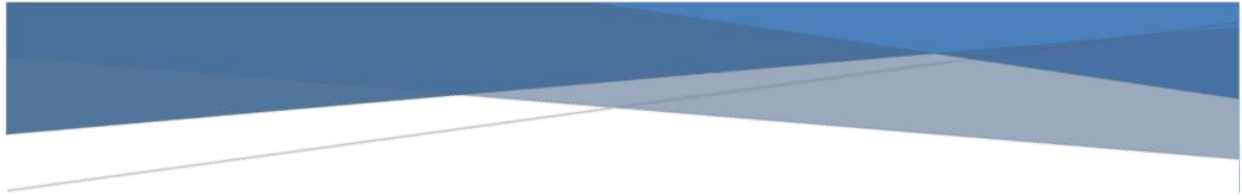
VARIATION AND REVIEW

~~These Standards will be reviewed every three (3) years or earlier if required. Council reserves the right to vary or revoke these Standards at its discretion.~~

The Customer Service Standards will be reviewed every three (3) years, or earlier if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of the Policy does not expire on the review date, but will continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.

Appendix A**Document Control Continued**

PREVIOUS VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	REVIEW / SIGN OFF:
2	20/12/2012	8.12/12	Standard telephone greeting and voicemail message was amended. Supervisors are required to organise changes to out of office email messages and voicemails for staff on unexpected leave of more than two (2) days. Out of office email messages and voicemail messages to include intended date of return.	Manager of Administration and Human Resources	Council
1	27/08/2009	11.08/09	New document	Manager of Administration and Human Resources	Council



Draft

**Glen Innes Severn Council
Volunteer Policy**

DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		MANAGER OF COMMUNITY SERVICES			
REVIEWED BY:		Council			
REVIEW DUE DATE:		November 2025			
VERSION NUMBER:		3.0			
DOCUMENT NUMBER:		N/A			
VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
3	24/11/2022	TBC	Adoption of Volunteer Policy	Manager of Community Services	Council
2	25/07/2019	12.07/19	Adoption of Volunteer Policy	Manager of Community Services	Council
1	17/12/2015	9.12/15	Adoption of Volunteer Policy	Manager of Community Services	Council

Note: Document Control continued at Appendix A

.....
General Manager

.....
Date

ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

PURPOSE

The purpose of this policy is to:

- To recognise the valuable assistance provided by Volunteers;
- To ensure volunteers have work that is safe, significant, fulfilling, and appreciated;
- To ensure that all volunteers are treated with respect and gratitude for their contribution;
- To provide overall guidance and direction to volunteers, currently engaged in volunteer work across all areas of Council (Tourism and Events, Life Choices - Support Services, Children, Youth and Family Services, and the Library Learning Centre);
- To enable volunteers to contribute to their community;
- To enable volunteers to utilise their individual skills and contributions to the service;
- To provide the opportunity for the development of new skills;
- To provide guidance in recruiting and where necessary termination of volunteer services;
- To enhance the range of services available across all sectors of Council; and
- To allow for wider community participation in various Council Services.

APPLICABILITY

This policy applies to all official, active, and future volunteers within Glen Innes Severn Council.

OUTCOMES

Glen Innes Severn Council will encourage and provide opportunities for people to connect and participate in the community through meaningful and relevant volunteer roles. Volunteers make an invaluable contribution to the community through a diverse range of activities and programs. This Policy provides a framework for a relationship between Council and Volunteers that promotes community participation and assistance.

1. To recognise the valuable assistance provided by Volunteers;
2. To ensure volunteers have work that is safe, significant, fulfilling, and appreciated;
3. To ensure that all volunteers are treated with respect and gratitude for their contribution;

4. To provide overall guidance and direction to volunteers, currently engaged in volunteer work across all areas of Council (Tourism and Events, Life Choices - Support Services, Children, Youth and Family Services, and the Library Learning Centre);
5. To enable volunteers to contribute to their community;
6. To enable volunteers to utilise their individual skills and contributions when volunteering with Council;
7. To provide the opportunity for the development of new skills;
8. To provide guidance in recruiting and where necessary termination of volunteer services;
9. To enhance the range of services available across all sectors of Council; and
10. To allow for wider community participation in various Council Services.

ROLES AND RESPONSIBILITIES

Each Department Manager of Council, where volunteers are engaged, will be responsible for organising the recruitment, training, induction, and supervision of volunteers. Whilst the manager may assign supervisors to work with volunteers, the overarching responsibility to ensure that each volunteer is trained and capable of fulfilling his or her functions adequately, will remain with the Department Manager.

Council's Managers and Supervisors will be provided with a copy of the Volunteer Policy and will communicate the Policy and the Volunteer Handbook to all relevant staff and volunteers. Managers will be provided with copies of the Fair Work Ombudsman's Unpaid Work Fact Sheet for their information so as to ensure volunteers are undertaking genuine unpaid work.

This Policy will be promoted on Council's social media pages in order to inform the community and the Policy, Volunteer Handbook and Volunteer Application Forms will be available on Council's website.

DEFINITIONS

- 1) Volunteering means individuals who:
 - Benefit the community and themselves;
 - Provide services of their own free will and without coercion;
 - Do not receive any monetary reward or payment; and
 - Complement, but do not replace or threaten the livelihood of paid workers.
- 2) A Supervisor is the person that a volunteer reports to when volunteering with Council.

POLICY STATEMENT

Community participation: Citizens have the right to volunteer and Council will provide opportunities for members of the community to participate as volunteers in meaningful and relevant roles to enhance and extend Council activities.

Inclusion: Council will ensure its programs and activities meet individual needs, are welcoming of diversity and value the strengths and abilities of all community members.

Identifying and meeting individual needs: All Volunteers' expectations, interests, availability, abilities, skills and knowledge will be taken into account when matching them with a volunteer position.

Strong Volunteer Management Framework: Volunteers will be managed in a structured, organised and professional manner.

Balance of paid employees and volunteers: Volunteers will complement, but not threaten the livelihood of paid workers or replace the services or roles provided by paid Employees.

Mutual benefit: Volunteering remains a mutually beneficial activity for the individual volunteer, the program, the community and the Council.

GENERAL

Glen Innes Severn Council has volunteers involved in a diverse range of activities for a variety of purposes. Procedures for the recruitment, selection, and management of volunteers are outlined in the Glen Innes Severn Council Volunteer Handbook.

Volunteers' Requirements

~~All Volunteers must meet the following criteria to volunteer for Council: A person applying for a voluntary position with Council will need to meet and maintain any specific requirements related to that position such as:~~

- ~~• Complete a satisfactory~~ Satisfactory completion of a National Criminal History check prior to appointment and ~~at least every three (3) years as required~~ thereafter;
- ~~• Volunteers in a prescribed position, in accordance with the Children and Vulnerable Persons policy, will undertake~~ Satisfactory completion of a NSW Working with Children Check (WWCC) and as required thereafter. ~~every five (5) years;~~
- ~~• Volunteers in a prescribed position, will undertake~~ Satisfactory completion of a National Disability Insurance Scheme (NDIS) Worker Screening and as required thereafter. ~~as applicable to the position;~~
- ~~• Volunteers in a prescribed position will, in accordance with relevant Government Department requirements comply with relevant COVID-19 Vaccination status and provide proof of vaccination to the relevant Council Department Manager; Deleted in lieu of the addition of Vaccination Policy~~

- Comply with all relevant policies and legislative requirements; and
- If they have previously volunteered for the Council, have a good volunteer record.

Volunteers' Rights

Volunteers have the right to:

- Receive sufficient and appropriate ongoing training to fully prepare for their role;
- Be kept in touch with any new developments in regard to their role;
- Receive ongoing support and supervision;
- Be heard by their Supervisor or the Volunteer Coordinator if they need to voice any concerns, queries or complaints and have such issues dealt with sensitively and expeditiously;
- Contribute ideas, attend meetings if desired or appropriate, and have their contributions recognised;
- Refuse tasks they believe are unsuitable;
- To be treated as a co-worker by Employees and other volunteers;
- Work in a safe environment;
- Hear positive language and comments about volunteering from Council.

Council's Rights

Council has the right to:

- Negotiate a commitment from a volunteer;
- Refuse the services of volunteers;
- Expect volunteers to adhere to Volunteer policies and procedures; and
- Have Council property and equipment respected.

Volunteers' Responsibilities

Volunteers have the responsibility to:

- Uphold Council's reputation and image in the community and social media;
 - Maintain confidentiality and privacy;
 - Consider volunteering to be a serious commitment;
 - Abide by Council policies, standards and procedures as appropriate;
 - Participate in appropriate training;
 - Give notice as soon as possible of their unavailability;
 - Be reliable and give adequate notice before termination;
 - Report any injury or accident to their Supervisor or the Volunteer Coordinator, immediately or as soon as possible after the event;
-

- Raise issues of concern with their Supervisor or the Volunteer Coordinator as they arise;
- Have respect for others' work time, skills and workplaces;
- Respect and treat the general public, Employees and fellow volunteers in a courteous and respectful manner (as they would like to be treated);
- Remain non-judgmental and refrain from imposing views and standard on others including not speaking on behalf of Council;
- Be committed to working co-operatively as a team member;
- Share information and skills with other volunteers;
- Ask for help when needed;
- Only accept tasks they feel comfortable with;
- Declare any gifts or gratuities to their immediate Supervisor;
- Wear appropriate dress;
- Wear safety clothing when required;
- Read, understand and carry out all duties in accordance with Council's Work Health and Safety Policy and Workplace Discrimination and Bullying / Harassment Policy;
- Maintain a current National Criminal History Record Check, a NSW Working With Children (WWCC) (if working with children and young people), and an NDIS Worker Screening Check as appropriate to the position.
- Report any matter or issue (including where charged with a crime) to the Volunteer Coordinator that impacts on the satisfactory performance of volunteer duties; and
- Volunteers are subject to the provisions of Council's Code of Conduct for Employees.

Council's Responsibilities

Council has the responsibility to:

- Provide a safe work environment including administration of criminal history checks in accordance with legislation requirements;
- Manage volunteers in a structured and professional manner;
- Provide appropriate insurance coverage;
- Provide out of pocket expenses where appropriate and agreed to prior to expenditure;
- Recognise volunteer contributions;
- Promote volunteering in the community;
- Oversee the day to day responsibilities of volunteers at work; and
- Assist with administration requirements outside a volunteer's usual day-to-day responsibilities, such as completing accident and injury forms, or declaring gifts in Council's Gift Register.

WHERE VOLUNTEERS MAY BE ASKED TO PROVIDE ASSISTANCE**Tourism and Events**

Providing customer service assistance at the Visitor Information Centre and community events such as the Australian Celtic Festival, Minerama, and other community events as applicable.

Where a volunteer has been requested to work at an event where an admission fee applies such as the Australian Celtic Festival, the volunteer will be issued with a volunteer pass but will be required to work a minimum of a three (3) hour period on each of the days scheduled to work. On completion of the allotted time the volunteer will be entitled to remain at the event and enjoy the scheduled entertainment.

Life Choices - Support Services

- Helping passengers in transport services;
- Car driving, including transport services or meal delivery;
- Assistance with centre-based or community access activities (as permitted by funding);
- Assistance with specific craft/art/lifestyle activities;
- Administration duties including reception and photocopying;
- Social Support including home visiting;
- Serving meals and cleaning up after meals; and
- Other activities as deemed appropriate.

Library and Learning Centre

- Home Library Service Delivery;
- Fundraising;
- Book Sale;
- Book Covering;
- Guest Speaker Events; and
- Other activities as deemed appropriate.

Youth Services

- Assist with activities for young people at the Youth Centre or in the community;
 - Prepare afternoon snacks and assist to clean up afterwards;
 - Cook a barbecue at the Youth Centre or other organised youth event;
 - Accompany the Youth Worker and youth to specific events outside of Glen Innes;
 - Occasional overnight support may be required for excursions; and
-

- Other activities as deemed appropriate.

Children and Family Services

- Assist with activities for children under the direct supervision of qualified staff; and
- Other activities as deemed appropriate.

LEGISLATION AND SUPPORTING DOCUMENTS

Relevant Legislation, Regulations and Industry Standards include:

- Insurance is provided for all volunteers engaged under this policy. Specific information regarding insurance is available from the Risk Management personnel;
- The National Volunteers Guide.

Relevant Council Policies and Procedures include:

- Code of Conduct for Council Staff;
- Code of Ethics Policy Life Choices - Support Services;
- Work Health and Safety Policy;
- Privacy Policy;
- Australian Celtic Festival Strategic Plan 2021-2025;
- Code of Meeting Practice;
- Complaints Management Policy;
- Customer Service Standards;
- Drug and Alcohol Policy;
- Human Resources Policy Statement Register;
- Smoke Free Work Place Policy;
- Sun Smart and Personal Protective Equipment Policy;
- The National Standards for Volunteer Involvement 2015;
- Work Health and Safety Policy; and
- Workplace Discrimination and Bullying and Harassment Policy;
- Code of Conduct for Council Committee Members, Delegates of Council and Council Advisers;
- **Vaccination Policy.**

VARIATION AND REVIEW

The Glen Innes Severn Council Volunteer Policy will be reviewed every three (3) years, or earlier if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of the Policy does not expire on the review date, but will continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.



GLEN INNES SEVERN COUNCIL

APPLICATION TO PERFORM VOLUNTARY WORK FOR COUNCIL			
Privacy Statement			
<p>The information requested by Council on this form may constitute personal information under the <i>Privacy and Personal Information Protection Act 1998</i>. By completing this form you are giving Council permission to collect and retain your personal details. If you do not wish to provide the information, Council may not be able to consider your application. For more information about volunteering, call Council on 67302300, or visit the website at http://www.gisc.nsw.gov.au/</p>			
PLEASE PRINT DETAILS CLEARLY			
Name:			
Date of Birth:		Male	Female
Address:			
Day Time Telephone:			
Name and contact details of person to be notified in an emergency:			
What days/times are you available:			
Area of Council where you will be volunteering:			
Do you have any special skills or interests e.g. computer skills, languages spoken?			
Do you have any existing medical condition, injury or disability that could affect your work:			YES/NO
If so, please give details:			
Name and phone number of referee:			
I have read Council's policy on volunteers and agree to comply with it (If you do not understand the attached Volunteers' Policy, please speak to your Supervisor).			
Signature of applicant:		Date:	
Council Use Only			
Applicant accepted	YES/NO	Date:	
Supervisor's Name		Signature	
Date Started		Date Finished	
Work Area		Supervisor	
Induction Completed Date		Signature of Trainer	
Duties			

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
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Glen Innes Severn Council Volunteer Confidentiality Agreement

In the course of your volunteer duties with Council you may have access to personal or confidential information. This could include:

- Information about other people (including their names), in receipt of services from or connected with Glen Innes Severn Council;
- Information about other volunteers, such as their contact details or where they live and;
- Information relating to Council business such as a funding application or other plans that you are made aware of through your volunteer role.

This information must not be disclosed to or discussed with any other customer, family, friends, or community members.

Confidentiality exists between Council and the customer. If a customer discloses or advises of intent to, disclose confidential information to volunteers, the volunteer must advise that they will need to pass the information on to their supervisor, they must then document the information and pass it on promptly. This and any other information obtained during a voluntary role, must not be disclosed to anyone else by the volunteer.

Any information and/or photos must not be shared on any form of social media without the appropriate consent of the person and/or their parent (where applicable) in consultation with the relevant Council staff and policies.

Any concerns you have or relevant information you receive in the course of your work must be referred to the relevant Council staff member.

A proven breach of confidentiality is a serious betrayal of trust and may lead to disciplinary action and in some cases dismissal.

In signing this agreement, you acknowledge that you understand your obligation to maintain confidentiality and you agree that you will not obtain, use or disclose information in any way which is contrary to the conditions set out above.

I, (please print your name) _____ have read the above information, accept the conditions as set out in the agreement and agree to be bound by them.

Signature of Volunteer: _____ Date: _____

Signature of Council Staff: _____ Date: _____

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

GLEN INNES SEVERN COUNCIL



VOLUNTEERS' HANDBOOK



Contents	
Introduction	4
Definition of a Volunteer.....	4
Principles of Volunteering	4
Volunteer Program Purpose	4
Roles for Volunteers	5
Rights and Responsibilities of Glen Innes Severn Council.....	5
Rights and Responsibilities of Volunteers.....	5
Recruitment.....	6
Prohibited Employment Declaration	6
Termination of a Volunteer.....	6
Application Form.....	7
Volunteer Database.....	7
Work Health and Safety	7
Council's Responsibility.....	7
Records are kept of attendance, tasks undertaken and information on incidents including near misses.....	8
Volunteers Responsibility	8
Manual Handling.....	8
Training	8
Equal Employment/Volunteering Opportunities.....	9
Volunteering Code of Conduct.....	9
Confidentiality.....	9
Acceptance of Gifts/Benefits.....	9
Conflict of Interest	10
Use of Resources.....	10
Policy and Procedures.....	10
Equitable Treatment of People and Situations.....	10
Duty of Care.....	10
Dress	10
Alcohol and Drugs.....	10
Reporting of Corrupt Conduct	10
Incident Reporting.....	11
Media Protocol.....	11
Privacy and Personal Information Protection Act	11
Insurance	11

2

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Personal Accident Insurance.....	12
Public Liability Insurance	12
Volunteer's Personal Property	12
Smoke Free Policy	12
Use of Council Equipment	12
Use of Council Motor Vehicles.....	13
Fines and Infringements.....	13
Out of Pocket Expenses	13
Recognition of Volunteers.....	13
Grievances Procedure	13
References	14
Annexures.....	14

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3

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Introduction

This Volunteers' Handbook contains a range of information important to your role as a Glen Innes Severn Council Volunteer. It provides a range of information including Council policies, Authorised Statements, WHS and emergency information.

Volunteers may be involved and/or work in areas such as:

- Tourism;
- Recreation;
- Land Care;
- Environment;
- Special Events;
- Art Gallery;
- Library Services;
- Life Choices - Support Services;
- Children and Family Services; and
- Youth Services.

Definition of a Volunteer

A volunteer is considered to be a person who undertakes an activity on behalf of Council either directly or indirectly and is not entitled to an employment contract with Council in regard to that activity. Although there is no direct personal remuneration which could be considered income for the volunteer undertaking the activity, there may be arrangements made for the payment of out of pocket expenses associated with the activity.

Principles of Volunteering

- Volunteering benefits the community and the volunteer;
- Volunteer work is unpaid and always a matter of choice;
- Volunteering is not compulsory to receive pensions or government allowances;
- Volunteering is a legitimate way in which citizens can participate in the activities of their community;
- Volunteering is an activity usually performed in the not for profit or local government sector;
- Volunteering is not a substitute for paid work;
- Volunteering respects the rights, dignity and culture of others;
- Volunteering promotes human rights and equality; and
- Volunteering is an opportunity to learn new skills and meet new people.

Volunteer Program Purpose

Our volunteer program aims to provide volunteers with a sustainable and satisfying level of engagement with community members in our Local Government Area.

4

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Roles for Volunteers

Council and the individual volunteers each have an obligation to ensure that volunteer participation is safe, effective and most of all enjoyable. Volunteers contribute to a range of activities and through their commitment and energy volunteers enrich the fabric of the local community. Volunteers will be recruited in line with the procedures outlined in this manual.

Rights and Responsibilities of Glen Innes Severn Council

- Acknowledge the extent and importance of volunteer contributions;
- Increase awareness both internally and externally of the contribution of volunteers;
- Conduct relevant induction for volunteers;
- Provide information on Council policies and procedures impacting on activities;
- Provide clear operational guidelines for each activity;
- Ensure staff provide open and honest information and respond to concerns and queries;
- Provide clear guidelines on the relationship between staff and volunteers and Councillors;
- Consult on matters that will impact on volunteers participation;
- Provide opportunities to engage in worthwhile activities;
- Regularly review the role of volunteers and volunteer activities;
- Maintain adequate volunteer recruitment processes;
- Maintain Equal Employment Opportunity policies in engaging volunteers;
- Provide a safe working environment;
- Provide relevant insurance cover;
- Provide adequate resources for volunteers to conduct activities in accordance with adopted Management plans and policies;
- Where appropriate, acknowledge and identify the skill levels of individual volunteers;
- Where appropriate, identify and provide opportunities for skill development for individuals;
- Actively promote volunteer and group activities;
- Where appropriate, provide each volunteer with identification whilst undertaking volunteer work; and
- Provide appropriate levels of supervision and on the job training.

Rights and Responsibilities of Volunteers

- Complete the work that was volunteered for and be dependable;
- Work as part of the team;
- Be willing to learn and further develop;
- Follow any guidelines, policies and procedures relevant to the volunteering position;
- To act in a manner that does not undermine Council in the community;
- Ask for help when needed, ask questions when more information is required;
- Accept supervision in the spirit in which it is meant;
- Provide proof of identity to Glen Innes Severn Council;
- Respect the confidentiality of other volunteers, Council employees, Council and others as appropriate;
- Record attendance details in an attendance register, log book or minutes of a meeting for insurance purpose;

5

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

- Where required, undertake a Prohibited Employment Declaration as per the *Child Protection Prohibited Employment Act, 1998*;
- Work within your own physical limits and area of skill;
- Notify your supervisor of any issue relating to work task allocation, which may impact on your participation, for example prior or existing physical restrictions; and
- Attend training as required.
- Complete basic certificates for volunteer requirement (WWC /NDIS WC /NPC /First Aid)

Recruitment

How Volunteers can be recruited

Volunteers will be recruited by completing the Application for Volunteer Work Form, available from Council's website or the relevant section of Council.

