

# ***Glen Innes Severn Council Ordinary Meeting***

## ***25 AUGUST 2022***

# **Annexures**

## **ANNEXURES**

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*MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
27/02/2020	7.18	Declaration of a Climate Change Emergency	Moved Cr D Newman Seconded Cr A Parsons  <b>21.02/20 RESOLUTION</b>  That Council adopts a Climate Emergency Plan comprising the following actions:  i. A review of the 2013 Risk Assessment being undertaken and included in the 2020-21 Operational Plan as a key strategic objective and funds provided accordingly.  ii. As an outcome of the review of the 2013 Risk Assessment, an Adaption Strategy is developed and the development of such a strategy is a key strategic objective of the 2021-2025 Delivery Program.  iii. That an Emissions Reduction Plan be developed as a key strategic objective of the 2021-2025 Delivery Program.  A division was called for, voting on which was as follows:  For Against  Cr C Sparks Cr C Price Cr D Newman Cr J Smith Cr G Frendon Cr A Parsons Cr S Toms  The division was declared CARRIED by 5 votes to 2.  <b>CARRIED</b>	22/09/2022	Lamsal, Pramod	<b>03 Mar 2020 9:27am</b>  DDPRS - is to action all points.  <b>04 Mar 2020 12:00pm</b>  Estimated Completion Date changed by: Graham Price From: 12 Mar 2020 To: 30 Mar 2021  <b>18 Mar 2020 3:19pm zzPrice, Graham</b>  Item 1 completed and a budget provision made in Operational Plan subject to Council adoption.  <b>30 Apr 2020 2:34pm zzPrice, Graham</b>  With the extension of Councillors term by one (1) year it is unsure what provisions will be made for a new Delivery Plan from 2021-22., Situation will be monitored accordingly.  <b>18 May 2020 9:23am zzPrice, Graham</b>  There is no change in status for this project until such time as the new Delivery Plan is prepared.  <b>02 Jun 2020 8:47am zzPrice, Graham</b>  There is no change in status for this project.  <b>19 Jun 2020 2:57pm zzPrice, Graham</b>  2021 Council elections now announced so preparation of a new Delivery Plan will occur in the latter part of 2021  <b>15 Jul 2020 11:27am zzPrice, Graham</b>  Environmental Officer requested to obtain quotes for a Consultant to undertake a review of the Echelon 2013 Risk Assessment and include a quote for the Adaption Strategy as well.  <b>10 Aug 2020 4:14pm zzPrice, Graham</b>  Two (2) quotations received for the Risk Assessment and Adaption Plan and have requested one (1) additional quote be obtained.

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						<p><b>10 Sep 2020 2:49pm zzPrice, Graham</b></p> <p>Three (3) quotes have now been received with the quotation of Edge Environment being the preferred contractor for the delivery of the climate risk assessment. Funding is being pursued for the delivery of the Adaption Plan and the Emissions Reduction Plan.</p> <p><b>30 Sep 2020 8:30am zzPrice, Graham</b></p> <p>Following a review of the quotations the Risk assessment and adaption plan will likely be undertaken using internal resources. Discussions to be held with MR&amp;C regarding the undertaking of the consultation regarding the risk assessment.</p> <p><b>29 Oct 2020 2:18pm zzPrice, Graham</b></p> <p>Due to annual leave and the MGR&amp;CP work commitments this item has not progressed. Discussion will be held during November so as to determine a workshop date in the second half of 2020-21.</p> <p><b>17 Nov 2020 4:04pm zzPrice, Graham</b></p> <p>Preliminary discussions held with MGR&amp;CP regarding conducting in-house risk assessment in the first instance.</p> <p><b>07 Dec 2020 12:09pm zzPrice, Graham</b></p> <p>Further discussion held with Paul Hedayati to determine what assistance he maybe able to provide Council in undertaking a Hazard Assessment.</p> <p><b>15 Feb 2021 9:39am zzPrice, Graham</b></p> <p>On completion of the preparation of the 2021-22 Operational Plan &amp; Budget the risk assessment will be undertaken in house.</p> <p><b>15 Feb 2021 9:56am zzPrice, Graham - Target Date Revision</b></p> <p>Target date changed by Price, Graham from 30 March 2021 to 30 June 2021 - With current work load and resources this project is unlikely to be completed until the 30 June 2021.</p> <p><b>10 Mar 2021 12:06pm zzPrice, Graham</b></p> <p>Item 1 is on track to be completed by the 30 June 2021. Quotations have been received and determining best option - consultant versus internal staff delivering the review of the 2013 Risk Assessment.</p>

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						<p><b>09 Apr 2021 3:21pm zzPrice, Graham</b></p> <p>Quotation from Cress Consulting has been accepted to prepare a Climate Change Adaption Report by the 30 June 2021.</p> <p><b>13 May 2021 12:05pm zzPrice, Graham</b></p> <p>Climate change risk workshop is scheduled for early June 2021 with an Adaption report to be prepared following the workshop.</p> <p><b>02 Jun 2021 1:08pm zzPrice, Graham</b></p> <p>Climate risk workshop scheduled for Thursday 3 June.</p> <p><b>07 Jun 2021 3:01pm zzPrice, Graham</b></p> <p>A Risk Workshop was conducted on 3/6/2021 by Cress Consulting which identified future climate change risks. From this workshop a Risk Adaption Strategy will be developed.</p> <p><b>01 Jul 2021 9:45am zzPrice, Graham - Target Date Revision</b></p> <p>Target date changed by Price, Graham from 30 June 2021 to 30 September 2021 - Consideration of an Emissions reduction plan will be considered in conjunction with the development of a new Delivery Program.</p> <p><b>01 Jul 2021 9:45am zzPrice, Graham</b></p> <p>Climate Change Risk workshop completed. Review of 2013 risk assessment completed. No funding for an emissions reduction plan in the 2021-22 Operational Plan. To be considered as part of the development of the new Delivery Program.</p> <p><b>08 Jul 2021 11:25am zzPrice, Graham - Target Date Revision</b></p> <p>Target date changed by Price, Graham from 30 September 2021 to 23 June 2022 - Adoption of a new Delivery Plan and 2022-23 Operational Plan will not be adopted until June 2022.</p> <p><b>10 Aug 2021 5:11pm zzPrice, Graham</b></p> <p>The draft Risk Assessment and Adaption Strategy has been received and is being reviewed by staff. A report will be provided to Council for review prior to November 2021.</p>

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						<p>07 Sep 2021 2:20pm zzPrice, Graham</p> <p>Items 1 &amp; 2 have been completed. Work on an Emissions Reduction Plan has commenced and is on target for completion by June 2022.</p> <p>12 Oct 2021 8:56am zzPrice, Graham</p> <p>Council adopted the Climate Risk Strategy at the September 2021 Council meeting. Work will continue with the emissions reduction plan as resources are available.</p> <p>03 Nov 2021 2:23pm zzPrice, Graham</p> <p>Points 1 &amp; 2 have been completed. , An Emissions Reduction Strategy is being developed using "in-house" resources and will be completed by 30 June 2022.</p> <p>09 Nov 2021 12:07pm zzPrice, Graham - Reallocation</p> <p>Action reassigned to Lamsal, Pramod by Price, Graham - Pramod is pursuing the development of an Emissions Reduction Plan.</p> <p>06 Dec 2021 11:19am Lamsal, Pramod</p> <p>We are looking for all options to complete the ERP within revised target date.</p> <p>11 Jan 2022 3:38pm Lamsal, Pramod</p> <p>Consultants will soon be contacted to get idea on the preparation of Emission Reduction Plan (ERP).</p> <p>04 Feb 2022 12:04pm Lamsal, Pramod</p> <p>I held MS Teams meeting with three environmental consulting firms on the third week of January 2022 and discussed Council's requirement and expectation from the proposed Emission Reduction Plan (ERP) project. The consulting firms include 100% renewables, Ndevr Environmental, and EcoSave., To facilitate in preparing and submitting proposal, Scope of Work (SoW) has been sent out to all three consulting firms. I expect to receive their proposal by the end of February at the latest. Once a suitable consultant selected following Council's Procurement Policy, we plan to start the project by mid March 2022 with an intention to finish it by 30 June 2022.</p>