Prohibited Employment Declaration

All people looking after children and young people have a responsibility to provide a safe environment for them. Legislation was introduced in New South Wales that affects all people working with children and young people.

- *Commission for Children & Young People Act, 1998*
- *Child Protection (Prohibited Employment) Act 1998*

These laws make up the Working with Children Check, the goal being to create workplaces where children are safe and protected.

The *Child Protection (Prohibited Employment) Act 1998* defines child-related employment as: "any employment that primarily involves direct contact with children where that contact is not directly supervised".

It is the responsibility of those seeking volunteer work that primarily involves direct contact with children where that contact is not directly supervised to:

- Complete a declaration saying whether or not they are a prohibited person when applying for child-related employment; and
- Agree to allow Council to undertake all aspects of the employment screening process, including verification of the Working with Children Check by the Human Resource Officer (Payroll).

It is an offence for a prohibited person to apply for volunteer employment that primarily involves direct contact with children where that contact is not directly supervised. It is therefore the responsibility of a prohibited person not to apply for any such position.

Termination of a Volunteer

In instances of misconduct or breaches to the volunteer responsibilities, the supervisor has the right to dismiss the volunteer. This includes:

- Theft of property or funds;
- Intoxication through alcohol or other substances whilst volunteering;
- Verbal or physical harassment of any other volunteers, clients or staff;
- Disclosure of confidential information regarding the Council and/or customers;
- Breaching any other volunteer responsibilities;
- Malicious damage to Council or community property; and

6

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

- Not working in a safe manner.

Application Form

A volunteer application form is attached to this manual. All volunteers must complete the form prior to the commencement of their volunteer activities. This is to be submitted to the Manager/Supervisor of the Section of Council that is seeking to engage a volunteer. The details on these forms should be entered into the relevant Glen Innes Council volunteer database.

Volunteer Database

A volunteer database has been developed in each section where volunteers are utilised. This ensures that all appropriate information relating to the engagement of volunteers is maintained and all checks are updated as required under legislation (working with people who are older currently requires National Police Certificates to be updated every three (3) years and volunteers Working With Children Checks require updates and verification every five (5) years).

The Director/Manager/Supervisor of each Council Section is responsible for maintaining and updating their relevant area of the Volunteer Database. Information contained in the database is held in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIPA).

Work Health and Safety

Volunteers, whilst not considered to be employees of Council are still owed a statutory duty of care while undertaking activities on behalf of Council, see *Work Health and Safety Act 2011*. Before volunteers are permitted to undertake an activity on behalf of Council a risk assessment of the activity will be undertaken by Council's supervisor / co-ordinator / team leader to ensure the following:

- The activity is suitable for volunteers;
- The activity does not place volunteers at risk to their health and safety;
- The volunteer has the physical capacity to undertake the activity;
- The volunteer has the knowledge and skills required to undertake the activity in a safe manner; and
- A copy of the risk assessment shall be forwarded to Council's WHS Coordinator and filed in **ECM** in the Volunteer Section. In some cases, completion of an online volunteer induction, specific to an event such as the Australian Celtic Festival will be requested.

Council's Responsibility

- When satisfied that the activity is appropriate for volunteers, Council is to ensure the following matters are addressed before the activity is commenced and within agreed timeframes: An induction check list is completed and registered in **ECM**;
- The potential hazards have been identified;
- A risk assessment has been completed and a copy shall be forwarded to Council's WHS Coordinator;
- Consultation has been undertaken with the volunteers regarding safe work methods;
- Appropriate risk management procedures have been developed;
- Volunteers have been provided with information, instruction and training with regard to risk management procedures;
- Any plant or equipment to be used by volunteers is safe;
- There is a system in place for the safe handling, use, storage and transport of plant, equipment or any substances to be used in the activity;
- At the location for the activity there are safe means of entry and exit which are identified to the volunteers;

7

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

- Arrangements are in place for the appropriate monitoring and supervision of the activity; and
- Records are kept of attendance, tasks undertaken and information on incidents including near misses.

Volunteers Responsibility

While undertaking activities on behalf of Council, volunteers have responsibilities for health and safety. In particular volunteers, through their actions or omissions, are not to place themselves or other persons at risk while undertaking Council related activities. Depending upon the nature of the activity the responsibilities for volunteers may include the following:

- Be aware of and follow the approved risk management procedures for the activity; Follow the directions of the person in charge of the activity;
- Use plant or equipment in accordance with the correct procedures;
- Bring to the attention of the appropriate person any matter which could affect the safe undertaking of the activity; and
- Report to the appropriate person as soon as practical any incidents or near misses, which relate to health and safety of the voluntary activity.

Manual Handling

Manual handling results in around one-third of all occupational injuries within the Australian workforce. Please take care in any activity involving manual handling and be aware of the dangers. Manual handling is simply the action of:

- Lifting;
- Pushing;
- Pulling;
- Carrying;
- Lowering;
- Moving;
- Holding; and
- Restraining.

Manual handling is more than simply carrying an object. It can include a wide range of activities that can prove a risk to your health and well-being. It should be noted, injury is not always simply caused by the size of the load but also the method used to lift or move the load.

Always assess any task involving manual handling risk with great care and consider your own stature, strength and that of others in the workplace. For more information on correct Manual Handling Techniques please speak to your supervisor.

Training

Council also has the responsibility to ensure volunteers are provided with appropriate training which, depending on the activity, may include the following:

- WHS induction training;
- Manual handling;
- Traffic control;
- First aid;
- Sharps and sun protection;
- Responding to an emergency;
- Use of communication equipment (where required);
- On the job and/or formal training specific to the activity; and
- On the job training in specific risk management procedures as required.

8

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Equal Employment/Volunteering Opportunities

Glen Innes Severn Council is committed to promoting a working environment that recognises and values the diverse social profile of their volunteers. Council will develop, implement, monitor and evaluate policies and procedures for all volunteers, both existing and potential, that are fair and do not discriminate unlawfully, either directly or indirectly, against any volunteer.

In all policies and practices of Glen Innes Severn Council, there shall be no discrimination or harassment in voluntary employment with regard to:

- Race (including colour, nationality, descent, ethnicity, ethno-religious origin), gender, pregnancy, marital status, disability, sexual preference, age or carers responsibilities.

It is unacceptable for volunteers to make comments to other volunteers, Council employees or members of the public, which are discriminatory with regards to:

- Sexuality or sex;
- Health or marital status;
- Physical or intellectual ability; and
- Race, ethnic or religious background.

Discrimination and/or harassment will not be tolerated. Where instances of discrimination and/or harassment occur, they will be investigated in a confidential manner. If proven, the person responsible will be dismissed from their voluntary engagement.

Volunteering Code of Conduct

Confidentiality

Confidentiality exists between Council and the customer/consumer/NDIS Participant. If a customer/consumer/NDIS Participant discloses/advises of intent to, disclose confidential information to volunteers they must advise that they will need to pass it on to the supervisor, then document the information and pass on promptly. Any information gained in the course of their volunteering must not be disclosed to anyone else by the volunteer. Volunteers will be required to sign a Confidentiality Agreement (attached as an annexure) prior to the commencement of their duties.

Volunteers shall not use confidential information gained through their activities as a volunteer for themselves or for any other person for the purpose of securing a private benefit.

Volunteers shall not disclose private or personal information as defined in the *Privacy and Personal Information Act 1998*.

Acceptance of Gifts/Benefits

Volunteers may accept token gifts (aggregate value less than \$50.00 over a 12 month period) from users of their service as appreciation of a job well done for example chocolates and flowers. Gifts of cash can never be accepted. Gifts may not be accepted when they are more substantial in nature and/or where there is the implication that the Volunteer/someone personally associated with the Volunteer may receive a favour in return.

9

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Conflict of Interest

Volunteers may not use their position to gain profit or advantage. They will be aware of circumstances where a possible conflict of interest may arise and declare it if necessary. In addition to identifying any conflicts of interest, volunteers cannot pursue endeavors that are personal or belong to other roles whilst working in Council Services.

Use of Resources

- Volunteers must not improperly use Council resources;
- Volunteers shall use Council resources effectively and economically; and
- Volunteers shall not use Council property for their own purposes.

Policy and Procedures

Volunteers agree to be bound by relevant policies and procedures of Glen Innes Severn Council applicable to their volunteering position.

Equitable Treatment of People and Situations

- Volunteers shall treat members of the public, Council staff and Councillors fairly and equitably and with respect, courtesy, compassion and sensitivity;
- Volunteers shall not act contrary to any statutory law in their voluntary capacity;
- Volunteers shall not act unreasonably, unjustly, oppressively or in a discriminatory manner; and
- Volunteers shall refrain from any form of conduct, in the performance of their duties, which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct.

Duty of Care

Council has a legal responsibility to provide a duty of care to all volunteers to ensure that they are not exposed to any risk of injury or illness from either the tasks they are undertaking, the equipment they are using or the environment that they are working in.

Dress

To protect persons from UV exposure, volunteers working outdoors will be required to wear long sleeve or three quarter length sleeve shirts with collar, loose fitting long trousers, enclosed footwear, a hat with a broad brim, sun cream and sunglasses. Volunteers working indoors will wear appropriate and sensible clothing and footwear for the activities they may be undertaking.

Alcohol and Drugs

Volunteers are not permitted to drink alcohol or take illegal drugs while they are performing work on behalf of Council, or report for duty when their job performance is likely to be affected by alcohol or illegal drugs.

Reporting of Corrupt Conduct

Council is committed to an ethical workplace and requires volunteers to report corrupt conduct, maladministration or serious and substantial waste of public money.

10

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Incident Reporting

All accidents, incidents, injuries, hazards and near misses must be reported to your Supervisor immediately so that it can be entered into SafeHold (Council's WHS reporting system for staff, paid and unpaid). It is important to report everything no matter how small so we can make improvements to minimise the risk of something similar occurring.

Media Protocol

Volunteers are not permitted to make any comments to the Media on behalf of Council other than where approval has been granted under the *Section 355 Community Committee* of Council. The Media Policy states that the Chairpersons of Community Committees have authority to comment to the media on Committee matters and that Chairpersons of Community Committees shall always strive to portray Council in a positive light.

Any queries for a statement to the media must be referred through your supervisor, to the Media and Communications Officer up to the General Manager or Director of the work activity for permission.

Council also has a Social Media Policy which defines Social Media as: Internet based tools for sharing and discussing information among people. It refers to user-generated information, opinion and other content shared over open digital networks. When using social media Council volunteers should only share official and approved posts already published by Council, ensuring that public confidence in the integrity of local government is upheld.

Privacy and Personal Information Protection Act

Council will obtain personal information from volunteers including names, address, telephone numbers, child protection screening (where applicable) and other contact details. Personal information obtained by Council is governed by the *Privacy and Personal Information Protection Act 1998 (PPIPA)*. This legislation provides direction for the collection, protection, storage, disposal, access and use of personal information by Council.

Council will take all reasonable care to protect personal information from misuse, loss, unauthorised access, modification or disclosure. To ensure that personal information held by Council is current, please notify Council if any of your details change.

Insurance

Insurance policies are in place to cover Council's volunteers. To be covered by Council insurances volunteers:

- Must be aged between 15 - 90 years (those under 16 years must have a parent or guardian sign the registration form);
- It is possible for young people aged between 12 and 16 years to assist with Council run activities on an ad hoc basis for periods of short duration (not extending more than two (2) hours per occasion). The young people will require signed consent from a parent or guardian for the activity and must at all times be directly supervised by their parent or a suitably qualified Council staff member, holding a current Working with Children Check;
- Be registered with Council, by completing an application for volunteers form and have completed an induction specific to the tasks required with their supervisor;
- Please note other family members or friends are not covered under this policy if assisting you with your duties, they must register and meet this criteria;

11

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

- If using your own car, you are required to have your own comprehensive car insurance policy, however, injuries sustained as a result of your voluntary duties will be covered under our personal accident policy. Your comprehensive insurance excess will be covered under Council's insurance policy if the accident is of no fault of your own; and
- If you sustain an injury whilst undertaking your voluntary duties for Council, you are covered under our insurance policy, but you first need to claim from Medicare and your Health Fund (if applicable).

Personal Accident Insurance

Council's personal accident insurance policy covers volunteers whilst performing activities authorised by Council. The insurance also covers volunteers on direct route to and from the authorised event or activity.

It should be noted that the policy only covers volunteers aged between 15 and 90 years. As a result persons outside of this age bracket cannot be engaged in any voluntary activities (other than on an ad hoc basis for periods of short duration, as defined in the second dot point under insurance).

Council will take all reasonable care to ensure that volunteers operate in a safe working environment. Volunteers are required to act in a responsible manner and in accordance with standard operating procedures. Wilfully or deliberately causing injury is not covered by Council's insurance.

Any accident that occurs whilst under the care and control of Council should be reported to the immediate supervisor as soon as possible. A report must be completed by the supervisor and returned to Council's risk management personnel within 24 hours.

Public Liability Insurance

Whilst working under the care and control of Council, volunteers are protected against public liability claims under Council's public liability insurance cover. Council's insurance does not cover incidences where damage has been caused through wilful or deliberate acts.

If damage is caused or an incident arises, the supervisor must be notified immediately and an incident report completed and returned to Council's risk management personnel.

Volunteer's Personal Property

Volunteer's personal items are not covered by Council's insurance whilst undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of any significant value (including jewellery). Council will supply all necessary protective equipment. All attempts should be taken to secure personal items against theft or damage.

Smoke Free Policy

Council has in place a Smoking in the Workplace policy that prohibits smoking in general workplaces and motor vehicles.

Use of Council Equipment

Volunteers may be provided with Council equipment to assist in performing various activities. If a license or qualification is required to operate plant or equipment, a volunteer must provide evidence of such qualification or licence. Training will be provided to ensure that equipment is used correctly and within the guidelines or instructions provided by supervisors.

12

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Damage to Council equipment by volunteers whilst working under the care and control of Council is covered by Council's Property Insurance. Council's policy does not cover any wilful or deliberate damage to Council property. If equipment is damaged, the supervisor must be notified immediately and an incident report completed.

Use of Council Motor Vehicles

Volunteers may be requested to use a Council motor vehicle during the course of performing various activities. The volunteer coordinator must sight and retain a copy of a person's driving licence before allowing them to drive the vehicle.

Damage to a Council vehicle by a volunteer whilst working under the care and control of Council is covered by Council's Motor Vehicle Insurance policy. Council's policy does not cover any wilful or deliberate damage to Council property.

If a motor vehicle is damaged, the supervisor must be notified immediately, and an incident report completed and returned to Council's risk management personnel and registered in **ECM**.

The vehicle etiquette (vehicle log, fuel and cleanliness) must be maintained each time a vehicle is used by a volunteer.

Fines and Infringements

Any court imposed fine or infringements received as a result of the actions or omissions of a volunteer will be the responsibility of the volunteer. They are wholly responsible for payment of such fines and infringements.

They include, but are not limited to:

- Parking;
- Speeding;
- Littering;
- Unpaid tolls and resultant fees; and
- Red light camera.

Out of Pocket Expenses

From time to time, volunteers may need to use their own money to purchase materials or pay fees. Volunteers must have prior approval from their supervisor before they use their own money.

Out of pocket expenses will only be reimbursed if a claim is submitted with proof of payment attached i.e. a tax invoice. The supervisor must sign the claim form and supply a cost number for allocation of the expense.

Recognition of Volunteers

Volunteers are entitled to request a statement of tasks that they have undertaken in their role with Council.

Grievances Procedure

If a volunteer has a grievance about any aspect of their tasks, other volunteers or Council staff, the following process should be followed:

Step 1 - If you feel comfortable to approach the person directly to discuss the issue, do so.

13

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
-------------------	---	-------------------------------	-----------------------------

Step 2 - The volunteer can approach the Supervisor or the Committee Chairperson in the area they are working within for a discussion and advice on how to best resolve the issue. This discussion should be treated as strictly confidential.

Step 3 - If Step 2 does not help resolve the problem, then the issue should be notified to the relevant Manager in writing.

Step 4 - If the matter remains unresolved, the volunteer may request the matter be referred to the Director of the Division or other authorised officer for discussion. A further meeting between all parties shall be held as soon as practicable.

Step 5 - If the matter remains unresolved the General Manager shall provide the volunteer with a written response. The response shall include the reasons for not implementing any proposed remedy.

References

This handbook references or has been informed by the following policies, procedures and information:

- Australian Celtic Festival Strategic Plan 2021-2025 ;
- Code of Conduct;
- Code of Meeting Practice;
- Complaints Management Policy;
- Customer Service Standards;
- Drug and Alcohol Policy;
- Human Resources Policy Statement Register;
- Smoke Free Work Place Policy;
- Sun Smart and Personal Protective Equipment Policy;
- The National Standards for Volunteer Involvement 2015;
- Work Health and Safety Policy;
- Workplace Discrimination and Bullying Harassment Policy; and
- Section 355 Community Committees of Council Manual.


Annexures

- 1) Application for Volunteer Work Form;
- 2) Glen Innes Severn Council Volunteer Confidentiality Agreement.

14

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
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Annexure 1

 GLEN INNES SEVERN COUNCIL			
APPLICATION TO PERFORM VOLUNTARY WORK FOR COUNCIL			
Privacy Statement			
<p>The information requested by Council on this form may constitute personal information under the <i>Privacy and Personal Information Protection Act 1998</i>. By completing this form you are giving Council permission to collect and retain your personal details. If you do not wish to provide the information, Council may not be able to consider your application. For more information about volunteering, call Council on 67302300, or visit the website at http://www.gisc.nsw.gov.au/</p>			
PLEASE PRINT DETAILS CLEARLY			
Name:			
Date of Birth:		Male	Female
Address:			
Day Time Telephone:			
Name and contact details of person to be notified in an emergency:			
What days/times are you available:			
Area of Council where you will be volunteering:			
Do you have any special skills or interests e.g. computer skills, languages spoken?			
Do you have any existing medical condition, injury or disability that could affect your work:			YES/NO
If so, please give details:			
Name and phone number of referee:			
I have read Council's policy on volunteers and agree to comply with it (If you do not understand the attached Volunteers' Policy, please speak to your Supervisor).			
Signature of applicant:		Date	
Council Use Only			
Applicant accepted	YES/NO	Date:	
Supervisor's Name		Signature	
Date Started		Date	
Work Area		Finished	
Induction Completed Date		Supervisor	
Duties		Signature of Trainer	
Reference Number: CS_0003	Version Number: 3.0 Date of Effect: 25/06/2022	Review Date: August 2025	Responsible Officer: MCS
Related Documents: Volunteer Policy, Volunteer Confidentiality Agreement, Volunteer Handbook (other documents noted within) and various Volunteer Role Descriptions.			

15

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
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Annexure 2



Glen Innes Severn Council Volunteer Confidentiality Agreement

In the course of your volunteer duties with Council you may have access to personal or confidential information. This could include:

- Information about other people (including their names), in receipt of services from or connected with Glen Innes Severn Council;
- Information about other volunteers, such as their contact details or where they live and;
- Information relating to Council business such as a funding application or other plans that you are made aware of through your volunteer role.

This information must not be disclosed to or discussed with any other consumers, family, friends or community members.

Confidentiality exists between Council and the consumer. If a customer/consumer discloses /advises of intent to, disclose confidential information to volunteers they must advise that they will need to pass it on to the supervisor, then document the information and pass on promptly. This and any other information gained in the course of their volunteering must not be disclosed to anyone else by the volunteer.

Any information and/or photos must not be shared on any form of social media without the appropriate consent of the person and/or their parent (where applicable) in consultation with the relevant Council staff.

Any concerns you have or relevant information you receive in the course of your work must be referred to the relevant Council staff.

A proven breach of confidentiality is a serious betrayal of trust and may lead to disciplinary action and in some cases dismissal.

In signing this agreement you acknowledge that you understand your obligation to maintain confidentiality and you agree that you will not obtain, use or disclose information in any way which is contrary to the conditions set out above.

I (please print your name) _____ have read the above information, accept the conditions as set out in the agreement and agree to be bound by them.

|

Signature of Volunteer: _____ Date: _____

Signature of Council Staff: _____ Date: _____

Reference Number: CS -0002	Version Number: 2.0 Date of Effect: 31/08/2022	Review Date: August 2025	Responsible Officer: Manager Community Services
Related Documents: Volunteer Policy, Volunteer Handbook, Volunteer Role Description			

16

Reference Number:	Version Number: 1.0 Date of Effect: 24-11-2022	Review Date: November 2025	Responsible Officer: MCS
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Acknowledgement

The Glen Innes Severn Learning Centre's stakeholders acknowledges the traditional Custodians of the land and pays respect to Elders past, present and future. We recognise Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and rich contribution to society.



Mosman Council's Aboriginal Artwork Grant – Project 3

CONTENTS

Library and Learning Centre Manager Summary	4
Glen Innes Severn Public Library	5 – 8
TAFE NSW – Learning Resource Centre	9
University of New England – Study Centre	10
Glen Innes Art Gallery Incorporated	11 – 14
Statistics	15 - 17

LIBRARY LEARNING CENTRE MANAGER'S SUMMARY

The Glen Innes Severn Learning Centre is a shared facility with four (4) major stakeholders who have been working together over the past 18 years to provide cultural and learning opportunities, and services to the Glen Innes Severn community. These stakeholders are the Glen Innes Severn Council, TAFE NSW, the University of New England (UNE), and the Glen Innes Art Gallery Incorporated.

During the 2021/2022 financial year, strong networking, effective communication, and the long existing working relationship has helped to deal with the lingering COVID and Influenza issues within the facility and has led to the continued delivery of core library services, a range of Art Gallery Exhibitions and workshops, and student access to the UNE/TAFE NSW Study Centre.

To effectively manage the Library staffing issues, services and programs were cut, casual staff were brought in to support permanent staff and the Glen Innes Severn Libraries were closed for short periods. This strategy assisted staff members to run the day-to-day operational services but impacted on visitor numbers to all Glen Innes Severn Libraries.

As two (2) new staff members were recruited in May and July, services and programs recommenced and some new services added to the yearly program such as monthly storytelling at the Emmaville Branch Library, the development and introduction of a Library App and Low Sensory Saturdays for children and families with Autism and sensory disabilities.

Other highlights of the year were:

- Eight (8) Art Gallery exhibitions, and three (3) weekend workshops;
- The screening of 25 LIVE streamed author talks with the support of the NSW Public Library Association and the BAD Sydney Crime Writers Festival;
- Participation in the High Country Writer's Festival with a local author and graphic designer, Trish Donald who presented a writer's workshop and read her latest children's book which she has beautifully illustrated;
- International Women's Day with four (4) inspiring local women, and
- The completion of Mosman Council Community Grant – Traditional Aboriginal Burn Etching Artwork.



Kerry Byrne – Manager of Library and Learning Centre

GLEN INNES SEVERN PUBLIC LIBRARY

One of the positives that has come out of the COVID Pandemic has been the networking and collaboration with NSW Public Libraries Association and the BAD Sydney Crime Writer's Festival to deliver LIVE streaming of author interviews to the country and metropolitan Public Libraries.

During August 2021 and through to June 2022, well known Australian and International authors were screened at the Glen Innes Library and links to the events placed on the Library's Facebook for home viewers. Twenty-five award winning authors were screened over the 12 months and included Larissa Behrendt; Charlie Donlea; Paula Hawkin; Tom Keneally; Kyle Perry; Matt Murphy; Karin Slaughter; Ann Cleeves; Costa Georgiadis; David Hunt; Michael Connelly; Fiona McIntosh; Jane Harper; Michael Burge; Ruth McIver; Margaret Hickey; Michael Robotham; Dinuka McKenzie; Lynda La Plante; Dervla McTierna; Arian McKinty; Janet Evanovich; Harlan Coben; Don Winslow, and Mick Herron.

Television screens donated by the Friends of the Library for the Deepwater and Emmaville Branch Libraries allowed access for recorded author talks for locals at the villages.

Collaborative LIVE streaming of author events has continued with the BAD Sydney Crime Writer's Festival for the rest of 2022 and included a fundraiser for the Lismore Public Library.



LIVE online Author Event @ the Library

Mosman Council Community Grant – Traditional Burn Etching Artwork

Council's grant application for the Mosman Council Community Grant 2021/2022 project was approved in late September 2021. The proposed Traditional Burn Etching Artwork Project was coordinated by the Manager of the Library and Learning Centre in conjunction with Glen Innes Family and Youth Support Services and the local Glen Innes Severn youth. The final artworks will be on display in the Glen Innes Art Gallery during October 2022.



Mosman Grant Project - Traditional Burn Etching Artwork.

High Country Writer's Festival – Saturday, 11 December 2021

At the High-Country Writer's Festival on Saturday, 11 December 2021, Trish Donald, a local author and graphic designer, read her book 'Tissywoo and the Worry Monsters'. Trish has published a series of children's books with a social message and a learning tool for children. This session was moderated by a local personality, Amanda Woods who questioned Trish on her writing and publishing skills, insights and experiences.

Following this reading, Trish Donald presented a workshop called 'So, You Wanna Be an Author?' where the participants were able to work on their own book themes, characters and plots.

Library Mobile Application (App)

The Library developed a new Library Mobile App for members to access services via their devices in December 2021 and following a soft launch in December, began promoting the new service in January 2022. Members can check the catalogue to find a resource, reserve a resource online, log into an e-book, e-audio book, or e-newspaper from the comfort of their home or car.

The App can be used to access online information databases and images for school assignments or higher education courses.

International Women's Day (IWD) – Friday, 11 March 2022

At the International Women's Day celebrations on Friday, 11 March 2022, four (4) inspiring local women, Kelly Foran, CEO of Smiling Faces and Helping Hands Foundation, Zaylie and Nicole Hyde from Sweetie Pie's Bake Shop and Cassandra Hill from Mr and Mrs Hill Lighting, were the star attractions for the event. A new component of the event was the conversation session with guest speaker, Zaylie and Nicole Hyde which was enjoyed by the audience.

The audience was entertained by Jasvir Benival who was performing a traditional Indian wedding dance.

Participants enjoyed the individual servings of hot and cold finger food supplied by Sweetie Pie's Bake Shop.

This function was a combined annual event by Community Services and Library Services staff through Council's International Women's Day Committee.



Entertainment - Jasvir Benival Traditional Indian Dance



Anna Watt in conversation with Zaylie and Nicole Hyde.



International Women Day Committee.

Deepwater Library Local Author Morning Tea – Wednesday, 4 May 2022

Deepwater Public Library hosted two (2) local authors, Amanda Woods and Michael Burge who talked about their books and publishing careers at a morning tea on Wednesday, 4 May 2022 from 10.30am until 11.30am. Twenty-two locals attended the event and enjoyed an afternoon tea following the talk.



Deepwater Author Talk with Michael Burge and Amanda Wood

Friends of the Library Committee

The Friends of the Library Committee are a small group of active volunteers. They assist the Library to promote Library services to Glen Innes and village communities; submit grant applications; organise and assist with the weekly Home Library Service deliveries; assist with the Newborn Baby Reading Project and organise and run the Annual Book Sale for additional fundraising.

The Friends of the Library have organised four (4) professional historical magazine covers, an advertising and fashion clothing exhibitions and screenings for the Library over several years which helps the Library to meet the needs of our community and adds variety to the Library programming.



Friends of the Library Annual Celtic Book Sale

TAFE NSW – LEARNING RESOURCE CENTRE

The 2021/2022 financial year focus for the TAFE NSW Library Services team was to increase student engagement, course completion and customer satisfaction. To achieve this library staff provided students with a variety of face to face and online events, activities, and support services to improve their experience with TAFE NSW, allowing them the opportunity to meet new people, build a community of collaboration and provide a safe and inviting place for people to study and relax. With the continuing impact of COVID-19, while some services were able to resume safely face to face, our primary focus continued to be offering services and events in online spaces.

During the year, the TAFE NSW Library Services staff collaborated in the state-wide online chat group using LibChat to keep in contact with staff and students and participated in library team meetings, both face to face and via Microsoft Teams.

Information Literacy Sessions provided by the Library Services team directly supported TAFE NSW staff and students in course completion and engagement. These face to face and online sessions included learner orientations, online book clubs, National Simultaneous Storytime sessions, Mental Health Month wellbeing sessions with libraries and counselling staff, library tours, online and face to face English conversation club sessions, research sessions and technology support. Feedback from participants including delivery staff, of all experiences was positive and encouraging.

The team met for an end of year face to face planning meeting and Christmas lunch in Bingara. It was a great opportunity to get together and spend some time getting to know new members of the team.



TAFE Christmas End of Year Planning Meeting

UNIVERSITY OF NEW ENGLAND

The **University of New England (UNE)** offers flexible learning options to those who wish to study or extend their qualifications within their community, work, or home environment. Computers with internet access, online units, Library facilities and UNE support services, as well as, printer, direct phone line to UNE, along with several video conferencing tutorials are just some of the services available at the UNE Study Centre in Glen Innes. Five (5) UNE students were accessing these services to assist them with their Degree.

These facilities are also being used by TAFE students to support their online or flexible delivery courses at the Glen Innes Campus. Over the last 12 months, two (2) TAFE students have gained access to this facility to enhance their studies.



UNE / TAFE Study Centre open for business

GLEN INNES ART GALLERY INCORPORATED

During the 2021/2022 financial year the Glen Innes Art Gallery has continued to provide a venue for local artists to exhibit their works and offer them for sale by planning exhibitions covering a wide range of artistic interests appealing to artists of all ages and abilities. It also aims to provide an enriching cultural experience for residents, and visitors to the town who view the exhibitions.

The Gallery is managed by a committee of nine people and staffed by volunteers.

In January 2022, the Gallery began monthly Life Drawing Sessions on Saturday afternoons. These sessions were very popular and well attended by local artists. Due to the cold weather, they were discontinued in May. We hope to recommence them later in 2022 once the weather warms up.

The Glen Innes Art Gallery stewarded the 2022 Fine Arts Section of the Glen Innes Show in February. After the Show the Gallery held a two-day Line and Wash Workshop which was tutored by one of the Fine Arts Section judges who had travelled from Brisbane for the events. This workshop was fully booked and very much enjoyed by the attendees and tutor alike.

In March the Gallery held an En Plein Air Session (painting in the outdoors) at one of our artist members' bushland properties. "Art @The Hill" was a very enjoyable day thanks to the efforts of our wonderful hostess.

In preparation for the 2023 Glen Archies Portrait competition the Gallery hosted a "Portraits with Ideas" Weekend Workshop in May. This very popular fully booked workshop provided participants with lots of tips and techniques to help address the challenging art of portrait painting.

Despite the challenges of the COVID pandemic from July 2021 to the end of June 2022 eight of the ten scheduled exhibitions were able to be held with only two exhibitions needing to be cancelled.

Glen Archies 19 July – 13 August

This biennial competitive multimedia portrait exhibition was a great success despite the challenges presented by the increasing intensity of COVID restrictions at the time. A total of 44 entries from 30 exhibitors were received, exhibited in the gallery, and judged by Belinda Hungerford, Manager of Exhibitions and Curatorial at the New England Regional Art Museum. Due to COVID restrictions the 'Glen Archies' Gala Opening could not be held at the Gallery. Instead, a presentation afternoon and judges talk was held at the Services Club. On display at this event were the winning portraits as well as a slide show of all the 2021 Glen Archies entries. This function was well attended and very much appreciated.

Cameron Art Group 30 August – 24 September

This exhibition had to be postponed due to COVID restrictions and lockdowns.

A Time for Colour 11 October – 5 November

This 'Friend of the Gallery' exhibition was a collaboration of works by three artists from afar who have been great supporters of the gallery over the past few years; Karen Munster (formerly of Brisbane), now residing in Glen Innes, Anni Washington from Tenterfield, and Rebecca Conduit of Sandy Flat. A diverse array of 67 artworks, beautiful cards and jewellery were part of the display. Each week 'Meet the Artist' sessions were held where visitors to the gallery had the opportunity to speak with each of the three artists. During some of these sessions Karen Munster set up her paints and easel in the Foyer of the library and worked on her artwork which was of great interest to visitors to the gallery and library alike.

Christmas Exhibition 15 November – 11 December

Once again, the very popular Christmas Exhibition provided the opportunity for 22 local artists and artisans to offer their Christmas themed works for sale. Many locals and visitors took the opportunity to purchase gifts and decorative items which included paintings in all media, woodwork, cards, sculpture, jewellery, wreaths and reindeers.

A fun inclusion this year was the "Letter to Santa" initiative. Visitors to the gallery could write down their wish list from the exhibition works on a Letter to Santa. Their Letter to Santa list could then be given to friends and family to encourage purchases.

High School Exhibition

This exhibition was cancelled due to the disruption to education caused by COVID lockdowns and restrictions.

After the closure of the Christmas Exhibition the Agricultural Research and Advisory Station set up an interesting display of old photographs and signs in the Gallery window to promote their 125 year celebration that was to happen on Australia Day 26 January 2022. This display remained in place while the gallery was closed over the Christmas break and into late January.

Lockdown Life 7 February – 25 February

This exhibition invited our local artists to interpret the effects of COVID and the resultant lockdowns and restrictions on their lifestyle. The results reflected both positive and negative outcomes with themes from gardening, baking and creating to restrictions and loss of freedom demonstrated in the entries.

Beyond the Lawn 7 March – 25 March

'Beyond the Lawn' was a photographic exhibition based on the activities and research of the Australian Garden History Society from Armidale. An exceptional display of 32 photos showcasing some of the historic gardens of the New England area was complemented by a display of vintage garden implements and the sale of fresh and dried flower posies.

Cameron Art Group 11 April – 13 May

The Cameron Art Group formed about 25 years ago after the local TAFE arts courses ceased. Led by the late Marie Kitcher about 12 locals would meet in the Cameron Hall behind a local church (hence the group's name) to paint or draw in a social setting. Currently the Cameron Art Group has 22 members who meet twice a week on a casual basis in that same hall. This exhibition was a beautiful selection of members' 73 artworks including landscapes, animals, still life and portraits in oils, acrylics, watercolours, pastels and pen and wash paintings.

Paddock to Plate 27 May – 24 June

This multimedia exhibition saw 52 entries depicting all manner of food sources and culinary scenes. There was a wide variety of subject matter on show including quirky pigs, stylised chickens, farm animals, still life, traditional landscapes and rural scenes.

Celtic Country Artists 11 June – 29 July

This group exhibition consisted of works from three local artists; Peter Grimes, Raelene Watson, and Mike Gilbert. Peter Grimes showcased his 30 years' experience of Celtic Art with beautiful intricate stylised Celtic designs. Raelene and Mike's works were a lovely mixture of Celtic themed paintings and local scenes.

The Glen Innes Art Gallery Committee is most appreciative of the support of Glen Innes Severn Council and the Manager and staff of the Learning Centre. This support goes a long way to making the Centre a happy and supportive workplace for committee and volunteers.

Karen Munster
President Glen Innes Art Gallery Inc.



"Portraits with Ideas" Weekend Workshop in May 2022



'Friends of the Gallery' – Time of Colour - 11 October – 5 November 2021



Paddock to Plate Exhibition - 28 May – 24 June

STATISTICS

The below tables help to evaluate the impact that COVID has had on the overall total of issues and visitors to the Library over the past two (2) years against a non-COVID year (2018/2019).

Combined with the community's lack of confidence in mixing in groups and public spaces, the Library was closed for two and half months in 2019/2020 and in 2020/2021, there was no Saturday openings for six (6) months.

This financial year (2021/2022) proved to be another COVID year, coupled with the worst Influenza winter in two (2) years. This not only impacted heavily on the community coming to the Library but decimated staff numbers which had already been halved with two (2) vacant Library Assistant positions for the last six months, January until June 2022. To effectively manage the remaining staff numbers; services and programs were cut, and casuals were used to support staff and the remaining services. This strategy while assisting staff also impacted on visitor numbers to the Library.

The below table contains the yearly borrowing or issues totals which includes *Glen Innes Library, TAFE, and Branch Libraries borrowing figures*, and is compared across three years. There has been a steady decline in borrowing in 2019/2020 and again in 2020/2021 during the COVID Pandemic years, however, issues were commencing the increase in 2021/2022 with a six percent improvement on the previous year.

An additional 5,253 e-Resources such as e-Books, e-Audio books, e-magazines, and e-newspapers were borrowed in the 2021/2022 year which is an increase of 1.21 percent compared to 2020/2021 and are not included in these figures.

	2018/2019	2019/2020	2020/2021	2021/2022
Total Items	69,350	61,410	50,414	53,507
Difference in items borrowed		-7,940	10,996	3,093
% Difference in items borrowed		-11%	-18%	6%

	2018/2019	2019/2020	2020/2021	2021/2022
Yearly visitors	36,620	26,552	29,205	23,316
Difference in visitors		-10,068	2,653	5,889
% Difference in visitors		-27%	10%	-20%

The below table displays the complete statistics for 2021/2022 and is compared against the 2020/2021 statistics.

	FINANCIAL YEAR 2020/2021	FINANCIAL YEAR 2021/2022	%+-
ISSUES			
Glen Innes Public	40,374	45,606	12.96%
Branch Library Transfers	7,579	5,896	-22.21%
TAFE	2,898	1,727	-40.41%
TOTAL	50,851	53,229	4.68%
Branch Library Services			
Deepwater	2,625	2,247	-14.40%
Emmaville	4,109	3,673	-10.61%
Glencoe	408	254	-37.75%
TOTAL	7,142	6,174	-13.55%
INCOME			
Internet Printing	\$ 1,779.75	\$ 2,382.45	33.86%
Photocopy/Fax	\$ 621.95	\$ 744.95	19.78%
Coffee Machine	\$ 1,916.90	\$ 1,064.05	-44.49%
Conference Room	\$ 990.10	\$ 1,054.50	6.50%
Inter Library Loan	\$ 60.00	\$ 95.20	58.67%
Other*	\$ 382.75	\$ 14.99	-96.08%
TOTAL	\$ 5,751.45	\$ 5,356.14	-6.87%
<i>*Other includes Replacement of Books and Donation</i>			
Members			
GISC	3,640	3,768	3.52%
Others (outside LGA)	94	101	7.45%
TAFE	169	177	4.73%
TOTAL	3,903	4,046	3.66%
People Counter	29,205	23,316	-20.16%
History Group	9	0	-100.00%
Internet Usage			
Deepwater	131	103	-21.37%
Emmaville	481	149	-69.02%
Public	4,067	3,912	-3.81%
WIFI	1,600	2,051	28.19%
TAFE	3,118	215	-93.10%
TOTAL	9,397	6,430	-31.57%

	FINANCIAL YEAR 2020/2021	FINANCIAL YEAR 2021/2022	%+-
Home Library Service			
Members			
Glen Innes	53	73	37.74%
Deepwater	0	4	
Emmaville	6	7	16.67%
	59	84	42.37%
Issues			
Glen Innes	1,937	6,200	220.08%
Deepwater	115	1,645	1330.43%
Emmaville	1,501	764	-49.10%
	3,553	8,609	142.30%
Art Gallery Visitors	887	900	1.47%
UNE/TNE STUDY CENTRE			
UNE Members	29	5	-82.76%
TAFE Members	2	2	0.00%

Australia Day S355 Community Committee of Glen Innes Severn Council

MINUTES OF ORDINARY MEETING

HELD ON: 7/9/2022

MEETING OPENED: 19:00 (7.00pm)

PRESENT: Jan Lemon, Mahri Koch, Robert Arthur, Kerrie Sturtridge, Peter Haselwood, Lyn Schumacher, Bev Edkins, Richard Edkins, Cr Parsons. Guest: Carol Newberry

APOLOGIES: Kerry Strong, Cr Parry.

Apologies accepted: Moved Kerrie Sturtridge, Seconded Peter Haselwood

CARRIED

Minutes of meeting August 2022: Moved Mahri Koch seconded Kerrie Sturtridge. **CARRIED.**

DECLARATIONS OF CONFLICT OF INTEREST: NIL.

Item No.	Item	Action
1	BUSINESS ARISING:	
1.1	<p>Budget confirmation from Council. Jan: budget is \$5,000. Jan brought in the new medallions for us to see.</p> <p>Cr Parsons asked if the committee would be interested in taking on the presentation of sports awards at the Australia Day ceremony – Sports council is no longer functioning. Jan advised the committee has not been approached.</p> <p>Members suggested we could do it provided we ensure the sports awards are kept brief (Junior and Senior sportsperson) so as not to unduly lengthen the Ceremony.</p> <p>Motion: Kerrie Sturtridge. The Committee promotes INDIVIDUAL Junior (15 and under) as at 26/1/2023), and Senior sportsperson and Contribution to Sport, awards from 2023 Australia Day ceremony.</p> <p>Seconded: Richard Edkins</p> <p>CARRIED</p>	<p>Mahri to circulate more than usual to sports clubs to call for nominations.</p>

Annexure A Item 7.11

Item No.	Item	Action
2	EXECUTIVE REPORT - Budget	
2.1	Budget confirmation from Council. Jan: budget is \$5,000.	
3	CORRESPONDENCE:	
3.1	<p>OUT: JAN: Nil. IN: Jan: Nil</p> <p>IN GISC: Grants and funding opportunities; Disclosure process – forms no longer needed. OUT: Mahri: Minutes of August 2022 meeting; Agenda for September meeting. All incoming emails shared immediately out to all committee members and Councillor representatives to the committee.</p>	
4	<p>GENERAL BUSINESS</p> <p>2023 Australia Day Breakfast Next breakfast is to be at Wellingrove Hall. Carol confirmed Wellingrove hall to be the site for breakfast 2023. Jan advised: breakfast at Wellingrove – provided by Committee (food and donation): (Bacon and eggs, bread / rolls, tea and coffee, fruit juice, (fruit salad for any possible vegans who might attend. Slices / muffins, for children attending.</p>	<p>Committee to assist Carol and her team with whatever Carol needs. Carol can pick up the food the day before at Woolworths, and provide a water tank for drinking. Carol will put up photographs of the history of Wellingrove for people to view.</p> <p>Mahri to send Carol an email each Friday before our monthly meetings so that she can attend if she wishes to regarding running the breakfast.</p> <p>Mahri to give Carol notices for nominations and signs to erect at Wellingrove hall.</p>
4.1	<p>Nomination forms</p> <p>120th birthday celebrations at top must be removed. How do we get more information from nominators? “PLEASE INCLUDE organisations/community activities your nominee VOLUNTEERS/assists</p>	<p>Mahri to update nomination forms, add sports awards nominations, and get the drafts out to members for review; combine on back-to-back A4 (Guidelines and nomination details).</p>

Item No.	Item	Action
	<p>with? How many years/decades? Any executive roles?</p> <p>Judges can only assess a nomination based on the information you provide.</p> <p>Richard suggested: Telephone number for people to ring for advice / assistance? Members agreed.</p>	<p>Jan to be the contact number on the nomination forms.</p> <p>Nomination forms must be ready to go out to the public at the October committee meeting.</p>
4.2	Letters, emails to community organizations re nominating and participating in AD	Mahri to add more sporting groups than have been contacted in past years (see Preston Parkes) – Jan to see Preston and acquire his email address for Mahri to send nomination forms / processes / information to.
4.3	Venue and Ambassador housing for 2023 <ul style="list-style-type: none"> • Welcome with Ambassador in Remembrance room 25th January 2023. • Breakfast at Wellingrove Hall. • Ceremony at the Services Club. • Church of England Hall for dinner 26th January evening. • Motion by Bev Edkins: Jim and Adi Ritchie to house the Ambassador again for 2023 ceremony. Seconded: Peter Haselwood CARRIED 	Mahri to book the ceremony event with the Club administration asap.
4.4	Nomination for membership to committee: Karen Carr. Accepted by committee members.	Mahri to forward Karen's nomination for membership form to Danielle at Council.
4.5	Committee member name badges	Jan to research design for acquiring name badges for all committee members.
4.6	Committee submission to Council for extra funding given new sports awards, etc. Members agreed a submission needs to be made soon. Contact state and federal ministers requesting help as to how and where committee can obtain additional funding for 2023 Australia Day	Mahri to draft letters to state and federal ministers - letters of assistance – and forward to GISC for approval and General Manager's signature - as per section 2.3 of the Community Committees Manual.