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						<p><b>07 Mar 2022 9:21am Lamsal, Pramod</b></p> <p>Two consulting firms 100% Renewables and Ndevr Environmental submitted their proposal for the preparation of Corporate Emission Reduction Plan (CorERP). After reviewing both proposals and following Council's existing Procurement Policy, 100% Renewables has been selected for the project with target to complete it by the end of June 2022.</p> <p><b>05 Apr 2022 4:44pm Duke, Kane</b></p> <p>100% Renewables has been selected to undertake an Emissions Reduction Plan with target to complete it by the end of June 2022.</p> <p><b>04 May 2022 9:43am Lamsal, Pramod</b></p> <p>100% Renewables is working on the Emission Reduction Plan, currently analysing Council's energy and emission data. They organised consultation meetings with some key Council staffs in mid-March 2022 through MS Teams to get Council's feedback on energy consumption and emission reduction target. I am facilitating them providing all the necessary information and support required on behalf of Council. The consultant plans to supply the draft report soon.</p> <p><b>06 Jun 2022 4:19pm Lamsal, Pramod - Target Date Revision</b></p> <p>Target date changed by Lamsal, Pramod from 23 June 2022 to 25 August 2022 - 100% Renewables consultants are still working on the Emission Reduction Plan and need additional time to complete the draft report.</p> <p><b>30 Jun 2022 3:37pm Lamsal, Pramod</b></p> <p>100% Renewables consultants are in the final stage of completing draft Emission Reduction Plan (ERP) report and will forward it to Council by mid July for feedbacks.</p> <p><b>04 Aug 2022 4:56pm Lamsal, Pramod - Target Date Revision</b></p> <p>Target date changed by Lamsal, Pramod from 25 August 2022 to 22 September 2022 - 100% Renewables consultants are in the final stage of completing draft Emission Reduction Plan (ERP) report and will forward it to Council by mid July for feedbacks.</p>

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						04 Aug 2022 5:02pm Lamsal, Pramod - Target Date Revision Target date changed by Lamsal, Pramod from 22 September 2022 to 22 September 2022 - The consultants are incorporating Council's feedbacks and will submit the final Emissions Reduction Plan (ERP) report by the end of August.
28/05/2020	7.18	Dumaresq Street Industrial Estate	Moved Cr C Price Seconded Cr A Parsons  19.05/20 RESOLUTION  That Council:  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:  ☐ The capacity of the future development to create local employment;	31/10/2022	Reid, Adam	19 Jun 2020 3:03pm zzPrice, Graham Item 1 completed and with GM for signing and final lodgement. 19 Jun 2020 3:04pm zzPrice, Graham - Target Date Revision Target date changed by Price, Graham from 11 June 2020 to 28 August 2020 09 Jul 2020 3:32pm zzPrice, Graham Item 1 completed and DA lodged. 14 Jul 2020 9:30am zzPrice, Graham MED requested to promote the land as per Council resolution on the 14/7/2020. Following promotion carried out; 1. Added to Glen Innes Highlands site - <a href="https://gleninneshighlands.com/existing-assets.html">https://gleninneshighlands.com/existing-assets.html</a> , 2. Posted onto Glen Innes Highlands Facebook page, 3. Shared to GISC Facebook page, 4. Shared to 'Glen Innes Business Support' Facebook group. 10 Aug 2020 4:15pm zzPrice, Graham Promotion has been carried out through the VIC. Subdivision DA has been lodged and is pending approval. 25 Aug 2020 2:35pm zzPrice, Graham Item 2 is the only remaining item to be actioned and this cannot be completed until such time as the DA is approved and a Subdivision Certificate issued allowing registration to occur with the Land Titles Office. 25 Aug 2020 2:37pm zzPrice, Graham - Target Date Revision Target date changed by Price, Graham from 28 August 2020 to 30 October 2020 - Item 2 cannot be completed until DA is approved and subdivision is registered.

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			<p>2 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</p> <p>2 The demonstrated ability of the individual, organisation or company to deliver a development on the site in a timely manner.</p>			<p>10 Sep 2020 2:51pm zzPrice, Graham</p> <p>The Development consent has been approved which will now allow the pursuing of the Subdivision certificate.</p> <p>30 Sep 2020 8:35am zzPrice, Graham</p> <p>Surveyor to be engaged to finalise the survey.</p> <p>29 Oct 2020 2:26pm zzPrice, Graham - Target Date Revision</p> <p>Target date changed by Price, Graham from 30 October 2020 to 31 March 2021 - Delays have been experienced with appointing a Surveyor to undertake the preparation of the linen plan.</p> <p>29 Oct 2020 2:26pm zzPrice, Graham</p> <p>Pending a quotation from Surveyor Jim Noad to finalise the linen plan.</p> <p>17 Nov 2020 4:07pm zzPrice, Graham</p> <p>Further consultation with Preferred Energy who are undertaking the electricity design for the subdivision. Negotiations continuing with the Surveyor for the final preparation of the linen plan.</p> <p>02 Dec 2020 11:39am zzPrice, Graham</p> <p>Works including sealing of road and K&amp;G scheduled for March 2021. Negotiations underway with Surveyor to undertake the required land survey. Survey to be completed by 28 February 2021.</p> <p>15 Feb 2021 9:30am zzPrice, Graham</p> <p>Preliminary site work has commenced and road works and kerb &amp; gutter scheduled for completion end of March early April. Survey work has been deferred to the completion of the kerb &amp; gutter and placement of survey markers. Survey expected to be completed by the end of April.</p> <p>15 Feb 2021 9:33am zzPrice, Graham - Target Date Revision</p> <p>Target date changed by Price, Graham from 31 March 2021 to 28 May 2021 - Surveyor wants to have survey marks completed in kerb &amp; gutter prior to undertaking survey work. K&amp;G to be completed by the end of March.</p>
			<p>A division was called for, voting on which was as follows:</p> <p>For</p> <p>Against</p> <p>Cr C Sparks</p> <p>Cr D Newman</p> <p>Cr G Frendon</p> <p>Cr A Parsons</p> <p>Cr C Price</p> <p>Cr J Smith</p> <p>Cr S Toms</p> <p>The division was declared CARRIED by 7 votes to 0.</p> <p>CARRIED</p>			