Item No.	Item	Action
4.7	<p>Ceremony Entertainment and live streaming</p> <p>Motion: Kerrie Sturtridge: Committee Cancel live entertainment for 2023 ceremony and put together a quiet music sound track backing instead. Seconded: Lyn Schumacher CARRIED</p> <p>Motion: Kerrie Sturtridge: Committee writes to Council requesting an additional \$1,500 to go towards the live streaming of our Australia Day 2023 event. Include the benefits the live streaming will benefit (Nursing homes, people who are unable to attend the ceremony). Seconded: Bev Edkins. CARRIED</p>	<p>Mahri to write to Council for additional funds.</p>

MEETING CLOSED: 2010 (8.10pm). **NEXT MEETING:** Wednesday 5th October, 2022

CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2019/2020								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
PROJECTS FUNDED FROM OTHER GRANTS & CONTRIBUTIONS			\$ 2,079,254	\$ 6,454,763	\$ 6,509,188			
Bushfire Community Resilience and Economic Recovery Fund	BFR - Old Wyaliba Replanning	Draft Master Plan has been received. Draft Bushfire Management Plan has been provided to Wyaliba community for discussion. These documents have been received on a pro bono basis. This funding has now been extended to 30 June 2022 and additional funding will be used for other projects such as LEP review, bushfire mapping and DCP review in 2021/2022.	\$ 90,000	\$ 90,000	\$ 98,163	99%	30/08/2022	20/06/2022
Glen Innes Indoor Sports Stadium	Full Amount of Grant \$5,500,000 with \$4,221,492 from Regional Sport Infrastructure Fund and \$1,278,508 from Australian Government - Building Better Regions Fund.	Construction commenced on 14 June 2021 and was opened on 20 August 2022. QBR to be undertaken for additional grant funding obtained.	\$ 1,889,254	\$ 6,264,763	\$ 6,314,731	100%	30/10/2022	20/09/2022
Bushfire Community Resilience and Economic Recovery Fund	Connectivity	Project completed. Consultant delivered Master Plan. Community Consultation has finished. Remove additional grant funding expenditure.	\$ 100,000	\$ 100,000	\$ 96,294	100%		
	Total		\$ 2,079,254	\$ 6,454,763	\$ 6,509,188			30/06/2022

CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2020/2021								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	*Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
BRIDGE RENEWAL PROGRAM GRANT & SECTION 7.11 CONTRIBUTIONS			\$ 3,700,000	\$ 3,700,000	\$ 2,171,742			
Local Bridges - Bridge Renewal Program	5270 Shannonvale Road, Mann River Bridge	The contractor Weir Built has installed all substructure and landed planks in place. Works currently underway for a deck pour targeting first week of November.	\$ 1,400,000	\$ 1,400,000	\$ 336,803	60%	30/12/2022	
Local Bridges - Bridge Renewal Program	Side Track and Bridge over Mann River at Wyaliba	Project complete pending final invoicing.	\$ 2,300,000	\$ 2,300,000	\$ 1,834,939	100%		1/09/2022
PROJECTS FUNDED FROM WASTE RESERVE			\$ 284,065	\$ 284,065	\$ 170,603			
LANDFILL: Future Landfill Development	LANDFILL: Future Landfill Development	This project is part of the long term rehabilitation of the Landfill Site. The works will continue into the 2022/2023 to complete drainage works on the eastern and southern boundaries of the landfill. Project will carry into Waste Remediation Provision. Purchase of additional property for Landfill proposed. One of the two properties have been purchased to allow drainage line to be installed on the southern side of the quarry. negotiations are underway about withdrawal of Aboriginal Land Claim.	\$ 284,065	\$ 284,065	\$ 170,603	70%	30/06/2023	
PROJECTS FUNDED FROM OTHER GRANTS & CONTRIBUTIONS			\$ 380,000	\$ 380,000	\$ 207,459			
Safer Roads Grant	Bald Nob Road	Drainage materials procured and Purchase Order issued to contractor Stabilcorp for 4/10/22 start. Targeting completion in early December.	\$ 380,000	\$ 380,000	\$ 207,459	15%	6/12/2022	
Total			\$ 4,364,065	\$ 4,364,065	\$ 2,549,805			

CAPITAL WORKS PROGRAM REVOTES - 2022								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
ROADS TO RECOVERY (RTR)			\$ 444,063	\$ 464,063	\$ 158,499			
Unsealed Roads Re-sheeting	Shannon Vale Road	Works commenced in May however weather continues to cause delays. Wet stockpiled material is also causing delays however works are continuing as material dries out.	\$ 444,063	\$ 464,063	\$ 158,499	30%	30/12/2022	
SRV PROGRAM			\$ 573,546	\$ 573,546	\$ 17,980			
Intersection Upgrade	Wattle Vale Quarry	On hold subject to review of project scope to meet budget and comply with TfNSW requirements.	\$ 573,546	\$ 573,546	\$ 17,980	5%	30/06/2023	
FIXING COUNTRY BRIDGES			\$ 281,017	\$ 281,017	\$ 167,682			
Fixing Country Bridges	Wentworth St - Rocky Ponds	Council has entered into an MOU with Inverell and Armidale for joint delivery. Design has been procured (awarded to SMEC), and review of environmental factors now completed. Fisheries permit to be obtained. A second tender for bridge components has provided a local source for components. Balance of budget to be spent in delivery with 7108C23.	\$ 81,875	\$ 131,875	\$ 89,404	80%	30/05/2024	
Fixing Country Bridges	5170 - Furracabad	Council has entered into an MOU with Inverell and Armidale for joint delivery. Design has been procured (Awarded to SMEC), and review of environmental factors now completed. Fisheries permit to be obtained. A second tender for bridge components has provided a local source for components. Balance of budget to be spent in delivery with 7109C23.	\$ 199,142	\$ 149,142	\$ 78,278	80%	30/05/2024	
Sub Total			\$ 1,298,626	\$ 1,318,626	\$ 344,161			

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
BRIDGE RENEWAL PROGRAM GRANT & SECTION 7.11 CONTRIBUTIONS			\$ 2,077,083	\$ 2,077,083	\$ -			
5315 Tent Hill Road, Bark Hut Creek	5315 Tent Hill Road, Bark Hut Creek	Project yet to commence.	\$ 250,000	\$ 250,000	\$ -	0%	30/06/2023	
5320 Tent Hill Road, Bark Hut Creek	5320 Tent Hill Road, Bark Hut Creek	Project yet to commence.	\$ 250,000	\$ 250,000	\$ -	0%	30/06/2023	
5340 Wentworth St over Rocky Ponds Creek	5340 Wentworth St over Rocky Ponds Creek	Council has entered into an MOU with Inverell and Armidale for joint delivery. Design has been procured (awarded to SMEC), and review of environmental factors now completed. Fisheries permit to be obtained. A second tender for bridge components has provided a local source for components. Construction commencement not yet scheduled.	\$ 776,225	\$ 776,225	\$ -	5%	30/05/2024	
5170 Furracabad Rd over Furracabad Creek	5170 Furracabad Rd over Furracabad Creek	Council has entered into an MOU with Inverell and Armidale for joint delivery. Design has been procured (Awarded to SMEC), and review of environmental factors now completed. Fisheries permit to be obtained. A second tender for bridge components has provided a local source for components. Construction commencement not yet scheduled.	\$ 800,858	\$ 800,858	\$ -	5%	30/05/2024	
INFRASTRUCTURE PROJECTS FUNDED FROM GENERAL FUND			\$ 987,713	\$ 987,713	\$ 106,877			
Heavy Patching Program	Heavy Patching Program	Project yet to commence.	\$ 797,713	\$ 797,713	\$ 92,460	0%	30/06/2023	
New cycleways / shared path	New cycleways / shared path	Project yet to commence.	\$ 50,000	\$ 50,000	\$ 613	0%	30/06/2023	
Kerb & Gutter Installation - Railway Street	Kerb & Gutter Installation - Railway Street	Project yet to commence.	\$ 40,000	\$ 40,000	\$ -	0%	30/06/2023	
Kerb & Gutter Installation - Hunter Street	Kerb & Gutter Installation - Hunter Street	Project yet to commence.	\$ 30,000	\$ 30,000	\$ -	0%	30/06/2023	
Kerb & Gutter Installation - Emmaville	Kerb & Gutter Installation - Emmaville	Project yet to commence.	\$ 20,000	\$ 20,000	\$ -	0%	30/06/2023	

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Causeway renewal	Causeway renewal	Causeways renewed on Severn River Road, Gulf Road.	\$ 50,000	\$ 50,000	\$ 13,804	30%	30/06/2023	
PROJECTS FUNDED FROM BORROWINGS			\$ 300,000	\$ 300,000	\$ -			
Infrastructure Backlog Projects	Infrastructure Backlog Projects	Planned to expend on bitumen reseal program.	\$ 300,000	\$ 300,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM GENERAL FUND			\$ 431,720	\$ 431,720	\$ 8,950			
Signage Upgrades	Signage Upgrades	Project yet to commence.	\$ 50,000	\$ 50,000	\$ -	0%	30/06/2023	
Public Art Projects	Public Art Projects	Project yet to commence.	\$ 50,000	\$ 50,000	\$ -	0%	30/11/2023	
Replacement of Emmaville Pool Covers	Replacement of Emmaville Pool Covers	Project yet to commence.	\$ 8,950	\$ 8,950	\$ 8,950	0%	30/11/2022	
Replacement of Anzac Park Playground equipment	Replacement of Anzac Park Playground equipment	Project yet to commence.	\$ 200,000	\$ 200,000	\$ -	0%	30/11/2023	
G I Aquatic Centre 25mt and LTS pools reapply top coat	G I Aquatic Centre 25mt and LTS pools reapply top coat	Pool emptied, investigations undertaken to determine scope of works. Grant funding obtained to undertake additional works.	\$ 45,000	\$ 45,000	\$ -	0%	30/06/2023	
Carpet for William Gardner Conference Room	Carpet for William Gardner Conference Room	Quotes have been received; the work is hoped to be carried out during the Christmas closure period.	\$ 22,770	\$ 22,770	\$ -	0%	31/01/2023	
LC-SS Outdoor Furniture Settings x 2	LC-SS Outdoor Furniture Settings x 2	Project yet to commence.	\$ 5,000	\$ 5,000	\$ -	0%	30/06/2023	
CAFS Sun Shade for playground equipment	CAFS Sun Shade for playground equipment	Project yet to commence.	\$ 50,000	\$ 50,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM OTHER GRANTS & CONTRIBUTIONS			\$ 11,068,529	\$ 11,068,529	\$ 387,983			
Roads of Strategic Importance	Bald Nob Upgrade	Design underway by external consultants GHD.	\$ 2,550,000	\$ 2,550,000	\$ 159,463	3%	30/06/2023	
Local Roads and Community Infrastructure Grant	LRCI Phase 3 Bitumen Reseals	Project yet to commence.	\$ 154,416	\$ 154,416	\$ -	0%	30/06/2023	
Airport runway renewal	Local Government Recovery Grants Program - Airport Runway	Project yet to commence.	\$ 1,000,000	\$ 1,000,000	\$ -	0%	30/06/2023	
Flood Recovery	Essential Public Asset Restoration Claim	Project yet to commence.	\$ 5,000,000	\$ 5,000,000	\$ -	0%	30/06/2023	
Outdoor netball courts	Outdoor netball courts	Earthworks completed for commencement of outdoor courts. Works on courts to commence in December 2022.	\$ 251,310	\$ 251,310	\$ 168	20%	30/06/2023	

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Pathways linking Indoor Sports Stadium to existing pathways	Pathways linking Indoor Sports Stadium to existing pathways	Concrete team has been staffed and commenced pathways in September 2022 with approximately 50 lineal metres of path completed.	\$ 266,466	\$ 266,466	\$ 9,663	20%	30/06/2023	
Pathway from Indoor Sports Stadium to High School	Pathway from Indoor Sports Stadium to High School	Concrete team to commence after pathways linking Indoor Sports Stadium to existing pathways have been completed	\$ 266,466	\$ 266,466	\$ -	0%	30/06/2023	
Emmaville War Memorial Hall Upgrades	Emmaville War Memorial Hall Upgrades	Project yet to commence.	\$ 131,651	\$ 131,651	\$ 105,326	0%	30/06/2023	
Centennial Parklands Skywalk	Centennial Parklands Skywalk	Tender process unsuccessful. Project manager is exploring options for delivery. Requires budget increase through QBR to match grant.	\$ 700,000	\$ 700,000	\$ 113,363	0%	30/05/2023	
Centennial Parklands - Amenities and Outdoor Area construction	Centennial Parklands - Amenities and Outdoor Area construction	Project being redrafted and engineering designed to be put out to tender.	\$ 402,485	\$ 402,485	\$ -	0%	30/11/2023	
Skate Park redevelopment and new shared pathways	Skate Park redevelopment and new shared pathways	Tender being undertaken closes 24 November 2022.	\$ 221,557	\$ 221,557	\$ -	0%	30/11/2023	
BSBR000316 Indoor Sports Stadium Stage Two	BSBR000316 Indoor Sports Stadium Stage Two	Part works completed. Outdoor playground to be completed.	\$ 124,178	\$ 124,178	\$ -	60%	30/11/2023	
PROJECTS FUNDED FROM REGIONAL ROADS GRANTS			\$ 590,000	\$ 590,000	\$ 16,850			
Traffic Facilities	Traffic Facilities	Guard Rail installed at Camerons Creek.	\$ 70,000	\$ 70,000	\$ 16,850	25%	30/06/2023	
Block Grant - Emmaville Road segment 70	Block Grant - Emmaville Road segment 70	Project yet to commence.	\$ 114,000	\$ 114,000	\$ -	0%	30/06/2023	
Block Grant - Emmaville Road segment 210 Heavy Patch & Reseal Program	Block Grant - Emmaville Road segment 210 Heavy Patch & Reseal Program	Project yet to commence.	\$ 200,000	\$ 200,000	\$ -	0%	30/06/2023	
Block Grant - Wellington Vale Road Heavy Patch & Resealing Program	Block Grant - Wellington Vale Road Heavy Patch & Resealing Program	Project yet to commence.	\$ 206,000	\$ 206,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM ROADS TO RECOVERY (RTR)			\$ 889,200	\$ 889,200	\$ 40,668			
Unsealed Roads Resheeting - Nine Mile Road	Unsealed Roads Resheeting - Nine Mile Road	Project complete pending invoicing	\$ 281,400	\$ 281,400	\$ 21,909	100%		2/09/2022

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Unsealed Roads Resheeting - Bullock Mountain Road	Unsealed Roads Resheeting - Bullock Mountain Road	Project yet to commence.	\$ 437,360	\$ 437,360	\$ -	0%	30/06/2023	
Unsealed Roads Resheeting - Haymarket Road	Unsealed Roads Resheeting - Haymarket Road	Project yet to commence.	\$ 120,000	\$ 120,000	\$ 1,155	0%	30/06/2023	
Unsealed Roads - Caerleon Road	Unsealed Roads - Caerleon Road	Contractor scheduled to re-sheet Caerleon Road in November 22.	\$ 50,440	\$ 50,440	\$ 17,604	0%	30/12/2022	
PROJECTS FUNDED FROM THE GLEN INNES AGGREGATES SURPLUS			\$ 300,000	\$ 300,000	\$ -			
New Bitumen Seals - Blue Hills/Rodgers Road	New Bitumen Seals - Blue Hills/Rodgers Road	Contractor scheduled to re-sheet in November/Dec 22 with otta seal in May 23.	\$ 300,000	\$ 300,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM THE SEWER FUND			\$ 641,117	\$ 641,117	\$ 4,725			
Capital Renewal (Matches depreciation plus 30%)	Capital Renewal (Matches depreciation plus 30%)	Project yet to commence.	\$ 621,117	\$ 621,117	\$ -	0%	30/06/2023	
New Mains	New Mains	Project yet to commence.	\$ 10,000	\$ 10,000	\$ -	0%	30/06/2023	
New Service	New Service	Project will be ongoing throughout the year.	\$ 10,000	\$ 10,000	\$ 4,725	12%	30/06/2023	
PROJECTS FUNDED FROM THE WATER FUND			\$ 711,854	\$ 711,854	\$ 76,828			
Capital Renewal	Capital Renewal	Project yet to commence.	\$ 591,854	\$ 591,854	\$ 73,000	0%	30/06/2023	
Capital new	Capital new	Project yet to commence.	\$ 100,000	\$ 100,000	\$ -	0%	30/06/2023	
New Mains	New Mains	Project yet to commence.	\$ 10,000	\$ 10,000	\$ -	0%	30/06/2023	
New Service	New Service	Project will be ongoing throughout the year.	\$ 10,000	\$ 10,000	\$ 3,828	0%	30/06/2023	
PROJECTS FUNDED THROUGH THE PLANT FUND			\$ 1,108,000	\$ 1,108,000	\$ 801,282			
Heavy Plant Replacement Program	Bogie Tipper Truck & Dog Trailer	Item ordered - will require additional budget in QBR	\$ 420,000	\$ 420,000	\$ 458,500	95%	30/03/2023	
Heavy Plant Replacement Program	Hino Ranger 14 FM1JLPM	Item ordered - will require additional budget in QBR	\$ 285,000	\$ 285,000	\$ 303,700	95%	30/03/2023	
Heavy Plant Replacement Program	Hino Ranger Nine	Project yet to commence. This is a replacement and a corresponding sale of plant will occur. Disposing plant item 1102.	\$ 285,000	\$ 285,000	\$ -	0%	30/06/2023	
New Plant Program	Cat 3 Leaseback (MIWS)	Project yet to commence.	\$ 40,000	\$ 40,000	\$ -	0%	30/06/2023	
New Plant Program	Cat 3 Leaseback (MID)	Complete- Plant no 1582 purchased.	\$ 40,000	\$ 40,000	\$ 39,082	100%		28/07/2022
Heavy Plant Replacement Program	Workshop Utility	Project yet to commence. This is a replacement and a corresponding sale of plant will occur. Disposing plant item 2518.	\$ 38,000	\$ 38,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED THROUGH THE STORMWATER/DRAINAGE RESERVE			\$ 429,000	\$ 429,000	\$ 54,400			

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 October 2022	Adopted Budget	Revised Budget	Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Rural Drainage Renewals	Rural Drainage Renewals	Second-hand excavator purchased to assist with off road drain cleaning. Drainage team currently completing the work under flood recovery funding.	\$ 282,471	\$ 282,471	\$ 54,400	20%	30/06/2023	
Urban Drainage Renewals	Urban Drainage Renewals	Project yet to commence.	\$ 146,529	\$ 146,529	\$ -	0%	30/06/2023	
	Totals		\$ 19,534,216	\$ 19,534,216	\$ 1,498,563			

CAPITAL WORKS PROGRAM 2022/2023 REVOTES								
			Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
PROJECTS FUNDED FROM GENERAL FUND			59,763	77,763	-			
Governance: New Website Development	Governance: New Website Development	The updated website went live on 24 October 2022. Community Engagement module continuing.	\$ 47,000	\$ 65,000	\$ -	90%	30/11/2022	
LCSS: Skillion Carport	LCSS: Skillion Carport	Kit set has been delivered. Retaining wall needs to be fixed and a location for the carport determined (3m from building).	\$ 12,763	\$ 12,763	\$ -	30%	30/06/2023	
PROJECTS FUNDED FROM OTHER GRANTS & CONTRIBUTIONS			136,000	136,000	2,606			
Local Roads and Community Infrastructure Grant	3km Donnelly's Resheet	Project will be delivered by local contractor under Tender T20-7.	\$ 136,000	\$ 136,000	\$ 2,606	0%	30/12/2022	
PROJECTS FUNDED FROM THE GLEN INNES AGGREGATES SURPLUS			200,000	74,225	-			
Quarry Development	Wattle Vale establishment	These funds will be used toward internal components of the Wattle Vale quarry project after the external intersection works are completed.	\$ 200,000	\$ 74,225	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM LRCI PHASE 3			-	593,146	-			
Unsealed Roads Re-sheeting	Ilparran Road	Project not yet commenced. Material sourcing options need to be reviewed.	\$ -	\$ 132,992	\$ -	0%	30/06/2023	
Unsealed Roads Re-sheeting	Jenkins Road	Project not yet commenced. Material sourcing options need to be reviewed.	\$ -	\$ 75,154	\$ -	0%	30/06/2023	
Unsealed Roads Re-sheeting	Ten Mile Road	Project not yet commenced. Gravel and contractor resources to be reviewed.	\$ -	\$ 385,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED THROUGH THE PLANT FUND			409,724	454,373	318,494			
Heavy Plant Replacement Program	4 x 4 Light Rigid Truck	Plant Number - 1121, Trade Value - \$22,727, Purchase price - \$130,000 - Vehicle has been ordered. New Plant 2121	\$ 107,273	\$ 107,273	\$ 93,995	95%	30/03/2023	
Heavy Plant Replacement Program	LCSS - Light Vehicle	Complete - Plant 1583 has been delivered. Awaiting updated invoicing from Supplier.	\$ 32,227	\$ 30,444	\$ -	100%		2/11/2022
Heavy Plant Replacement Program	Leaseback Category 3 Vehicle	Complete - Plant no. 1581 has been delivered. Commitals to be reallocated to correct budget lines. Commital relates to Plant 1585 - 7068C22	\$ 3,773	\$ 33,866	\$ 67,767	100%		12/08/2022

CAPITAL WORKS PROGRAM 2022/2023 REVOTES								
			Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Heavy Plant Replacement Program	LCSS - Light Vehicle	Complete -Plant 1584 has been delivered. Awaiting updated invoicing from Supplier.	\$ 33,682	\$ 36,815	\$ 36,815	100%		30/10/2022
Heavy Plant Replacement Program	LCSS - Light Vehicle	Complete - Plant 1585 has been delivered. Awaiting updated invoice from Supplier.	\$ 31,455	\$ 30,444	\$ -	100%		30/10/2022
Heavy Plant Replacement Program	4 x 4 Crewcab Chassis	Complete- Plant no 3508 purchased for drainage team. Committals to be reallocated to correct budget line (Plant 3510 - 7073C22)	\$ 33,954	\$ 36,986	\$ 89,473	100%		12/08/2022
Heavy Plant Replacement Program	4 x 4 Crewcab Chassis	Complete - Plant no 3510 purchased.	\$ 34,636	\$ 36,986	\$ -	100%		30/10/2022
Heavy Plant Replacement Program	4 x 4 Crewcab Chassis	Plant Number - 2516 written off for 11,160.25, Purchase price - \$41,000 - . Vehicle has been ordered. Delivery delayed and expected in December 2022.	\$ 26,455	\$ 36,986	\$ -	95%	30/11/2022	
Heavy Plant Replacement Program	LCSS - Light Vehicle	Complete - Plant no 1586 has been delivered. Awaiting updated invoice from supplier.	\$ 27,455	\$ 30,444	\$ -	100%		30/10/2022
Heavy Plant Replacement Program	4 x 4 Single C/C	Budget adjusted in March QBR. Order has been placed delivery delayed until January 2023.	\$ 30,455	\$ 37,314	\$ -	95%	30/01/2023	
Heavy Plant Replacement Program	LCSS - Light Vehicle	Complete - Plant no 1587 purchased. Expected delivery in November 2022. Committals to be reallocated to correct budget line (Plant 1583 - 7061C22)	\$ 48,359	\$ 36,815	\$ 30,444	95%	30/11/2022	
PROJECTS FUNDED FROM REGIONAL ROADS GRANTS			\$ 138,000	\$ 138,000	\$ -			
Regional Roads REPAIR Program	Emmaville Road segment 180	Shoulder widening complete after experiencing issues with wet subgrade. Anticipated completion Nov 22. Same physical project as 7084C22	\$ 138,000	\$ 138,000	\$ -	30%	30/11/2022	
			943,487	1,473,507	321,100			



Glenn Innes Skywalk

CONCEPT DESIGN DOCUMENT



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PROJECT

Glenn Innes Skywalk

PRODUCT

WATERSIDE VIEWING DECKS™

3D PRODUCT DRAWING

SHEET NO. SHEET NAME

RENDERS

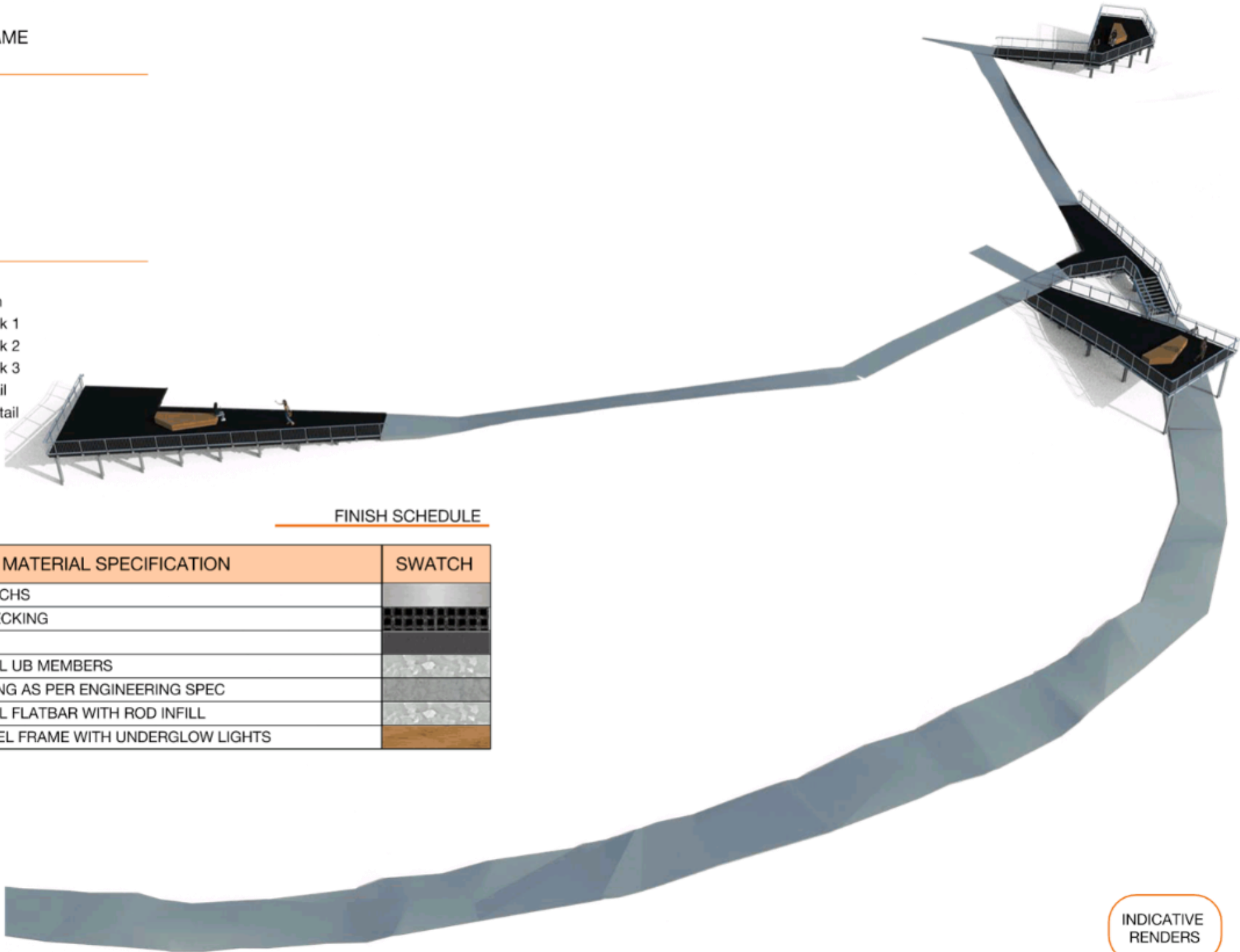
01	Cover Page
02	Render 1
03	Render 2
04	Render 3
05	Render 4
06	Render 5

GENERAL ARRANGEMENT PLANS

07	Site Plan
08	General Plan
09	Viewing Deck 1
10	Viewing Deck 2
11	Viewing Deck 3
12	Typical Detail
13	Furniture Detail

FINISH SCHEDULE

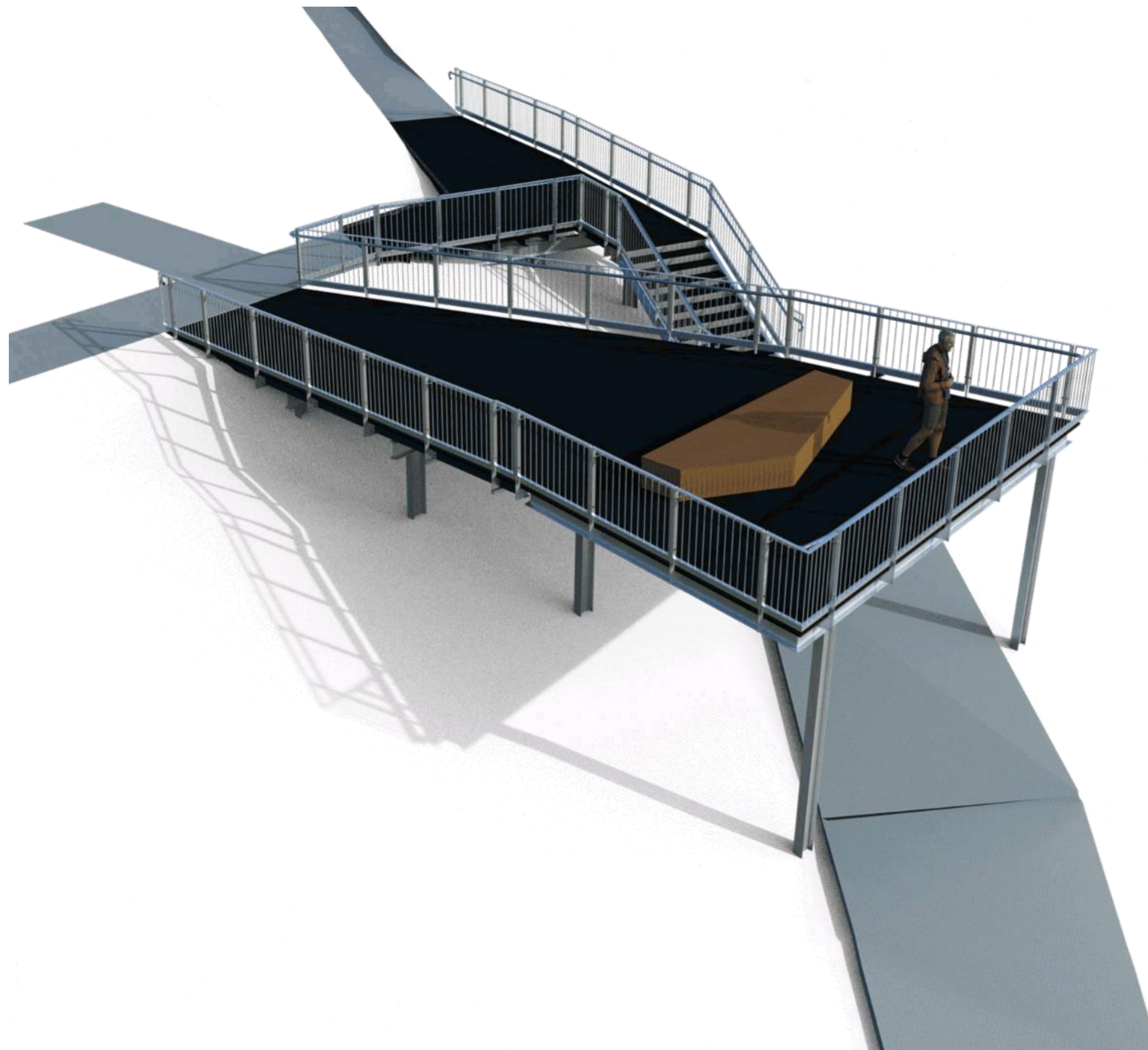
COMPONENT	MATERIAL SPECIFICATION	SWATCH
HANDRAIL	STAINLESS STEEL CHS	
DECK	FRP MINI MESH DECKING	
JOISTS	FRP PFC JOIST	
COLUMNS	GALVANISED STEEL UB MEMBERS	
FOOTING	CONCRETE FOOTING AS PER ENGINEERING SPEC	
BALUSTRADE	GALVANISED STEEL FLATBAR WITH ROD INFILL	
FURNITURE	TIMBER CLAD STEEL FRAME WITH UNDERGLOW LIGHTS	



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DESIGNER

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PROJECT

Glenn Innes Skywalk

PRODUCT

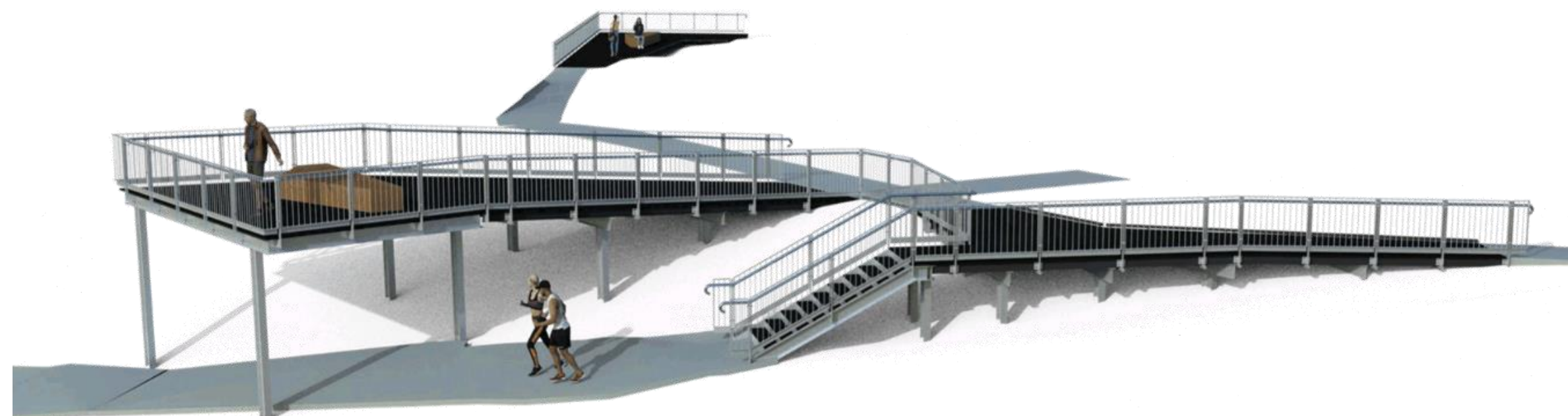
WATERSIDE VIEWING DECKS™

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CLIENT

GLENN INNES COUNCIL



DESIGNER

CCP



PROJECT

Glenn Innes Skywalk

PRODUCT

WATERSIDE VIEWING DECKS™

3D PRODUCT DRAWING

INDICATIVE RENDERS

DESIGNED TO AS 1428.1:2021

11974 05 A



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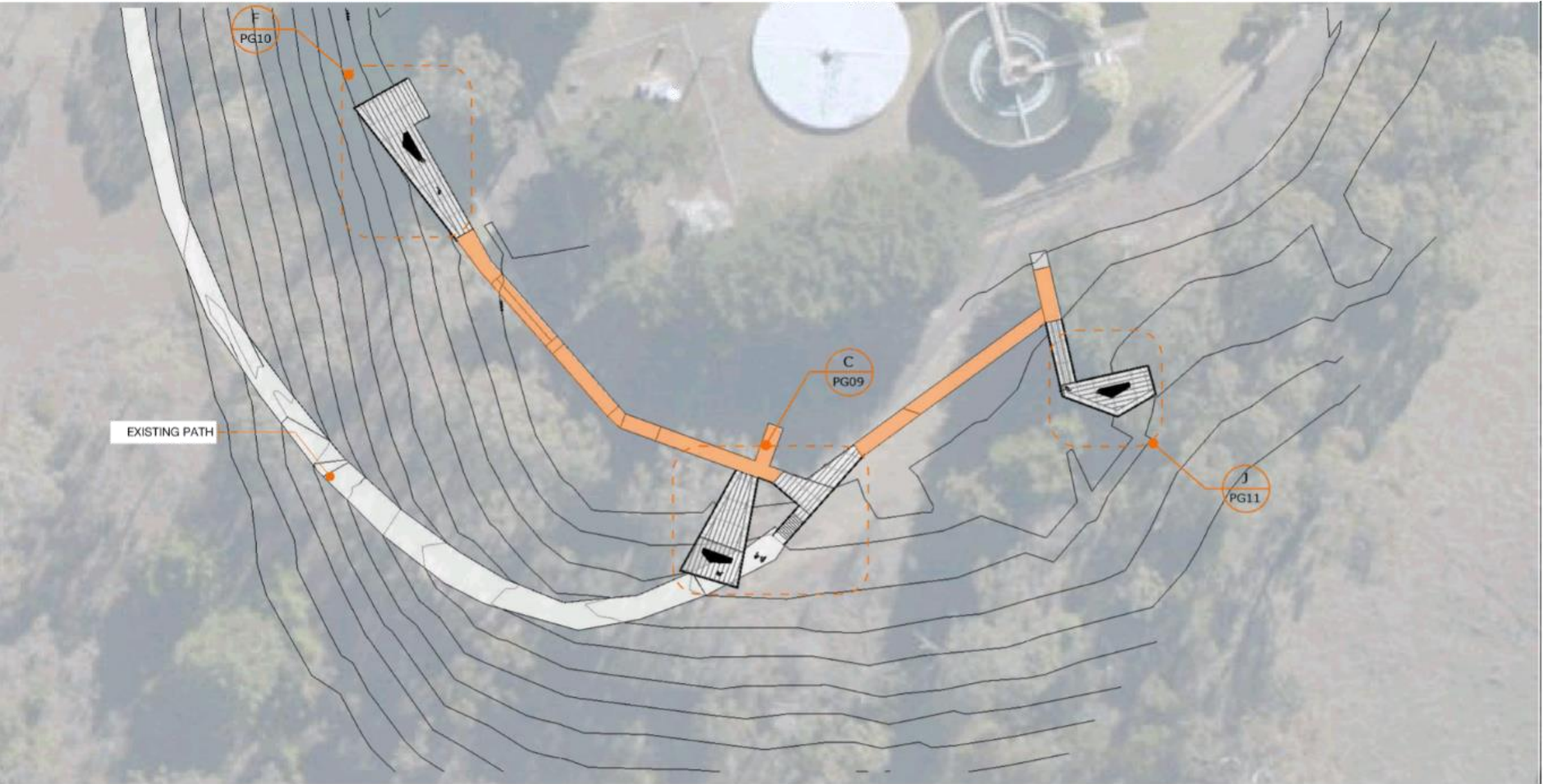
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SITE PLAN
scale: 1:500

CONCRETE PATH DONE BY FWU

INDICATIVE LAYOUT
DESIGNED TO LANDSCAPE DRAWING :
2085_RevC_20221028.dwg



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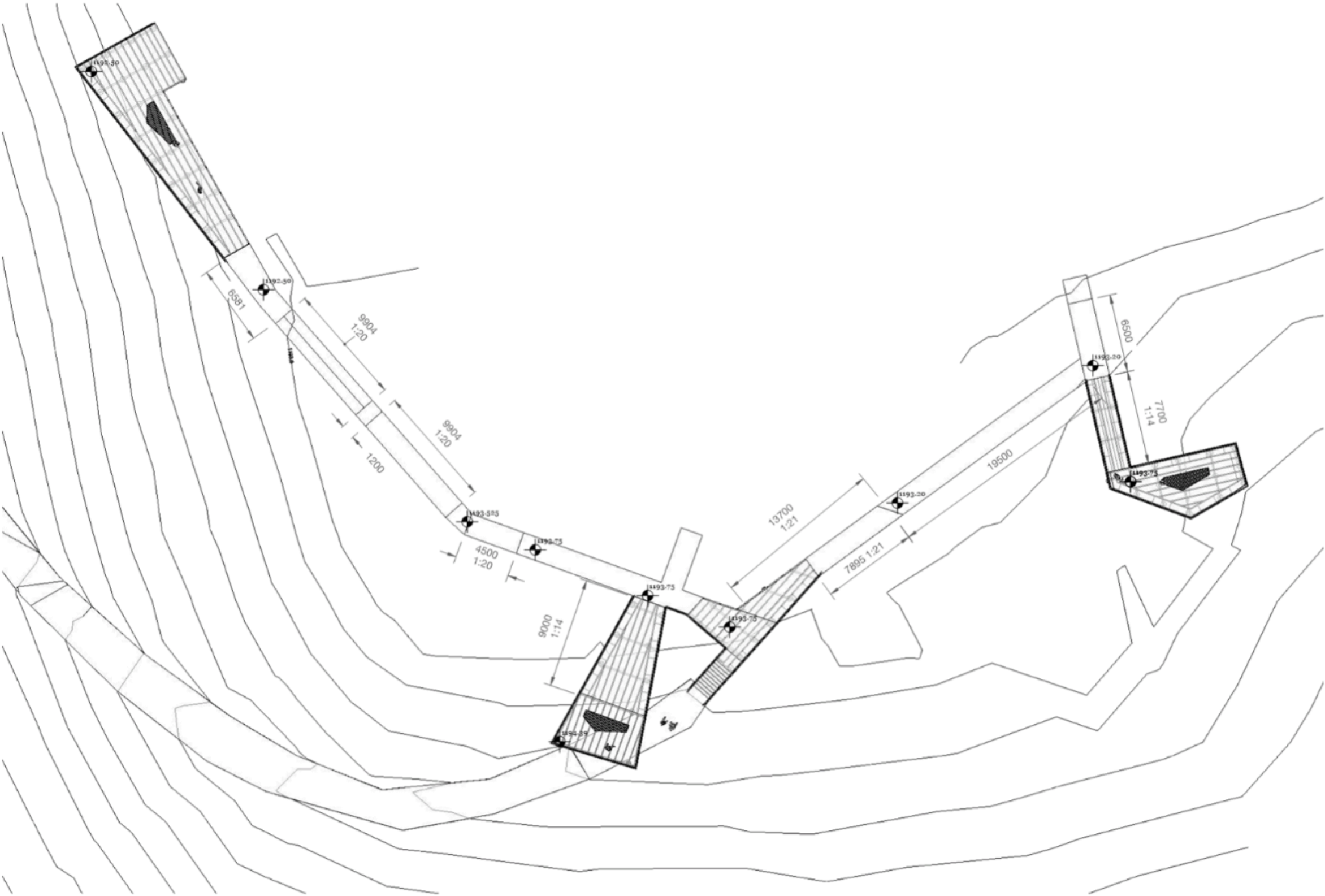
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11974 08_A