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						<p>10 Mar 2021 12:20pm zzPrice, Graham</p> <p>Surveyor appointed to undertake survey work. Roadworks scheduled for completion by 30 June 2021.</p> <p>09 Apr 2021 3:24pm zzPrice, Graham</p> <p>Project on track for completion by 30 June due to wet weather delaying the capital works schedule.</p> <p>13 May 2021 2:48pm zzPrice, Graham</p> <p>Finalisation of the survey is dependant on completion of the kerb and gutter and roadworks. This work is scheduled for completion by 30 June 2021.</p> <p>19 May 2021 1:24pm zzPrice, Graham - Target Date Revision</p> <p>Target date changed by Price, Graham from 28 May 2021 to 30 June 2021 - Pending infrastructure timetable.</p> <p>07 Jun 2021 3:03pm zzPrice, Graham</p> <p>Work scheduled to be completed by 30 June 2021. Roadworks and kerb and guttering will then allow the completion of the subdivision certificate.</p> <p>07 Jun 2021 3:15pm zzPrice, Graham - Target Date Revision</p> <p>Target date changed by Price, Graham from 30 June 2021 to 26 November 2021 - Registration of the subdivision is likely to take some months as it requires Land Title Office approval.</p> <p>07 Jul 2021 10:16am zzPrice, Graham</p> <p>Work commenced on road and kerb and gutter but delayed due to wet weather.</p> <p>10 Aug 2021 5:10pm zzPrice, Graham</p> <p>Wet weather continues to delay works. Survey cannot be completed until such time as the kerb and gutter is completed.</p>



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						<p>07 Sep 2021 2:22pm zzPrice, Graham</p> <p>Road works are continuing and kerb and gutter scheduled for completion by the end of September 2021. On completion of the kerb and guttering the survey and subdivision can be completed. A draft Contract of Sale is being prepared for Catchpower subject to a 50% deposit being paid to cover any lost revenue to Council since May 2020.</p> <p>12 Oct 2021 8:57am zzPrice, Graham</p> <p>Kerb &amp; guttering completed and sealing of the road is pending. Surveyor is now able to pursue the finalisation of the survey to allow the lots to be registered.</p> <p>03 Nov 2021 2:34pm zzPrice, Graham</p> <p>This item is completed with the exception of a Council report to authorise the General Manager to finalise the Contract of Sale on the completion of the subdivision.</p> <p>04 Nov 2021 2:54pm zzPrice, Graham - Reallocation</p> <p>Action reassigned to James, Sari by Price, Graham - The only remaining action is the preparation of the Contract of Sale which the Property Officer is undertaking. All other items have been completed.</p> <p>10 Nov 2021 9:03am zzJames, Sari</p> <p>As the Property Officer I am waiting on Bill Liston to get back to me with further information and understanding of the subdivision.</p> <p>17 Nov 2021 9:16am zzJames, Sari</p> <p>As the Property Officer I am waiting on Bill Liston to get back to me with further information and understanding of the subdivision.</p> <p>17 Nov 2021 9:17am zzJames, Sari - Target Date Revision</p> <p>Target date changed by James, Sari from 26 November 2021 to 16 December 2021</p> <p>22 Nov 2021 11:10am zzJames, Sari - Target Date Revision</p> <p>Target date changed by James, Sari from 16 December 2021 to 25 February 2022</p>

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						<p>25 Nov 2021 10:52am zzJames, Sari</p> <p>As the property Officer I am waiting on Council's legal representative to get back to me with further information and understanding of the subdivision. I have left a message with him again this week.</p> <p>08 Dec 2021 9:06am zzJames, Sari</p> <p>I have called Council's legal representative and left a message today with the receptionist.</p> <p>12 Jan 2022 9:07am zzJames, Sari</p> <p>I contacted the Surveyor who has stated he has passed on this information to Council's legal representative.</p> <p>14 Feb 2022 12:50pm zzJames, Sari</p> <p>Surveyor has been contacted and will meet with Council survey team this week to discuss the site.</p> <p>15 Feb 2022 1:15pm zzJames, Sari - Target Date Revision</p> <p>Target date changed by James, Sari from 25 February 2022 to 30 July 2022 - This resolution requires surveys, subdivision, drafting of contracts, expressions of interest, and multiple land sales process.</p> <p>24 Feb 2022 2:45pm zzJames, Sari</p> <p>Council survey team to meet with surveyor to survey the site, aiming for next week.</p> <p>09 Mar 2022 8:55am zzJames, Sari</p> <p>Survey team of Council is meeting the Surveyor on Monday the 14th, Council's Survey team will be competing the drainage and the Surveyor will be completing the subdivision after the meeting.</p> <p>15 Mar 2022 4:22pm zzJames, Sari</p> <p>Survey team met with the Surveyor on Monday the 14th of March, Council is now waiting upon the response from the visit.</p> <p>30 Mar 2022 11:07am zzJames, Sari</p> <p>Surveyor has pegged the area and needs to come back for further surveying when the weather has cleared.</p>

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						<p><b>07 Apr 2022 3:55pm Appleby, Keith - Reallocation</b></p> <p>Action reassigned to Reid, Adam by Appleby, Keith - New staff member in role.</p> <p><b>27 Apr 2022 8:44am Reid, Adam</b></p> <p>Advancement of project delayed due to Council's Senior Design Officer currently on leave and Property Administration Officer is unable to contact the Surveyor tasked to this action.</p> <p><b>28 Apr 2022 10:25am Reid, Adam</b></p> <p>Property Officer contacted Surveyor. Surveyor has not finished survey work due to personal illness. Surveyor to report back within two weeks.</p> <p><b>26 May 2022 10:37am Reid, Adam</b></p> <p>Due to ongoing illness, contracted surveyor unable to continue job. Surveyor agreed to send his field notes to Property Administration Officer. Property Administration Officer to seek quotes for new surveyor to finalise survey.</p> <p><b>09 Jun 2022 9:32am Reid, Adam</b></p> <p>PAO has requested quotes from two local surveying groups. Awaiting reply.</p> <p><b>14 Jun 2022 3:03pm Reid, Adam - Target Date Revision</b></p> <p>Target date changed by Reid, Adam from 30 July 2022 to 31 October 2022 - Property Administration Officer awaiting further details on quote from new surveyors.</p> <p><b>15 Jul 2022 10:03am Reid, Adam</b></p> <p>Surveyors "New England Surveying &amp; Engineering" have been selected to survey the land. On first inspection, surveyor recommended changes as to how to subdivide the area more thoroughly. Changes being reviewed by Director of Infrastructure Services and Senior Design Officer</p> <p><b>08 Aug 2022 2:09pm Reid, Adam</b></p> <p>Discussions held between New England Surveying and Engineering, Director of Infrastructure Services, and Senior Design Officer about proposed changes to subdivision plan held. Changes have been made to the plan.</p>