B GENERAL PLAN
scale: 1:300



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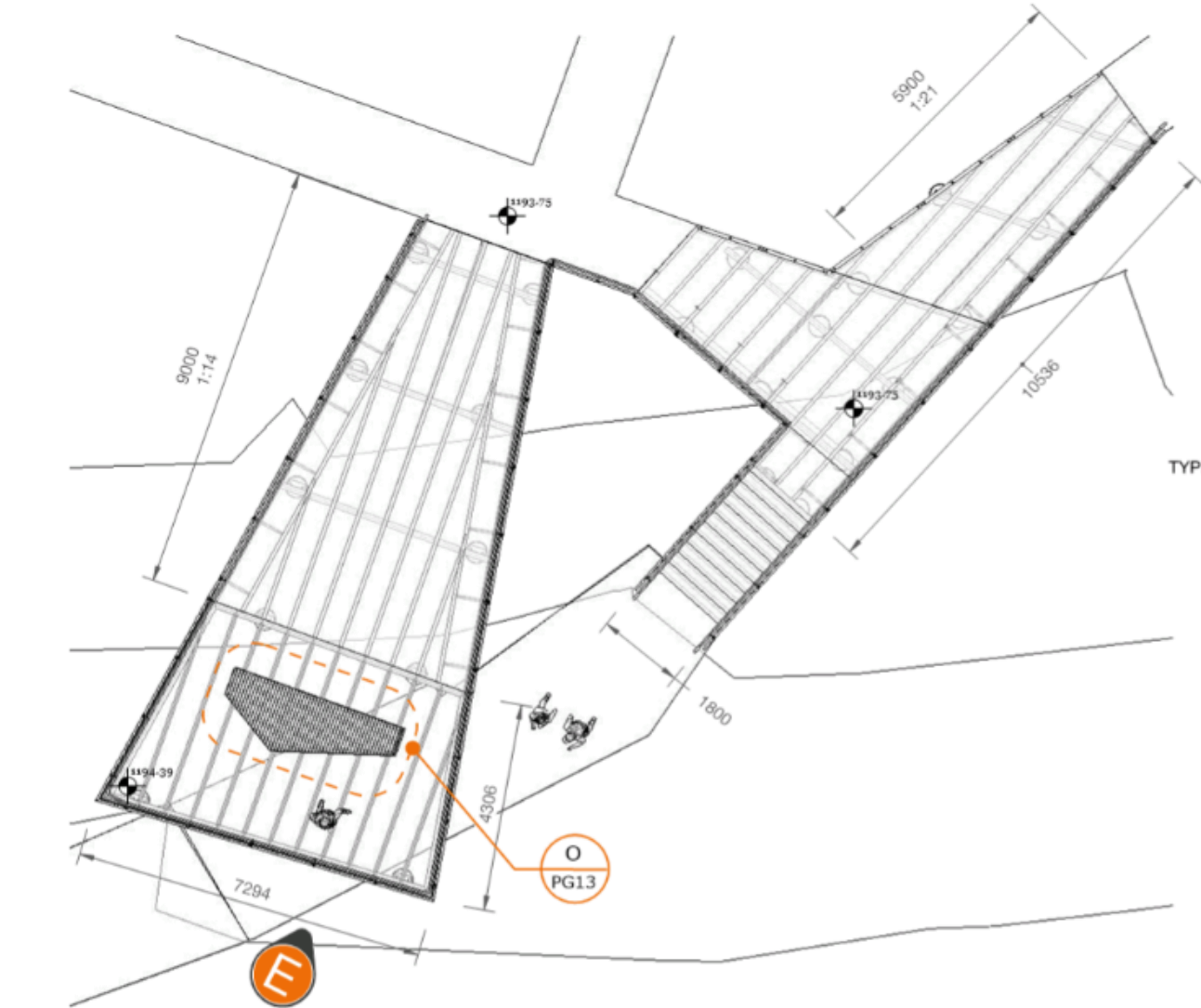
Glenn Innes Skywalk

PRODUCT

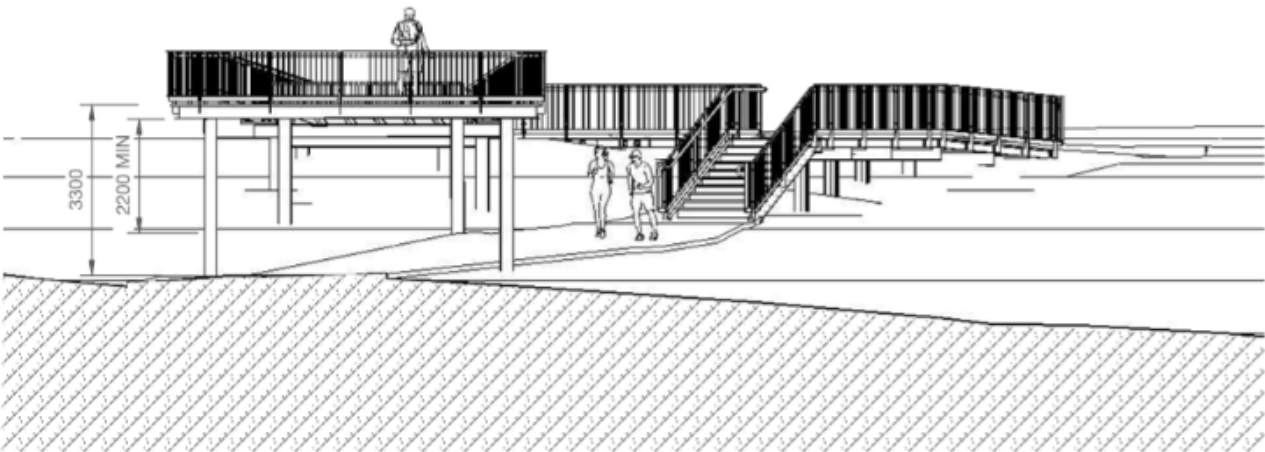
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3D PRODUCT DRAWING

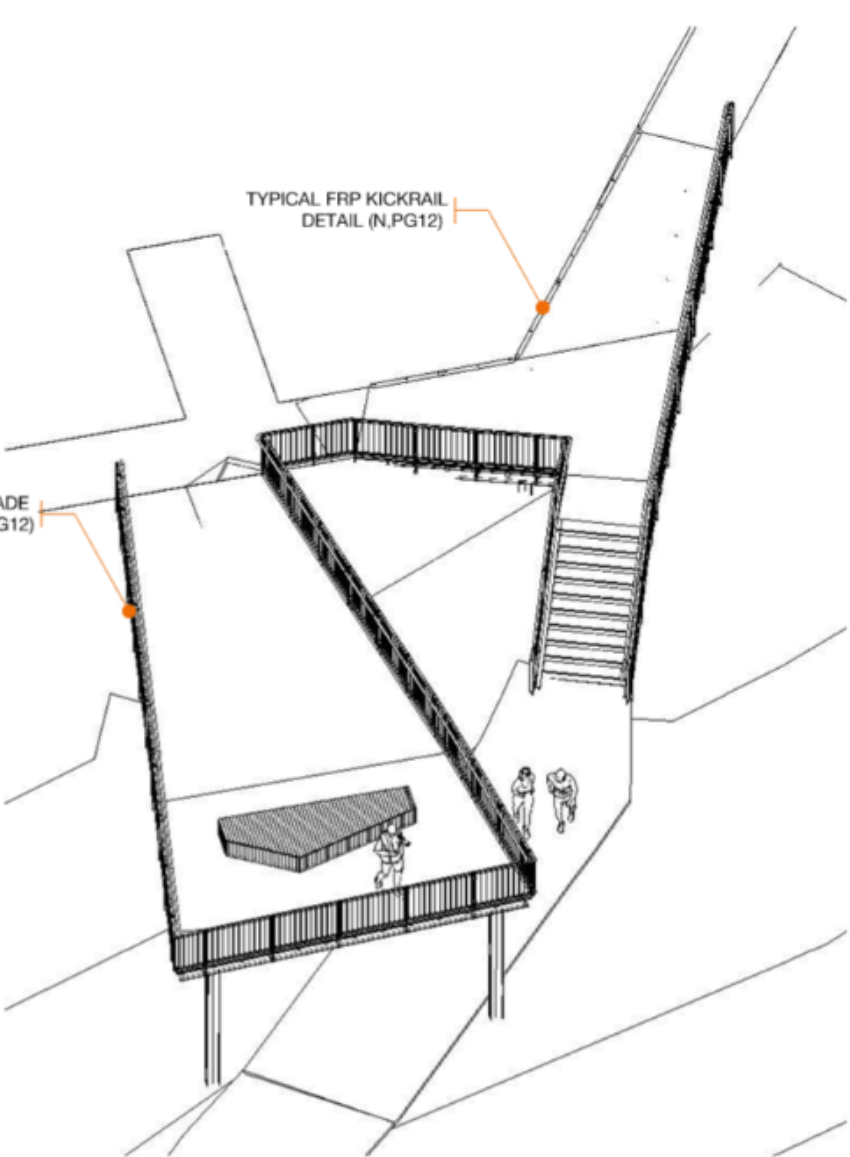
11974 09A



C VIEWING DECK 1 PLAN
scale: 1:125



E VIEWING DECK 1 ELEVATION
scale: 1:125



D VIEWING DECK 1 AXONOMETRIC
scale: 1:125



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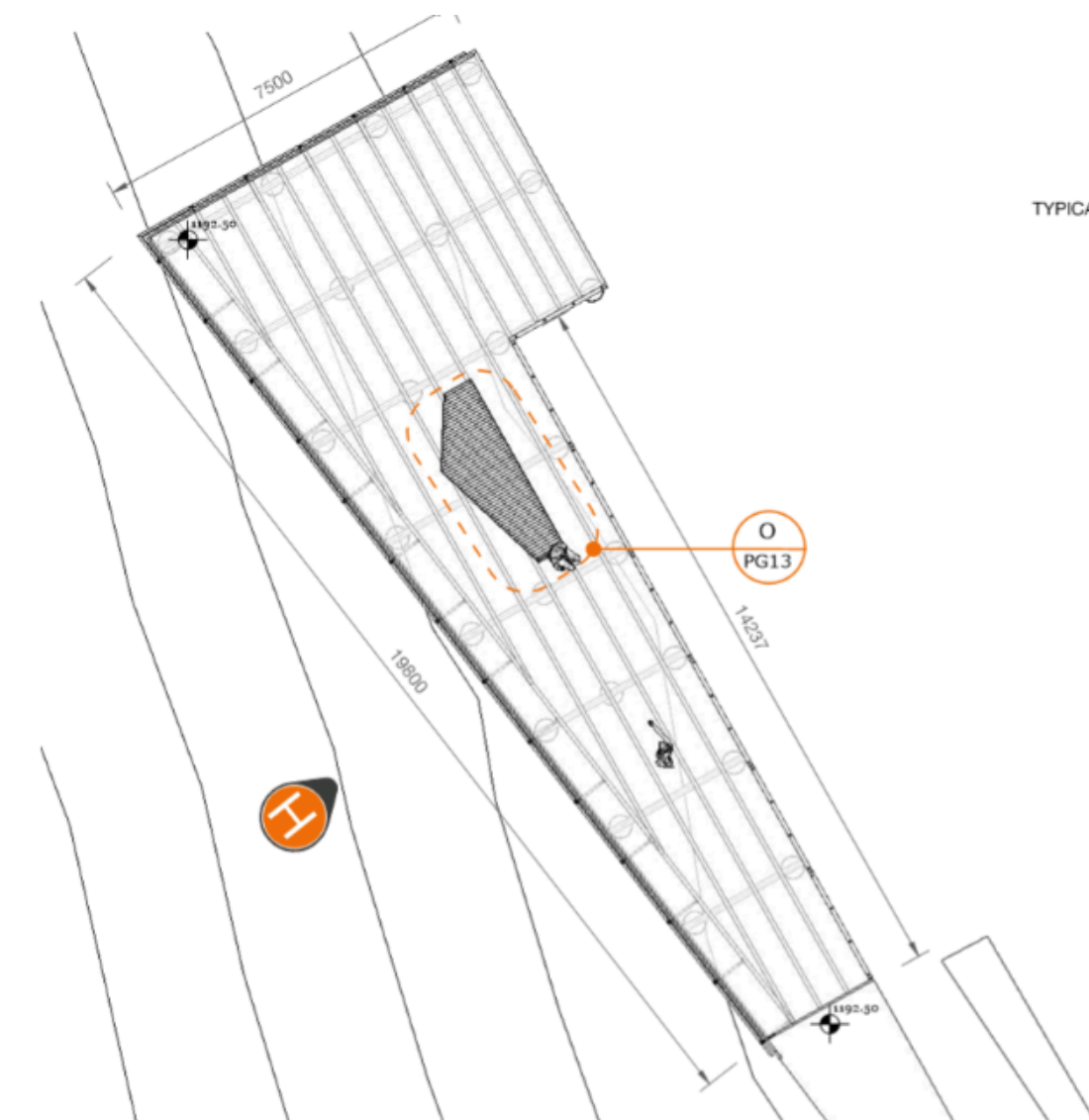
Glenn Innes Skywalk

PRODUCT

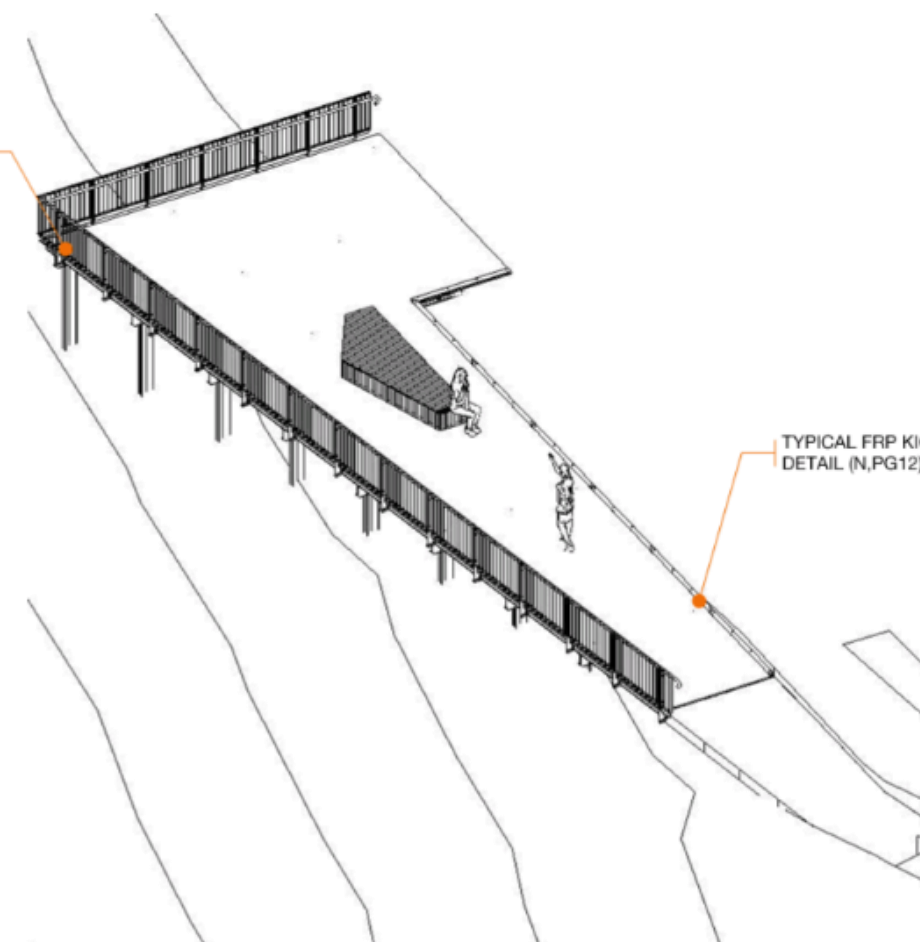
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3D PRODUCT DRAWING

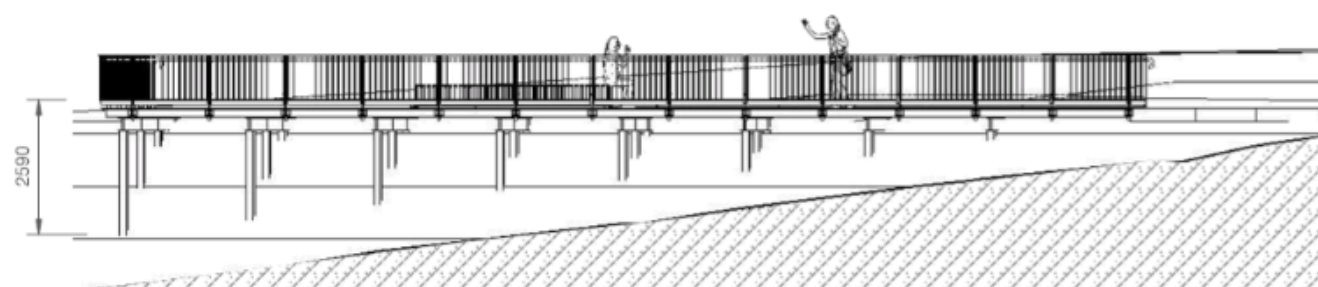
11974 **10** A



F VIEWING DECK 2 PLAN
scale: 1:125



G VIEWING DECK 2 AXONOMETRIC
scale: 1:125



H VIEWING DECK 2 ELEVATION
scale: 1:125



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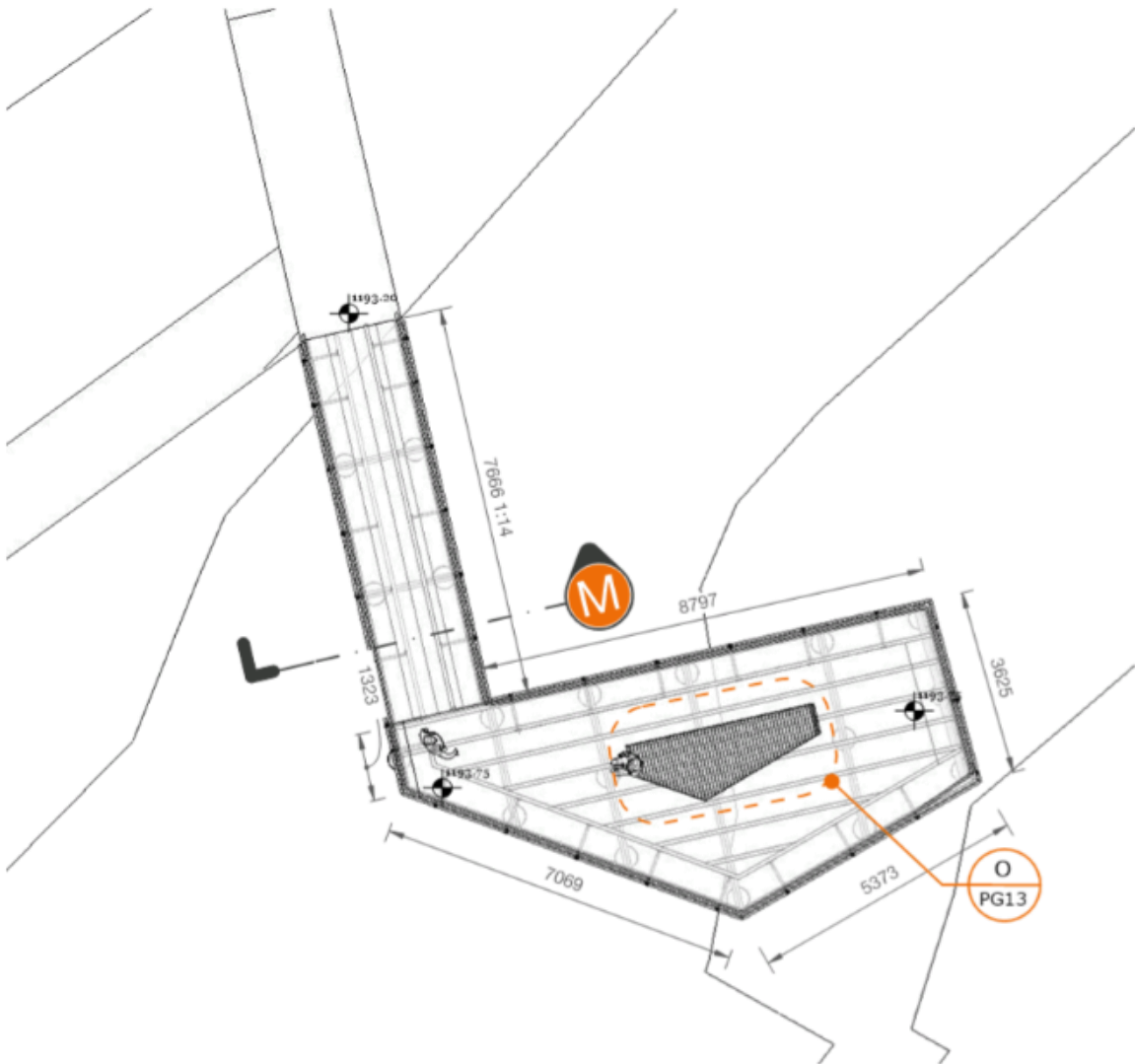
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PRODUCT