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27/05/2021	7.11	Information update - Proposed Partnership with the Youth Insearch Organisation	Moved Cr A Parsons	Seconded Cr G Frendon	30/09/2022	Williams, Anthony	<p><b>07 Jun 2021 9:33am Williams, Anthony</b></p> <p>This report will now become the current document related to the Partnership with Youth Insearch. The MCS will liaise with the CEO Youth Insearch to seek funding as identified within this report. The MCS will provide a further report to the October Meeting of Council.</p> <p><b>07 Jun 2021 9:38am Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 10 June 2021 to 30 September 2021</p> <p><b>08 Jul 2021 2:28pm Watt, Anna - Target Date Revision</b></p> <p>Target date changed by Watt, Anna from 30 September 2021 to 29 October 2021 - This report will now become the current document related to the Partnership with Youth Insearch. Council's MCS will liaise with the CEO of Youth Insearch to seek funding as identified within this report. The MCS will provide a further report to Council's Ordinary Meeting in October.</p> <p><b>26 Jul 2021 12:28pm Williams, Anthony</b></p> <p>The MCS has arranged a meeting for Thursday 29 July between Councils Youth staff, Youth Insearch Regional Coordinator and Youth Insearch CEO to discuss progress.</p> <p><b>11 Aug 2021 7:41am Williams, Anthony</b></p> <p>Youth Insearch have submitted an application to the Safer Communities Program. The Mayor provided a letter of support for this application. It is proposed to submit an application to the Black Summer Bushfires Recovery Grant program which closes on 2 September. The application will provide for a full time Youth Insearch Community Based Worker position at Glen Innes for two years.</p> <p><b>24 Aug 2021 7:38am Williams, Anthony</b></p> <p>The MCS is collaborating with Youth Insearch to submit an application for the 'Four You Alliance' Program to the Black Summer Bushfire Recovery Fund. The Mayor has once again provided a Letter of Support and the MCS is currently seeking support letters from the Emmaville Central, and Glen Innes High Schools. If successful, this project will benefit both the Glen Innes Severn and Inverell LGA's. At Risk young people will receive ongoing professional support from Youth Insearch, Project Rockit, the</p>													
			<p><b>15.05/21 RESOLUTION</b></p> <p>THAT:</p> <p>1. Council supports a partnership with Youth Insearch which jointly seeks grant funding and/or philanthropy investments sufficient to fund a Youth Insearch Community Based Worker within the Local Government Area for a minimum of three (3) days per week over two (2) consecutive years.</p> <p>2. Following additional research, the Manager of Community Services submits a further report to Council for its consideration. The report will contain details of progress related to financial, strategic, and other implications for 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 C Sparks</td><td>Nil</td></tr><tr><td>Cr G Frendon</td><td></td></tr><tr><td>Cr A Parsons</td><td></td></tr><tr><td>Cr C Price</td><td></td></tr><tr><td>Cr S Toms</td><td></td></tr></table> <p>The division was declared carried by 5 votes to 0.</p> <p><b>CARRIED</b></p>		For	Against	Cr C Sparks	Nil	Cr G Frendon		Cr A Parsons		Cr C Price		Cr S Toms					
For	Against																			
Cr C Sparks	Nil																			
Cr G Frendon																				
Cr A Parsons																				
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						<p>batr program and the Reach Foundation. Applications close at 5pm 2 September 2021.</p> <p><b>06 Sep 2021 10:20am Williams, Anthony</b></p> <p>The Black Summer Bushfires Grants due date has been pushed out until 6 October. The MCS has supplied Letters of Support for the joint application from the Mayor, Glen Innes High School and Emmaville Central School. The additional time will assist Youth Insearch Grant writes to polish the application.</p> <p><b>16 Sep 2021 4:50pm Williams, Anthony</b></p> <p>No additional updates of note at this time. Awaiting advice regarding the Regional Partnerships Grant and the closing date for the Black Summer Bushfires Grant.</p> <p><b>30 Sep 2021 8:16am Williams, Anthony</b></p> <p>No additional update available at this time. The MCS remains in regular contact with Youth Insearch with Grant applications submitted. We are also jointly seeking other grant opportunities as they arise.</p> <p><b>12 Oct 2021 5:42pm Williams, Anthony</b></p> <p>No additional update available at this time. The MCS remains in regular contact with Youth Insearch with Grant applications submitted. We are jointly seeking other grant opportunities as they arise.</p> <p><b>21 Oct 2021 7:41am Williams, Anthony</b></p> <p>The action will remain ongoing until the Partnership has been successful in attracting the Grant Funding sought to achieve the outcome. The Manager of Community Services will provide an updated report to Council not later than the May 2022 Ordinary Council Meeting which will be 12 months since Council resolved to participate in the Partnership.</p> <p><b>21 Oct 2021 7:43am Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 29 October 2021 to 31 May 2022 - The action is ongoing pending attainment of funding. A further report will be provided to Council not later than the May 2022 Ordinary meeting of Council.</p>

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						<p>30 Oct 2021 8:53am Williams, Anthony</p> <p>Black Summer Bushfires Grant Application lodged. Continual investigation and application for other Grant opportunities is explored by the partnership.</p> <p>01 Dec 2021 3:47pm Williams, Anthony</p> <p>Ongoing commitment wit Youth Insearch. MCS to contact Youth Insearch for an update on progress.</p> <p>13 Jan 2022 5:31pm Williams, Anthony</p> <p>No additional information available at time of update. Grant applications are still in the process.</p> <p>02 Feb 2022 11:59am Williams, Anthony</p> <p>MCS has had communication with the CEO of Youth Insearch and arranging a meeting to discuss the way forwards with our project whilst we await the outcome of current Grant applications.</p> <p>24 Feb 2022 10:22am Williams, Anthony</p> <p>There has not yet been a determination on existing grant applications. We continue to seek additional opportunities for funding.</p> <p>22 Mar 2022 12:42pm Williams, Anthony</p> <p>The Black Summer Bushfire Grant application was unsuccessful. MCS to discuss actions moving forwards with Youth Insearch and provide an update.</p> <p>29 Mar 2022 9:01am Williams, Anthony</p> <p>Meeting between MCS and Youth Insearch scheduled for 7 April 2022.</p> <p>07 Apr 2022 8:43am Williams, Anthony</p> <p>Meeting between MCS and Youth Insearch delayed at their request until Monday 11 April 2022.</p> <p>26 Apr 2022 10:06am Williams, Anthony</p> <p>Meeting was held with Youth Insearch Regional Coordinator (YIRC) however there were no substantive information arising from the discussions related to the Partnership with Council. The Youth Insearch CEO has a pending update for his staff the (YIRC) will keep the MCS</p>

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						<p>informed. Introductions were made between the YIRC and Council's YW and a commitment was made from the YIRC to have an increased presence with Council's Youth Team.</p> <p><b>29 May 2022 2:52pm Williams, Anthony</b></p> <p>MCS has planned discussion with Youth Insearch Tuesday 31 May to discuss partnership arrangements and actions moving forwards. MCS will provide additional information post meeting.</p> <p><b>29 May 2022 3:00pm Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 31 May 2022 to 30 June 2022 - Target revised pending MCS meeting with Youth Insearch and MCS unplanned leave.</p> <p><b>30 Jun 2022 9:52am Williams, Anthony</b></p> <p>Email received from Youth Insearch 23 June they have been successful receiving funding from the Safer Communities funding application. The MCS is awaiting further communication from Youth Insearch to ascertain how this funding may assist young people from our LGA.</p> <p><b>30 Jun 2022 9:56am Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 30 June 2022 to 31 July 2022 - Meeting with Youth Insearch pending post their having a successful Regional funding application.</p> <p><b>19 Jul 2022 9:30am Williams, Anthony</b></p> <p>MCS has discussed with Youth Insearch their successful Grant application for Safer Communities. The funding will be rolled out with a presence in several local communities including Tamworth, Inverell, Armidale and Glen Innes, Acting CEO of Youth Insearch James South advised the MCS that the Community Based Worker for Glen Innes will be factored in. The funding is for two (2) years. Youth Insearch Regional Coordinator - Meg Hanlon advised the plan is to have a presence one (1) day per week at various Children's Court sittings and other target areas remain in the planning. Youth Insearch made a commitment to remain in contact with Council regarding the rollout of their services.</p>



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						<p>19 Jul 2022 9:36am Williams, Anthony - Target Date Revision</p> <p>Target date changed by Williams, Anthony from 31 July 2022 to 31 July 2022 - Please refer note 19 July 2022.</p> <p>19 Jul 2022 9:36am Williams, Anthony - Target Date Revision</p> <p>Target date changed by Williams, Anthony from 31 July 2022 to 30 September 2022 - MCS has discussed with Youth Insearch their successful Grant application for Safer Communities. The funding will be rolled out with a presence in several local communities including Tamworth, Inverell, Armidale and Glen Innes, Acting CEO of Youth Insearch James South advised the MCS that the Community Based Worker for Glen Innes will be factored in. The funding is for two (2) years. Youth Insearch Regional Coordinator - Meg Hanlon advised the plan is to have a presence one (1) day per week at various Children's Court sittings and other target areas remain in the planning. Youth Insearch made a commitment to remain in contact with Council regarding the rollout of their services.</p> <p>18 Aug 2022 11:34am Williams, Anthony</p> <p>Awaiting confirmation of a meeting date from Youth Insearch Regional Coordinator Meg H. Meeting will discuss proposed Youth Insearch involvement for Glen Innes post successful Grant application.</p>
28/10/2021	7.12	Proposal to make the Town Hall Cashless	Moved Cr A Parsons    Seconded Cr G Frendon  <b>16.10/21 RESOLUTION</b>  That the Town Hall Office becomes a cashless venue from Friday, 1 July 2022.  A division was called for, voting on which was as follows:  For  Cr C Sparks Cr D Newman Cr G Frendon  The division was declared carried by 3 votes to 1.  <b>CARRIED</b>	30/11/2022	Newsome, Ann	<p>08 Nov 2021 4:15pm Watson, Amy - Target Date Revision</p> <p>Target date changed by Watson, Amy from 11 November 2021 to 01 March 2022 - Date has been moved out due to the cashless not being implemented until 1 July 2022. Date picked in March is a reminder to put notices in with Rates and create signage for front counter. The cashless announcement will be advertised in "Our council" for month of November.</p> <p>20 Jan 2022 10:51am Mephram, Danielle - Reallocation</p> <p>Action reassigned to Newsome, Ann by Mephram, Danielle - FA will be on maternity leave during the time this action is required to be completed.</p> <p>15 Feb 2022 10:22am Newsome, Ann</p> <p>Have commenced creating flyers to go with any bulk mailouts from 20/2/2022. Have contacted MCO re social media and website communication.</p>



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						<p><b>15 Feb 2022 10:29am Newsome, Ann - Target Date Revision</b></p> <p>Target date changed by Newsome, Ann from 01 March 2022 to 01 June 2022 - have commenced creating flyer and contacted MCO about social media communication. The date has been revised as a count down to 30 June 2022 change over.</p> <p><b>21 Apr 2022 9:51am Newsome, Ann</b></p> <p>Flyers have been completed and sent to the printers for inclusion with rates notices. Copies of the flyer have been created for display at the front counter. Customers paying in cash are being advised of the change.</p> <p><b>05 May 2022 10:34am Newsome, Ann - Target Date Revision</b></p> <p>Target date changed by Newsome, Ann from 01 June 2022 to 01 July 2022</p> <p><b>05 May 2022 10:36am Newsome, Ann</b></p> <p>Target changed to implementation date</p> <p><b>05 May 2022 10:40am Newsome, Ann - Target Date Revision</b></p> <p>Target date changed by Newsome, Ann from 01 July 2022 to 01 July 2022 - change to post implementation date</p> <p><b>17 May 2022 4:05pm Newsome, Ann</b></p> <p>Public awareness campaign has commenced., Social media posts of the change have been done., Signage in at the front counter., The change to cashless is being brought to the attention of people paying in cash.</p> <p><b>06 Jun 2022 3:11pm Newsome, Ann</b></p> <p>Public awareness continues.</p> <p><b>14 Jun 2022 4:04pm Newsome, Ann</b></p> <p>public awareness continues</p> <p><b>01 Jul 2022 11:42am Watt, Anna - Target Date Revision</b></p> <p>Target date changed by Watt, Anna from 01 July 2022 to 04 July 2022</p> <p><b>20 Jul 2022 11:43am Watt, Anna - Target Date Revision</b></p> <p>Target date changed by Watt, Anna from 04 July 2022 to 29 July 2022</p>

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						<p>08 Aug 2022 12:10pm Newsome, Ann</p> <p>Town Hall is now 99% cashless. , Cash is still being taken on rare occasions to provide customer service in the change over process., Open Office is still working on getting the Australia post bar codes correct on sundry debtor statements.</p> <p>08 Aug 2022 12:16pm Newsome, Ann - Target Date Revision</p> <p>Target date changed by Newsome, Ann from 29 July 2022 to 30 November 2022 - Allow for a rates and water payment cycle before a hard stop to collecting cash. Allow time for Australia Post bar codes to be set up by OO.</p>
28/10/2021	7.13	Request to Delay Trial of Extension of Out of School Hours (OOSH) Services	<p>Moved Cr A Parsons Seconded Cr D Newman</p> <p>17.10/21 RESOLUTION</p> <p>THAT:</p> <ol style="list-style-type: none"> <li>1. Council endorses the delay of the Before School Care Program trial, until the 2022 school year when additional information regarding a grant application to extend the trial period will be available.</li> <li>2. Pending the result of the grant application, Council endorses the trial period to be extended beyond the original three (3) weeks, to 12 months.</li> <li>3. Prior to the end of the Before School Care Program trial period, the Manager of Community Services submits a further report to Council for its consideration of continuing a Before School Care Program into the future.</li> </ol>	30/09/2022	Williams, Anthony	<p>30 Oct 2021 8:53am Williams, Anthony - Target Date Revision</p> <p>Target date changed by Williams, Anthony from 11 November 2021 to 30 June 2022 - Council has endorsed a second report to the 28 October meeting of Council that the Before School Program be delayed until the 2022 School Year when additional information regarding a Grant Application will be available. Resolution - 17.10/21 An additional report will be presented to Council prior to June 30 2022.</p> <p>30 Oct 2021 9:01am Williams, Anthony</p> <p>Council passed the resolution at the 28 October Meeting. MCS to commence planning for Before School Program 2022 with staff.</p> <p>01 Dec 2021 3:42pm Williams, Anthony</p> <p>CCYFS has commenced planning with staff. MCS has contacted the Bus Company regarding transport options. Ongoing.</p> <p>13 Jan 2022 5:34pm Williams, Anthony</p> <p>Grant application was not successful. Preparation for the trial is progressing well and it will commence Week 1 of the new school year.</p> <p>18 Jan 2022 12:47pm Williams, Anthony</p> <p>Planning for the trial of Before School Care is well underway and will proceed in accordance with the resolution of Council and without Grant funding. Advertising, promotion, rostering of staff and other preparations are currently being attended.</p>