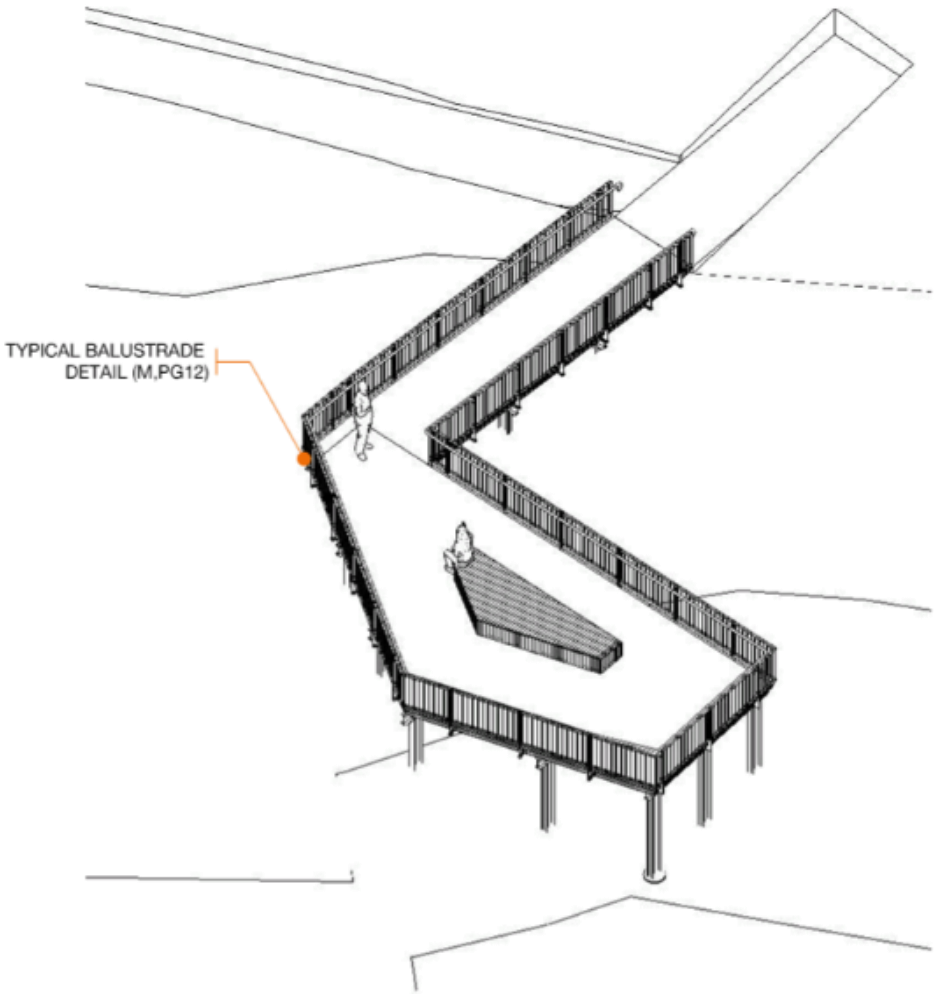
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DECKS™

3D PRODUCT DRAWING

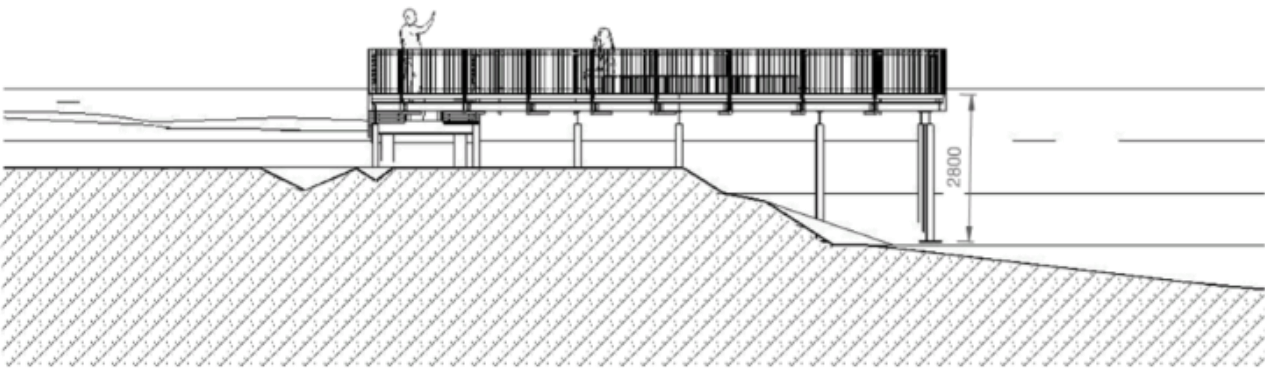
11974 11 A



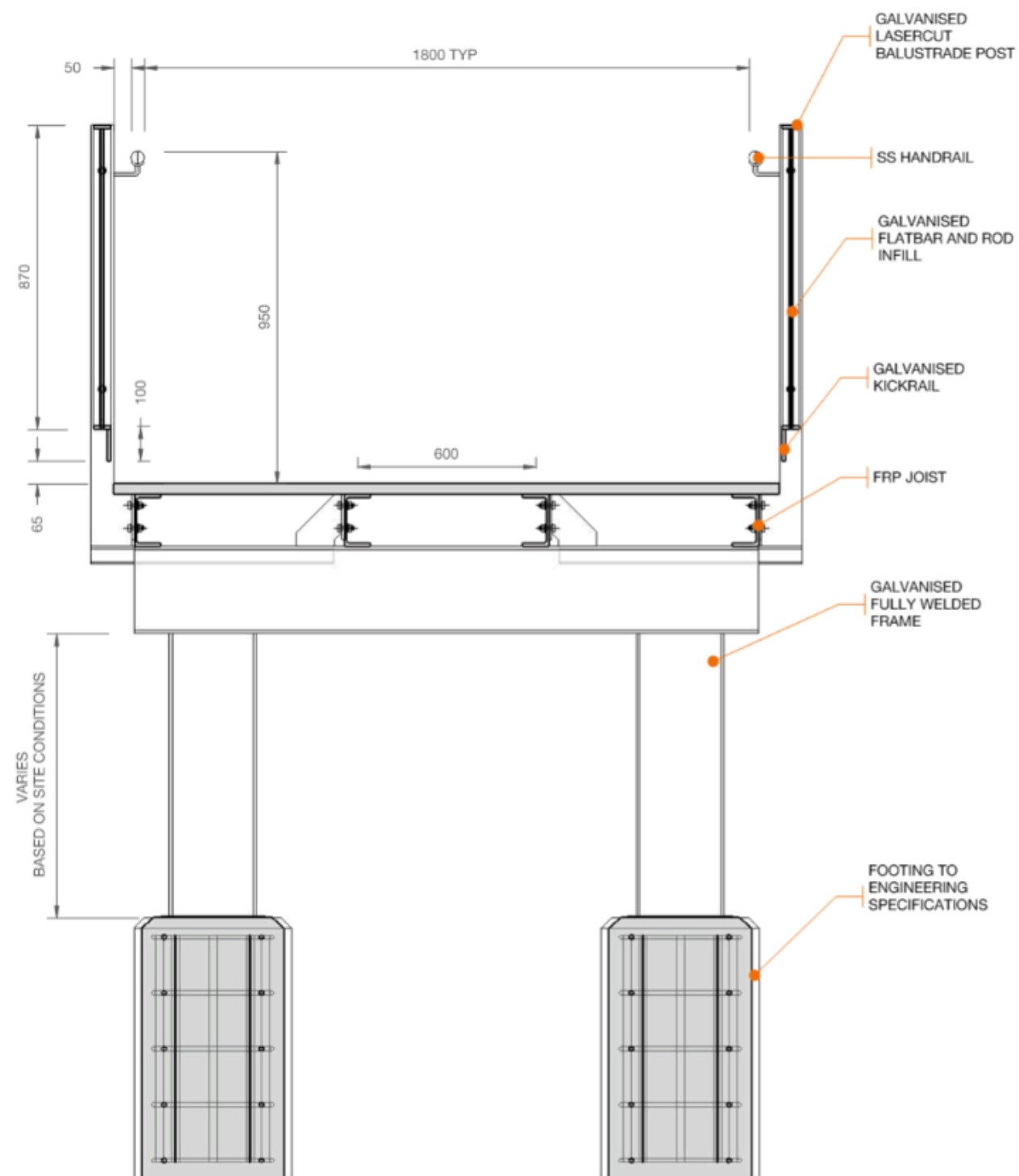
VIEWING DECK 3
PLAN
J
scale: 1:125



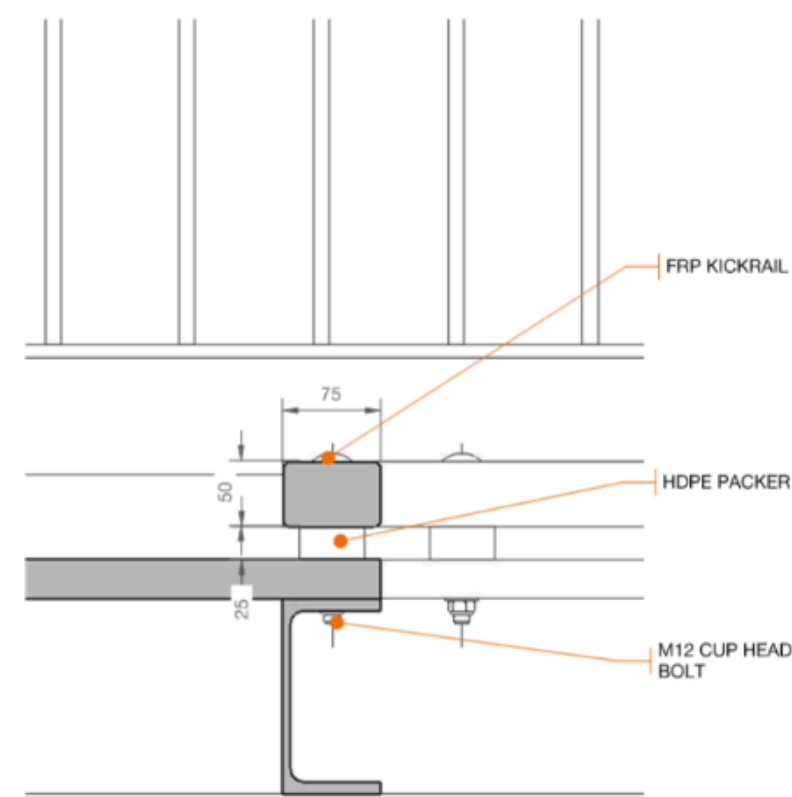
VIEWING DECK 3
AXONOMETRIC
K
scale: 1:125



VIEWING DECK 3
ELEVATION
L
scale: 1:125



M TYP WATERSIDE
DETAIL
scale: 1:15



N TYP KICKRAIL
DETAIL
scale: 1:5



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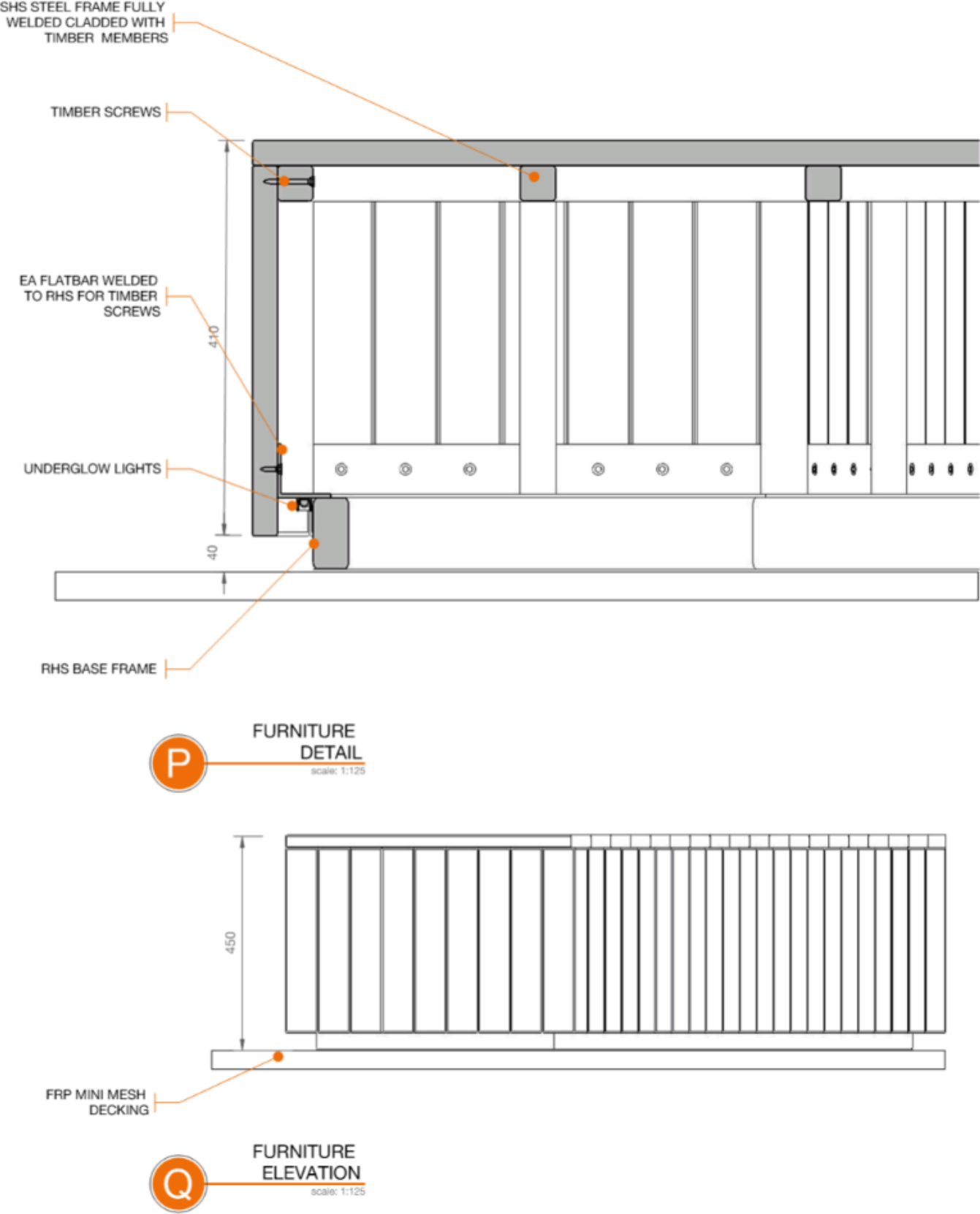
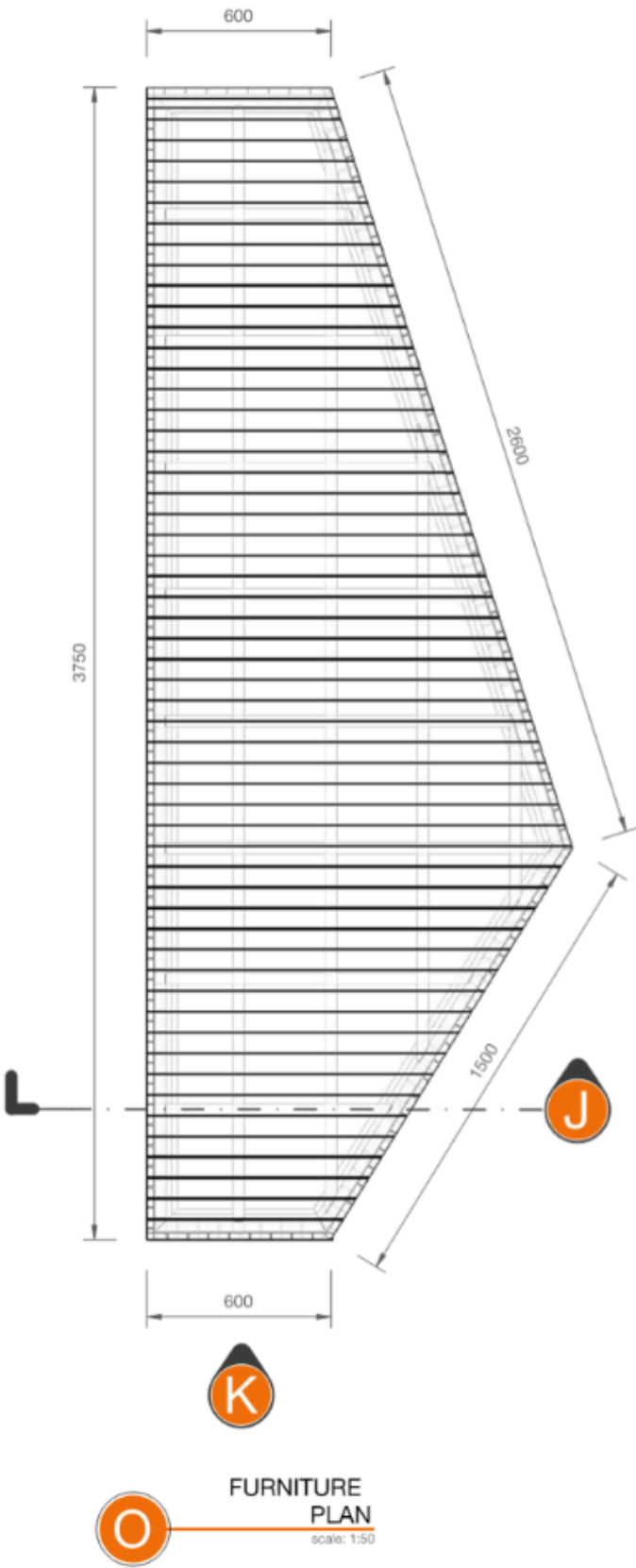
Glenn Innes Skywalk

PRODUCT

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11974 13A



Program:	Drinking Water Monitoring Program	Report Type:	Results Summary Report
AHS:	All	Entered Date Range:	-
PHU:	All	Barcode:	All
Water Utility:	All	Analysis Type:	All
Supply System:	Glen Innes GI01	Characteristics:	All
Town:	All	Treatment Type:	All
Treatment Plant:	All	Collected Date Range:	01-10-2022 - 31-10-2022
Source:	All		
Sample Site:	All		

Sample Count: 6

Analysis Type	Characteristic	Guideline Value	Units	Mean	Median	Standard Deviation	Min	Max	Sample Count	Exception Count	95th Percentile	5th Percentile	% meeting guideline values
Chemistry													
	Aluminium	0.2000	mg/L	0.0250	0.0250	0.0071	0.02	0.03	2	0	0.03	0.02	100.00
	Antimony	0.0030	mg/L	0.0001	0.0001	0.0000	0.00005	0.00005	2	0	0.00005	0.00005	100.00
	Arsenic	0.0100	mg/L	0.0005	0.0005	0.0000	0.0005	0.0005	2	0	0.0005	0.0005	100.00
	Barium	2.0000	mg/L	0.0079	0.0079	0.0013	0.0069	0.0088	2	0	0.0088	0.0069	100.00
	Boron	4.0000	mg/L	0.0054	0.0054	0.0000	0.0054	0.0054	2	0	0.0054	0.0054	100.00
	Cadmium	0.0020	mg/L	0.0001	0.0001	0.0000	0.00005	0.00005	2	0	0.00005	0.00005	100.00
	Calcium	10000.0000	mg/L	27.6500	27.6500	2.6163	25.8	29.5	2	0	29.5	25.8	100.00
	Chloride	250.0000	mg/L	13.5000	13.5000	0.7071	13	14	2	0	14	13	100.00
	Chromium	0.0500	mg/L	0.0005	0.0005	0.0000	0.0005	0.0005	2	0	0.0005	0.0005	100.00