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			A division was called for, voting on which was as follows:			02 Feb 2022 11:58am Williams, Anthony
			For		Against	The trial of before school care commenced Tuesday 1 February. Additional advertising at schools is also being addressed.
			Cr C Sparks		Nil	24 Feb 2022 10:19am Williams, Anthony
			Cr D Newman			The trial of the BSC program will finish on Friday 25 February. A report will be written to Council outlining details of the trial which has failed to prove financial viability.
			Cr G Frendon			22 Mar 2022 12:43pm Williams, Anthony
			Cr A Parsons			The trial was terminated due to insufficient numbers. A report has been prepared for the April Ordinary Meeting of Council.
			The division was declared carried by 4 votes to 0.			29 Mar 2022 8:58am Williams, Anthony
			CARRIED			Report has been pushed out to the April Meeting of Council pending further consultation regarding a renewed trial of BSC.
						07 Apr 2022 8:43am Williams, Anthony - Target Date Revision
						Target date changed by Williams, Anthony from 30 June 2022 to 10 June 2022 - An additional report will be prepared for the May Council Meeting. The target should then be able to have been determined by 10 June 2022
						26 Apr 2022 10:11am Williams, Anthony
						As stated 7 April 2022. Proposed to report to May Council Meeting.
						12 May 2022 10:51am Mepham, Danielle - Target Date Revision
						Target date changed by Mepham, Danielle from 10 June 2022 to 30 June 2022 - The MCS is on unplanned leave and therefore a report was not prepared for the May Council Meeting. The target date has been pushed out to reflect the aim to have a report submitted to the June Council Meeting.
						29 May 2022 2:55pm Williams, Anthony
						MCS to discuss report with DCCS having due regard to financial and staff constraints associated with a secondary trial of BSC. Report for Council to be prepared post this meeting and MCS return to duty post unplanned leave.

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						02 Jun 2022 5:47pm Watt, Anna - Target Date Revision  Target date changed by Watt, Anna from 30 June 2022 to 30 September 2022  30 Jun 2022 9:57am Williams, Anthony  Target date pushed out due to insufficient staff to support another trial at this time.  18 Aug 2022 11:35am Williams, Anthony  Acting GM enquiry regarding report for further discussion between DCCS and MCS 22 August
28/10/2021	7.28	West Furracabad Road Minor Closure	Moved Cr A Parsons      Seconded Cr G Frendon  <b>32.10/21 RESOLUTION</b>  That Council proceeds to close part road corridor Lot 4 DP 1193185 (1,921 m <sup>2</sup> ) and transfers the ownership to Ewan Winter for the sale price of \$1.00.  A division was called for, voting on which was as follows:  For			

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						<p>05 Jan 2022 9:01am zzJames, Sari</p> <p>The advertising period has finished for the road closure, there was no formal complaints to the proposed road closure.</p> <p>19 Jan 2022 9:18am zzJames, Sari</p> <p>The advertising period has finished for the road closure, there has been no formal complaints to the proposed road closure, I have sent out more emails to follow up certain responses from authorities.</p> <p>14 Feb 2022 1:09pm zzJames, Sari</p> <p>The deposited plan has been sent to Council's external surveyor for review, before sending for signature to Crown lands.</p> <p>09 Mar 2022 8:57am zzJames, Sari</p> <p>Awaiting on Crown Lands answer regarding the deposited Plan. The Property Officer has followed up yesterday with a phone call and an email, hoping to hear back today.</p> <p>15 Mar 2022 4:22pm zzJames, Sari</p> <p>The Deposited Plan has been accepted as a registered Deposited Plan. The next step is now for the Property officer to Submit a Gazettal for the Lot.</p> <p>17 Mar 2022 11:33am zzJames, Sari - Target Date Revision</p> <p>Target date changed by James, Sari from 31 March 2022 to 30 April 2022</p> <p>07 Apr 2022 3:56pm Appleby, Keith - Reallocation</p> <p>Action reassigned to Reid, Adam by Appleby, Keith - New staff member in role.</p> <p>21 Apr 2022 9:07am Reid, Adam</p> <p>Property Administration Officer met with Crown Land Management in Armidale on 20/04/2022. Discussed procedures to gazette land. Awaiting further consultation in the next two weeks to identify a solution.</p>

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						<p><b>21 Apr 2022 9:10am Reid, Adam - Target Date Revision</b></p> <p>Target date changed by Reid, Adam from 30 April 2022 to 30 May 2022 - Property Administration Officer met with Crown Land Management in Armidale on 20/04/2022. Discussed procedures to gazette land. Awaiting further consultation in the next two weeks to identify a solution.</p> <p><b>18 May 2022 12:39pm Reid, Adam</b></p> <p>Property Administration Officer contacted the Office of Local Government to discuss the procedure for the Gazettal of public road closures. The appropriate position to speak with is not available until 30/05/2022. Property Administration Officer is unable to continue procedure until access is granted to Gazette on the NSW legislation site. APJ Law has been notified of the delay.</p> <p><b>18 May 2022 12:44pm Reid, Adam - Target Date Revision</b></p> <p>Target date changed by Reid, Adam from 30 May 2022 to 30 June 2022 - Property Administration Officer is unable to continue procedure until access is granted to Gazette on the NSW legislation site. APJ Law has been notified of the delay.</p> <p><b>09 Jun 2022 12:05pm Reid, Adam</b></p> <p>Property Administration officer submitted gazettal document to GM</p> <p><b>14 Jun 2022 3:09pm Reid, Adam - Target Date Revision</b></p> <p>Target date changed by Reid, Adam from 30 June 2022 to 31 August 2022 - 60 Day waiting period needed after gazettal for public review.</p> <p><b>16 Jun 2022 12:00pm Reid, Adam</b></p> <p>Property Administration Officer submitted gazettal notice on 16/06/2022 to be posted in the gazette on 17/06/2022. Land Environment 60 day court appeal period to commence on 17/06/2022.</p> <p><b>21 Jul 2022 10:49am Reid, Adam</b></p> <p>Property Administration Officer awaiting outcome of Land Environment court appeal period. Progress to sale will begin after this period.</p>

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24/02/2022	7.27	Transfer of ownership of the Torrington Waste Transfer Station	Moved Cr T Alt Seconded Cr A Parsons  <b>29.02/22 RESOLUTION</b>  That Council authorises the transfer of its share of ownership of Lot 2 DP 751535 (otherwise known as the Torrington Waste Transfer Station) to Tenterfield Shire Council at a price of \$1.  A division was called for, voting on which was as follows:  For Against  Cr T Alt Nil Cr T Arandale Cr R Banham Cr L Gresham Cr J Parry Cr A Parsons Cr C Sparks  The division was declared carried by 7 votes to 0.  <b>CARRIED</b>	31/08/2022	MacLachlan, Cameron	<b>01 Mar 2022 9:51am MacLachlan, Cameron - Target Date Revision</b>  Target date changed by MacLachlan, Cameron from 10 March 2022 to 01 April 2022 - I am estimating 4 weeks for Tenterfield Council to provide a contract of sale.  <b>01 Mar 2022 9:51am MacLachlan, Cameron</b>  Tenterfield Council contacted and asked to provide a contract of sale. The next step is to process the contract once GISC receives it.  <b>28 Mar 2022 10:07am MacLachlan, Cameron - Target Date Revision</b>  Target date changed by MacLachlan, Cameron from 01 April 2022 to 01 May 2022 - 28 Mar 22: The contract of sale is with Tenterfield Council's legal advisor. I estimate at least 1 month required to complete the process.  <b>28 Mar 2022 10:07am MacLachlan, Cameron</b>  The Technical Services coordinator checked with Tenterfield Council on the progress of the contract of sale. The contract is being reviewed by Tenterfield Council's legal team.  <b>20 Apr 2022 12:39pm MacLachlan, Cameron - Target Date Revision</b>  Target date changed by MacLachlan, Cameron from 01 May 2022 to 30 May 2022 - Tenterfield Council has not received the contract from their legal consultant.  <b>05 May 2022 1:49pm MacLachlan, Cameron</b>  Technical Service Coordinator checked with Tenterfield Council. The transfer documentation is still with their solicitors. Tenterfield Council foresees no issues.  <b>27 May 2022 2:36pm MacLachlan, Cameron</b>  Technical Service Coordinator checked with Tenterfield Council. The transfer documentation is still with their solicitors. Tenterfield Council foresees no issues.  <b>27 May 2022 2:43pm MacLachlan, Cameron - Target Date Revision</b>  Target date changed by MacLachlan, Cameron from 30 May 2022 to 07 July 2022 - Awaiting documents from Tenterfield Council.



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						<p>23 Jun 2022 9:38am MacLachlan, Cameron</p> <p>An email was received 23 June 2022 from the solicitors of Tenterfield Council asking for GISC solicitor details to arrange final signature. GISC Property Administration Officer has been tasked with arranging final signatures.</p> <p>23 Jun 2022 9:42am MacLachlan, Cameron - Target Date Revision</p> <p>Target date changed by MacLachlan, Cameron from 07 July 2022 to 28 July 2022 - Final documents are with solicitors ready for final signature. The target date extension is to allow for this final step in the process.</p> <p>08 Aug 2022 5:57pm Appleby, Keith - Target Date Revision</p> <p>Target date changed by Appleby, Keith from 28 July 2022 to 31 August 2022 - Extended as actioning officer is on annual leave.</p> <p>10 Aug 2022 9:16am MacLachlan, Cameron</p> <p>GISC Property Officer engaged solicitors to arrange for final GISC signatures. The timeline for finalization to be confirmed.</p>																
24/02/2022	7.28	Proposed Sale of 23 Bourke Street Deepwater	<p>Moved Cr A Parsons    Seconded Cr J Parry</p> <p><b>30.02/22 RESOLUTION</b></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 Alt</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>	For	Against	Cr T Alt	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 Mar 2022 9:01am zzJames, Sari</p> <p>Property Officer is Gathering more information before commencing the Expression of Interest.</p> <p>15 Mar 2022 8:37am zzJames, Sari</p> <p>23 Bourke Street is to be surveyed this week by a contracted surveyor.</p> <p>17 Mar 2022 11:34am zzJames, Sari - Target Date Revision</p> <p>Target date changed by James, Sari from 10 March 2022 to 30 April 2022</p> <p>30 Mar 2022 11:09am zzJames, Sari</p> <p>Surveyor to survey the area when the weather has cleared.</p> <p>07 Apr 2022 3:57pm Appleby, Keith - Reallocation</p> <p>Action reassigned to Reid, Adam by Appleby, Keith - New staff member in role</p>
For	Against																					
Cr T Alt	Nil																					
Cr T Arandale																						
Cr R Banham																						
Cr L Gresham																						
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MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
			CARRIED			<p>27 Apr 2022 8:41am Reid, Adam</p> <p>Advancement of project delayed due to Council's Senior Design Officer currently on leave and Property Administration Officer is unable to contact the Surveyor tasked to this action.</p> <p>27 Apr 2022 8:43am Reid, Adam - Target Date Revision</p> <p>Target date changed by Reid, Adam from 30 April 2022 to 30 June 2022 - Advancement of project delayed due to Council's Senior Design Officer currently on leave and Property Administration Officer is unable to contact the Surveyor tasked to this action.</p> <p>28 Apr 2022 10:26am Reid, Adam</p> <p>Property Officer contacted Surveyor. Surveyor unable to complete survey of property, has advised he is now unable to perform task due to personal illness. Property Officer to contact new Surveyor</p> <p>14 Jun 2022 3:05pm Reid, Adam</p> <p>Due to surveyor being unavailable, desktop review completed, low risk of property not being as identified. Buyer will assume this risk. Property Officer now preparing draft expression of interest for advertisement.</p> <p>14 Jun 2022 3:09pm Reid, Adam - Target Date Revision</p> <p>Target date changed by Reid, Adam from 30 June 2022 to 31 August 2022 - Draft expression of interest being developed</p> <p>20 Jul 2022 12:09pm Reid, Adam</p> <p>Expression of interest approved and sent to local real estate agents. Submissions to close 4.00pm 17 August 2022.</p> <p>20 Jul 2022 12:14pm Reid, Adam - Target Date Revision</p> <p>Target date changed by Reid, Adam from 31 August 2022 to 31 December 2022 - Due to Expression of Interest process, subsequent tender, advertisement time and sale requirements date is pushed back.</p>

*MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS												
24/03/2022	7.14	Youth Centre Report	Moved Cr T Arandale      Seconded Cr T Alt	31/08/2022	Williams, Anthony	<p><b>29 Mar 2022 9:10am Williams, Anthony</b></p> <p>MCS to discuss with DCCS - alternate venues were extensively researched and costed 2019 and the information is available within the February 2019 Council Meeting Minutes.</p> <p><b>07 Apr 2022 8:41am Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 07 April 2022 to 10 June 2022 - An additional report will be prepared for the May Council Meeting. The target should then be able to have been determined by 11 June 2022</p> <p><b>26 Apr 2022 10:14am Williams, Anthony</b></p> <p>Target date changed by Williams, Anthony from 07 April 2022 to 11 July 2022 - An additional report will be prepared for the May Council Meeting. The target should then be able to have been determined by 11 July 2022</p> <p><b>26 Apr 2022 10:15am Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 10 June 2022 to 11 June 2022 - Additional research time required.</p> <p><b>29 May 2022 3:00pm Williams, Anthony</b></p> <p>MCS to discuss with DCCS and research a secondary report for Council with reference to questions raised by Councillors regarding initial report.</p> <p><b>29 May 2022 3:04pm Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 11 June 2022 to 31 July 2022 - MCS to discuss with DCCS and research a secondary report for Council with reference to questions raised by Councillors regarding initial report. Discussion to occur post MCS return to duty post unplanned leave</p> <p><b>30 Jun 2022 9:58am Williams, Anthony</b></p> <p>Community survey to support the report to council will be posted 30 June and complete on 17 July. Report intended to go to July Council Meeting.</p> <p><b>19 Jul 2022 9:28am Williams, Anthony - Target Date Revision</b></p> <p>Target date changed by Williams, Anthony from 31 July 2022 to 31 August 2022 - Report unable to be completed for July Meeting due to acute and chronic staff shortages.</p>												
			<p><b>17.03/22 RESOLUTION</b></p> <p>That Council defers the decision to dedicate the building at 152 Wentworth Street, Glen Innes for use as a Youth Centre and that more information including the cost of the project and alternative locations be identified and presented back to a future Ordinary Council Meeting.</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 Alt</td><td>Cr A Parsons</td></tr><tr><td>Cr T Arandale</td><td>Cr C Sparks</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></table> <p>The division was declared carried by 5 votes to 2.</p> <p><b>CARRIED</b></p>	For	Against	Cr T Alt	Cr A Parsons	Cr T Arandale	Cr C Sparks	Cr R Banham		Cr L Gresham		Cr J Parry				
For	Against																	
Cr T Alt	Cr A Parsons																	
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MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
						18 Aug 2022 11:37am Williams, Anthony Secondary Report to be tabled at the 25 August Ordinary Meeting of Council.
28/04/2022	7.16	Review and Repeal of Aboriginal Employment Strategy	Moved Cr T Arandale Seconded Cr L Gresham  <b>20.04/22 RESOLUTION</b>  THAT Council:  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; and  3. 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.  A division was called for, voting on which was as follows:  For Against  Cr T Alt Cr A Parsons Cr T Arandale Cr C Sparks Cr R Banham Cr L Gresham Cr J Parry  The division was declared carried by 5 votes to 2.  <b>CARRIED</b>	31/10/2022	Sayers, Peter	<b>10 May 2022 12:11pm Sayers, Peter - Target Date Revision</b>  Target date changed by Sayers, Peter from 12 May 2022 to 30 June 2022 - Target date has been moved out to allow sufficient time to complete all actions, particularly those relating to the review of the EEO Plan.  <b>07 Jun 2022 4:29pm Sayers, Peter - Target Date Revision</b>  Target date changed by Sayers, Peter from 30 June 2022 to 31 August 2022 - The Workforce Management Strategy has been amended in accordance with Council's resolution; however, the review of the EEO MP has been delayed, meaning that action # 2 has also been delayed. Accordingly, the target date has been pushed out until the end of August 2022.  <b>22 Jun 2022 10:16am Sayers, Peter - Target Date Revision</b>  Target date changed by Sayers, Peter from 31 August 2022 to 31 October 2022 - 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 primarily to the MAHR being Acting DCCS for three weeks during the period that the EEO MP would have been reviewed, meaning that action # 2 has also been delayed. Accordingly, the target date has been pushed out until the end of October 2022.  <b>03 Aug 2022 3:17pm Sayers, Peter</b>  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 primarily to the MAHR being Acting DCCS for three weeks during the period that the EEO MP would have been reviewed, meaning that action # 2 has also been delayed. Accordingly, the target date has been pushed out until the end of October 2022.