Annexure A Item 7.19

Analysis Type	Characteristic	Guideline Value	Units	Mean	Median	Standard Deviation	Min	Max	Sample Count	Exception Count	95th Percentile	5th Percentile	% meeting guideline values
Chemistry	Copper	2.0000	mg/L	0.0185	0.0185	0.0021	0.017	0.02	2	0	0.02	0.017	100.00
	Fluoride	1.5000	mg/L	0.0750	0.0750	0.0354	0.05	0.1	2	0	0.1	0.05	100.00
	Iodine	0.5000	mg/L	0.0100	0.0100	0.0000	0.01	0.01	2	0	0.01	0.01	100.00
	Iron	0.3000	mg/L	0.0075	0.0075	0.0035	0.005	0.01	2	0	0.01	0.005	100.00
	Lead	0.0100	mg/L	0.0005	0.0005	0.0003	0.0003	0.0007	2	0	0.0007	0.0003	100.00
	Magnesium	10000.0000	mg/L	17.2050	17.2050	0.9405	16.54	17.87	2	0	17.87	16.54	100.00
	Manganese	0.5000	mg/L	0.0038	0.0038	0.0018	0.0025	0.0051	2	0	0.0051	0.0025	100.00
	Mercury	0.0010	mg/L	0.0004	0.0004	0.0000	0.0004	0.0004	2	0	0.0004	0.0004	100.00
	Molybdenum	0.0500	mg/L	0.0004	0.0004	0.0000	0.0004	0.0004	2	0	0.0004	0.0004	100.00
	Nickel	0.0200	mg/L	0.0013	0.0013	0.0002	0.0011	0.0014	2	0	0.0014	0.0011	100.00
	Nitrate	50.0000	mg/L	0.5000	0.5000	0.0000	0.5	0.5	2	0	0.5	0.5	100.00
	Nitrite	3.0000	mg/L	0.0500	0.0500	0.0000	0.05	0.05	2	0	0.05	0.05	100.00
	pH	6.5 - 8.5		7.9500	7.9500	0.3536	7.7	8.2	2	0	8.2	7.7	100.00
	Selenium	0.0100	mg/L	0.0035	0.0035	0.0000	0.0035	0.0035	2	0	0.0035	0.0035	100.00
	Silver	0.1000	mg/L	0.0001	0.0001	0.0000	0.0001	0.0001	2	0	0.0001	0.0001	100.00
	Sodium	180.0000	mg/L	31.0000	31.0000	0.0000	31	31	2	0	31	31	100.00
	Sulfate	500.0000	mg/L	50.0000	50.0000	15.5563	39	61	2	0	61	39	100.00
	Total Dissolved Solids (TDS)	10000.0000	mg/L	191.0000	191.0000	2.8284	189	193	2	0	193	189	100.00
	Total Hardness as CaCO3	10000.0000	mg/L	139.9000	139.9000	10.4652	132.5	147.3	2	0	147.3	132.5	100.00
	True Colour	15.0000	Hazen Units (HU)	1.5000	1.5000	0.7071	1	2	2	0	2	1	100.00
	Turbidity	5.0000	NTU	0.4000	0.4000	0.4243	0.1	0.7	2	0	0.7	0.1	100.00
	Uranium	0.0170	mg/L	0.0001	0.0001	0.0000	0.00005	0.0001	2	0	0.0001	0.00005	100.00
	Zinc	3.0000	mg/L	0.1050	0.1050	0.1202	0.02	0.19	2	0	0.19	0.02	100.00

Analysis Type	Characteristic	Guideline Value	Units	Mean	Median	Standard Deviation	Min	Max	Sample Count	Exception Count	95th Percentile	5th Percentile	% meeting guideline values
Microbiology													
	E. coli	0.0000	mpn/100 mL	0.0000	0.0000	0.0000	0	0	4	0	0	0	100.00
	Free Chlorine	0.2 - 5	mg/L	1.4900	1.5100	0.4015	0.98	1.96	4	0	1.96	0.98	100.00
	pH	6.5 - 8.5		7.9500	7.9100	0.0952	7.89	8.09	4	0	8.09	7.89	100.00
	Temperature	30.0000	C	17.0750	17.5500	1.6860	14.7	18.5	4	0	18.5	14.7	100.00
	Total Coliforms	0.0000	mpn/100 mL	0.0000	0.0000	0.0000	0	0	4	0	0	0	100.00
	Turbidity	5.0000	NTU	0.4248	0.4290	0.1541	0.281	0.56	4	0	0.56	0.281	100.00

Australia Day S355 Community Committee of Glen Innes Severn Council**MINUTES OF ORDINARY MEETING****HELD ON: 5/10/2022****MEETING OPENED: 19:00 (7.00pm)****PRESENT:** Jan Lemon, Lynn Schumacher, Kerrie Sturtridge, Richard Edkins**APOLOGIES:** Mahri Koch, : Mahri Koch, Bev Edkins Bob Arthur, Kerry Strong, Karen Carr.**DECLARATIONS OF CONFLICT OF INTEREST: NIL.**

Item No.	Item	Action
1	BUSINESS ARISING:	
1.1	<p>Nominations forms updated and accepted Need to contact sports committees to inform them of the Sports Awards: Golf, Tennis, Netball, Basketball, Swimming, Soccer, Rugby League, Rugby Union, Athletics, Gun Clubs, Northskate, Pony Clubs, Campdraft, Little A's, Cricket, Darts, Dance Groups.</p> <p>Grant and Funding – Letters for Adam Marshall and Barnaby Joyce need to be signed off by General Manager GISC.</p> <p>Letters ready to sign and forward to GISC GM. Badges – In Progress Letter to be sent to 2CBD FM Community Radio requesting that they provide background music leading up to official presentations at AD Celebrations at Services Club.</p>	<p>Mahri to contact sporting groups, etc. re nominations.</p> <p>Jan to take letters to Council.</p> <p>Mahri to write to 2CBD.</p>
2	EXECUTIVE REPORT - Budget	
2.1	<p>Budget confirmation from Council 5/20/2022: Australia Day Grant: Budget \$12,300 of which \$9,500.02 was spent (\$8,777.28 excluding GST) with \$2,838 returned as unspent funds. Council Australia Day budget \$5,000 of which \$4,336.76 was spent (\$4,155.48 excluding GST).</p>	
3	CORRESPONDENCE:	
3.1	<p>OUT: Jan and Mahri: Letters to GISC GM re extra funding for Photographer for 2023 Letters to Adam Marshall and Barnaby Joyce</p>	

Item No.	Item	Action
	<p>Summary of 2022 Australia Day Celebrations to GISC for their Annual Report.</p> <p>IN: Email from NSW AD Committee – Registration Form Jan to complete and return.</p> <p>IN GISC: Grants and funding opportunities; Disclosure process – forms no longer needed.</p> <p>OUT: Mahri: Minutes of September 2022 meeting; Agenda for October meeting. All incoming emails shared immediately out to all committee members and Councillor representatives to the committee.</p>	
4	<p>GENERAL BUSINESS</p> <p>Choice of Ambassador – Perhaps a Rugby League Star as we have new Sports Awards Other Choices are Sports Person, and Bernie Shakeshaft.</p> <p>Ambassador Accommodation Confirmed with Jim and Adi Ritchie.</p>	
4.1	<p>5 Photo books from 2022 Australia Day Celebrations received.</p> <p>To be presented to William Chan, GISC (Lynn Schumacher) for our records, John Lynn COY, Cadence McShane YCOY, Ian Gould. Ian to be asked to 2023 Committee Dinner and be presented with book and certificate.</p>	Jan to invite Ian Gould to 2023 Committee diner.
4.2	<p>Nomination Forms to be made available on GISC Website and promoted on 2CBD Advertising. Letter drop proposed Kerrie Sturtridge to find out cost from PO and a design of flyer. Events Calendar, \$1000- to be allocated for advertising. Also the use of social media. Transport to and from venues. Kerrie Sturtridge to discuss with Services Club.</p>	<p>Mahri to provide updated Nomination forms to Council for GISC Website.</p> <p>Kerrie Sturtridge to approach Services Club.</p>

MEETING CLOSED: 2010 (7.43pm). **NEXT MEETING:** Wednesday 2nd November, 2022

Emmaville Memorial Hall

Ordinary Meeting

21/10/22

Opened: 4:41 pm

Present: R. Banham, D. Sproule, D. Wooder, L. Schumacher

Apologies: D. Say.

Moved L. Schumacher 2nd R. Banham

Declarations of Conflict of Interest: Nil

Minutes of previous meeting read / accepted.

Moved R. Banham 2nd D. Sproule.

Business Arising

- Letter to Anglican Church re boundary.
- Letter to Kerry Byrne re sign in front of hall.
- Certificates still to be done. - see Danielle @ Council.

Moved D. Sproule 2nd L. Schumacher

Treasurer's Report

Expenses

Keys cut.

\$28 (Petty Cash)

Cheque A/C Balance: \$5439.39 as @ 31/8/22

Cash A/C Balance: \$7579.01 as @ 31/8/22

Moved L. Schumacher 2nd Daniel

Last Origin electricity account \$640.54.

Check A/C with Origin - daily breakup.

Correspondence

In

- Library - request to use hall in ^{Oct} holidays for movie.
- Council - endorses committee (Check Claire Sproule)
- request for books to be audited.
- Richard Quinn (Council) Grant agreement and request for report on BCRRF Grant.



Out

- BRRF Grant Report.
- Letter St. Pauls Anglican Church, Emmaville
- Anglican Diocese, Armidale
- General Business
- Briefcase, cheque book, deposit book – Council has lost!
- Cutlery – need to purchase new metal cutlery.
250 Servings of knives/forks/dessert, soup, tea spoons.
Moved R. Banham 2nd D. Sproule.
- D. Sproule to source.
- Westpac A.I Branch closed, now from Inverell.
- Pre-School – informed function 5th November
and access to supper room.
- Keys need to be cut – front door, right off-stage.
- Electrics and pump to be checked before 5th Nov.
- Deposit Grant into A/C with best interest return.
- Max Scally – entertainer. Free show Sunday Dec 4.
More information to come.
- No farther business.

Meeting closed 5:25 pm.

Next meeting Tues. 22 November @ 9 am

Chairman: Daniel Sproule

Secretary: L Schumacher

Glen Elgin Federation Sports Committee

General Meeting

Saturday, October 15th 2022

Meeting opened: 9:00 am

Present: Royce Meyer, Wayne Dunn, Erica Dunn, Kym Cheers, Kathy Bennett, Peter Donnelly, Craig Klingner

Apologies: Rachael Cheers, Daniel Cheers, James Gresham, Julie Donnelly, Graham MacDougall

Correspondence:

- Council Letter: Re advice of Council Representatives
- ACA Letter: Re New Rule A.17
- Council Letter: Re Glen Elgin Sports Federation Committee Membership

Moved: Peter Donnelly

Seconded: Royce Meyer

Previous general meeting minutes: Read by Wayne Dunn.

Moved: Royce Meyer

Seconded: Kym Cheers

Treasurers Report: None

Business arising from last meetings minutes:

None from previous meeting

General business:

Upcoming Campdraft and sports weekend. Saturday 12th & Sunday, 13th November

Points that were discussed

- ACA have approved program
- Program is now available on ACA & Campdraft central
- Sponsorship letters & invoices have been emailed out
- Wattleop are donating meat for the Saturday night dinner (Julie to chase up logo and send letter)
- Barry Newberry will be right to do the announcing
- The ring will be sprayed by Craig today, which will have it ready for the campdraft.
- Grazag donated the gates but an invoice will be received for plastic section in the ring
- Vicki & Glen Elgin RFS maybe right to do the cleaning for the sports weekend. Wayne Dunn to follow up
- Camping will only be allowed on the sports ground. Sign to be made for the front gate and Julie to put a post on FB and send a message thru campdraft central re limited amount of camping space, horse pens will be limited to 3mx3m per horse.
- Peter Donnelly read ACA new rule change. ACA new rule A.17-Campdraft pegs should be minimum height of 1000mm and a maximum width of 1500mm only

Meeting closed: 10:15 am



MINUTES
Monthly Meeting
Minerama Committee

William Gardner Conference Room, Glen Innes Public Library

71 Grey St, Glen Innes

Monday 12th September at 5:30pm

1. Meeting opened by Chairman Craig Daly at 5:35pm

- **Present:** Cathy Sexton, Belinda Parkinson, Ronnie Bombell, Carol Spry, Kathleen and Peter Batten, Maurice Velcich, Dione Goard, Craig Hulls
- **Apologies:** Eric Pierce Margo Davies Glen Little

2. Minutes of previous meeting

Minutes of the previous Meeting held on Monday 12 August 2022 were read. Minutes accepted and confirmed.

Moved: Cathy Seconded: Carol Carried

Business arising from previous meeting.

Nominations of members at last meeting: Maurice Velich, Glen Little, Chris Sexton, Dione Goard and Belinda Parkinson were given to GISC and ratified by members present at this meeting

3. Reports

- Chairperson's report Most items will be covered in correspondence and general business
- Treasurer's report Nil to report as yet. Cathy presented a receipt for photocopying for reimbursement
- Correspondence out
- New England Instruments to attend
 - James Gresham regarding Traction Club attendance
 - Request to Photocreate for sponsorship
 - Request for quote to Rock Wall Climbing
 - Grant application to Barnaby Joyce
 - Request for confirmation from Showgrounds Trust
- Correspondence in
 - Council Support for minerarma
 - Marketing quote from EJ Freelance
 - Booking confirmation Showgrounds Trust
 - Quote from Rock Wall
 - Sponsorship declined by photocreate

General Business:

Position allocations for festival: Insider trader: bookings, site allocation and setup

Actioned by Craig Daley

Outsider traders: bookings, site allocation and setup

Actioned by Cathy Sexton

Children's activities: To be confirmed plus possible painted rocks, pet rocks, lucky door prize, fossicking on site, coloring competition and face painting

Actioned by Belinda Parkinson and Dione Goard

Road control: Men's Shed Liaison Craig Daley

Key Register: No current committee members have keys to the container. Keys are to be organised and registered with Adam Reid.

Further discussion was heard from the Traction Cub regarding financial support for specialist equipment and targeted advertising. R Bombell will check insurance cover. Area identified for the display is the rear of the grandstand. The traction club requested camping fees be waived for members attending with machinery displays. Moved by Cathy Sexton Seconded Maurice Velich Carried.

Cathy Sexton to meet with R Bombell to discuss the operational plan. Craig Daley requested a meeting to discuss the marketing plan and the GISC input in more detail. Cathy and Craig to review all forms for participants and sponsors.

GISC is to be requested to provide a manned tent during the festival with local and minerarma information.

The possibility of Show Bags for children attending on Friday was discussed and supported in principle.

Stallholder badge or sticker was discussed and supported. Further discussion required with marketing to allow a budget for this.

Ronnie suggested a Noogurable representative be asked to open the festival. Discuss with the Land Council as a suitable person.

4. Next meeting: 10th October

5. Meeting closed at 6.55pm

.....Craig Daly..... 1/10/2022.....

.....Cathy Sexton.....

Chairman

Secretary

Date

Minutes of Roads Consultative Committee Meeting 18 August 2022

PRESENT: Andrew Hancock (Chair), Troy Arandale, Keith Appleby (Director of Infrastructure Services), Tony Kamphorst (Manager of Infrastructure Delivery), Tom Faithfull and Kimberley Wilkins (Minutes).

1. OPEN AND WELCOME:

Andrew Hancock (Chair) opened the meeting at 10.04am.

2. APOLOGIES:

Rob Banham, Tim Alt, Brian Winter, James Gresham, Maurice Velcich, Jeff Smith, Daniel McAlary, Michael Norton.

3. MINUTES OF THE PREVIOUS MEETING:

As per Item 3.4 of the Manual for Community Committees of Council, the minutes of the ordinary meeting held on 19 May 2022 were deemed endorsed by consensus of the Committee as no requests for amendment were received within the specified five (5) days of distribution.

4. BUSINESS ARISING:

4.1 Jacob to investigate options for Golf Links Road failed section and communicate any urgent works to the public.

Jacob noted that he has been chasing proposals from several contractors and few proposals have been received.

Planning is underway for the rehabilitation of this section of road, and it is anticipated that works will commence by the end of June 2022.

Keith noted that material is the biggest challenge.

Action:

Jacob Davis to continue to investigate options for Golf Links Road failed section and communicate any urgent works to the public.

18.8.22 Kimberley Wilkins to note in the maintenance register for scheduled works as resources and provisions allow

4.2 Mann River Bridge automatic Flood Warning System

Keith advised the council was purchasing automatic warning system at an estimated \$25,000 installed. Andrew informed the committee that a warning sign system was needed as a preventative to vehicles driving into floodwaters and being washed downriver which had happened at this location.

Action:

Keith Appleby still investigating resources and the most cost-effective system. He reported that there are Council staff investigating designing a device internally.

.....
Chairperson

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Date

Page 1

Minutes of Roads Consultative Committee Meeting
18 August 2022

4.3 Item for Maintenance and Works Register

Jai Brummell to add the Maintenance Works & Enquiries Register an action to investigate a lane of trees that obscure vision at a bend in the road, planted between the property entrance and the cattle yards at 560 West Furracabad Road.

Action:

Kimberley Wilkins to enter the details of this matter into the Maintenance Works & Enquiries register for inspection.

4.4 Flood Repairs Update – Media

Keith Appleby to liaise with Council's Media and Communications Officer (MCO) to manage public perceptions around the current state of the road network and inform the community of the progress made.

Action:

Keith Appleby reported that the Council website is updated fortnightly with the works schedule of the crews and where they are working for public information.

4.5 Vehicle Crossings and Nature Strip Policy should be put to Council for adoption to replace the redundant **Property Access - Vehicle Crossings Policy**.

This report has been finalised and the Policy will be adopted at the August Council meeting.

Action:

Nil

4.6 Rural Roads Committee New Standing Agenda Item

Jai Brummell to add to the Maintenance Works and Enquiries Register, the maintenance issues raised by RCC members and make "Feedback from Members on Specific Roads" a standing agenda item

Action:

Kimberley Wilkins to update the Meeting Agenda to include this standing item before the next meeting.

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Chairperson

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Date

Page 2

Minutes of Roads Consultative Committee Meeting
18 August 2022

5. CORRESPONDENCE

5.1 Correspondence

Kimberley Wilkins reported that the only item of correspondence was the meeting notification to members for today, however the Directorate has been receiving plenty of correspondence from residents about the road conditions across the Local Government Area.

Action:

Nil.

STANDING ITEMS

6 Maintenance Program Update

Tony Kamphorst reported that the Heavy Patch Crew is currently working on stabilising and patching Pinkett Road and will be doing this work over the next 2 to 3 months.

He reported the other roads and locations that the remainder of the teams are currently working on both in a flood recovery and general maintenance capacity.

Action:

Kimberley Wilkins to enter this request into the Maintenance, Works and Enquiries register (from Tom Faithfull) – Beaufort Road leaning over into the road. Needs top trimming.

7 Construction Program Update

Tony Kamphorst reported: -

- Emmaville segment 180 will commence in late September
- Bald Nob Project will follow on completion
- Resheeting program on the Nine Mile is finishing and the crew will move to Caerleon Road and West Furracabad Road.
- OTTA seal project on Ten Mile and Gul Road is scheduled and Gordon's Road (off Strathbogie) will be sealed using a trail product of emulsion and aggregate which is applied cold rather than hot for comparison to see which product is better by comparison.

Action:

Nil

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Chairperson

.....
Date

Page 3

Minutes of Roads Consultative Committee Meeting
18 August 2022

8 Changes to Plant and Equipment

Keith reported.

- The drainage team have acquired an excavator which is proving useful for the team to undertake works more effectively and quickly.
- Lime Spreader trail – tow behind unit to carry out lime spreading or cement and smaller scale heavy patch work. This plant will be trialled to used around the loop road at the Glen Innes Cemetery.

Action:

Nil

9 Event Road Closures

Nil

Action:

Nil

10 Member Suggestions for Improved Practices

Drainage Issue- Reedy Creek Road (Tom Faithfull)

Ton requested that an inspection of Reedy Creek Road be undertaken to inspect the current conditions and scope of works required.

Stump on Illparran Road (Tom Faithfull)

Tom requested for works to be coordinated to remove or cut down a large stump on the edge of the Illparran Road. It is 3-4ft off the road and quite wide. Needs cutting off and the dead grass cut back for visibility.

Signage on Illparran Road (Tom Faithfull)

The new signage has been installed; however, the old signage remains.

Can it please be removed?

Poor road condition – Haymarket Road (Andrew Hancock)

Andrew reported that the road has broken out just before the newly completed works. He thought that some drainage clear out may rectify this issue.

Andrew also reported that at the bottom of "Devil's Pinch" there is an old strip of bitumen and OTTA seal joined together, and the road is 'crumbly'. There is no sign of water damage, but you can see the gravel coming through. Request for the jet patcher to head out and fix these spots before they break out.

.....
Chairperson

.....
Date

Page 4

Minutes of Roads Consultative Committee Meeting
18 August 2022

Strathbogie Road (Andrew Hancock)

OTTA seal is holding up good. Prep work could have been better. There are clear corrugates and valleys still visible after the seal making the surface very rough to drive on – particularly near Moore's.

Tony Kamphorst to inspect and speak with Grader Operator Nigel Sharman to get feedback on this issue.

Drainage Crews and Excavator

Andrew Hancock asked whether it is possible for the crews to clean the drains on those areas that have recently received work – especially those sections where the road has failed to try and stop the ongoing issue.

Action:

Kimberley Wilkins to add these items to the Maintenance Works & Enquiries Register an action to investigate the issues raised.

11 GENERAL BUSINESS

11.1 Pinkett Users Meeting (Feedback)

Members of the Public have noticed the starting times of work crews – especially when they work a similar time schedule to the school bus runs. There is a request to see if the crews can start or leave the depot earlier so that there for greater work capacity.

Keith reported that the crews will start an 8-day fortnight in the coming months and will work 9.5 hours with the extra daylight but acknowledged that all crews should be on tools well before 9am.

Action:

Tony Kamphorst to provide this feedback to the crews and developed improved practices.

MEETING CLOSED: 11:08 am

NEXT MEETING: 10.00 am Thursday 17 November 2022

VENUE: William Gardner Conference Room, Glen Innes Severn Library
Learning Centre, 71 Grey Street, Glen Innes

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Chairperson

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Date

Page 5