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26/05/2022	7.7	Quarterly Budget Review - March 2022	Moved Cr J Parry Seconded Cr T Alt  <b>8.05/22 RESOLUTION</b>  That Council notes and adopts the information contained in this report with the estimated annual Operational Surplus (excluding Capital Grants and Contributions) of \$1M being the result of the March 2022 Quarterly Budget Review.  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.  <b>CARRIED</b>	30/09/2022	Newsome, Ann	<b>06 Jun 2022 3:14pm Newsome, Ann</b> revised date to allow for work on Jigsaw to be completed  <b>06 Jun 2022 3:16pm Newsome, Ann - Target Date Revision</b> Target date changed by Newsome, Ann from 09 June 2022 to 14 June 2022 - time constraints due to Project Jigsaw  <b>16 Jun 2022 11:10am Newsome, Ann</b> allocated to Brett should be completed by 20/6/2022  <b>16 Jun 2022 11:11am Newsome, Ann - Target Date Revision</b> Target date changed by Newsome, Ann from 14 June 2022 to 21 June 2022 - Allocated to Brett should be completed by 20/6/2022  <b>16 Jun 2022 11:38am Newsome, Ann - Target Date Revision</b> Target date changed by Newsome, Ann from 21 June 2022 to 27 June 2022 - date post council meeting  <b>01 Jul 2022 11:42am Watt, Anna - Target Date Revision</b> Target date changed by Watt, Anna from 27 June 2022 to 22 July 2022  <b>20 Jul 2022 11:44am Watt, Anna - Target Date Revision</b> Target date changed by Watt, Anna from 22 July 2022 to 29 July 2022 - CFO out of the office this week.  <b>09 Aug 2022 4:46pm Newsome, Ann</b> As part of the preparation of financial statements practical will be updated  <b>09 Aug 2022 4:48pm Newsome, Ann - Target Date Revision</b> Target date changed by Newsome, Ann from 29 July 2022 to 30 September 2022 - to be completed as part of financial statement prep

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26/05/2022	7.8	Borrowings Proposal	Moved Cr T Arandale	Seconded Cr L Gresham	30/09/2022	Newsome, Ann	<p><b>06 Jun 2022 3:21pm Newsome, Ann</b></p> <p>banks have been contacted for loan information</p> <p><b>14 Jun 2022 4:05pm Newsome, Ann</b></p> <p>tab corp have advised that any loan through then will not be drawn down until next financial year</p> <p><b>14 Jun 2022 4:07pm Newsome, Ann - Target Date Revision</b></p> <p>Target date changed by Newsome, Ann from 09 June 2022 to 30 June 2022</p> <p><b>01 Jul 2022 11:42am Watt, Anna - Target Date Revision</b></p> <p>Target date changed by Watt, Anna from 30 June 2022 to 15 July 2022</p> <p><b>20 Jul 2022 11:44am Watt, Anna - Target Date Revision</b></p> <p>Target date changed by Watt, Anna from 15 July 2022 to 29 July 2022 - CFO out of the office this week.</p> <p><b>09 Aug 2022 4:58pm Newsome, Ann - Target Date Revision</b></p> <p>Target date changed by Newsome, Ann from 29 July 2022 to 30 September 2022 - to allow time for the bank process</p>																	
			<p>9.05/22 RESOLUTION</p> <p>THAT Council:</p> <p>1. Approves the drawdown of borrowings of \$2.3M.</p> <p>2. These borrowing be used to underpin Council reserves.</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					
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Cr J Parry																								
Cr A Parsons																								
Cr C Sparks																								
26/05/2022	7.10	Correction of Boundary Realignment request between Glen Innes Severn Council and Tenterfield Shire Council	Moved Cr T Alt	Seconded Cr T Arandale	30/12/2022	Davidson, Andrea	<p><b>06 Jun 2022 11:47am Davidson, Andrea - Target Date Revision</b></p> <p>Target date changed by Davidson, Andrea from 09 June 2022 to 30 December 2022 - Tenterfield Council will submit a new application with the revised resolution wording and Council await the response</p> <p><b>06 Jun 2022 11:47am Davidson, Andrea</b></p> <p>Council has forwarded the resolution from the May meeting to Tenterfield Council. Tenterfield Council will the submit the application with the amended resolution wording</p>																	
			<p>11.05/22 RESOLUTION</p> <p>THAT Council:</p> <p>1. Receives and notes this report as an amendment.</p>																					

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			<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				<p>04 Jul 2022 3:19pm Davidson, Andrea</p> <p>All information has been forward to the Tenterfield Shire Council for submission</p> <p>13 Jul 2022 10:47am Davidson, Andrea</p> <p>Currently awaiting determination of the boundary realignment submission from OLG, No further information available until this determination is received.</p> <p>01 Aug 2022 9:22am Davidson, Andrea</p> <p>Still awaiting determination of the boundary realignment submission from OLG, No further information available until this determination is received.</p>
For	Against																					
Cr R Banham	Nil																					
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Cr T Alt																						
Cr L Gresham																						
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26/05/2022	7.22	Recommendations from the Local Traffic Committee	Moved Cr L Gresham Seconded Cr T Alt  <b>23.05/22 RESOLUTION</b>  THAT Council:  1. Approves recommendation 5.1 from the Glen Innes Local Traffic Committee meeting held on Tuesday, 3 May 2022:  <i>"That a permanent bus zone at Glen Innes High School on Edward Street, Glen Innes as outlined in Report 5.1, prepared by Senior Design Officer, Mike Stone, be implemented as unanimously recommended by the voting members of the Committee."</i>  2. Approves recommendation 5.2 from the Glen Innes Local Traffic Committee meeting held on Tuesday, 3 May 2022:  <i>"That the Bus Zone Extension at Emmaville Central School, Park Street Emmaville as outlined in Report 5.2, prepared by Senior Design Officer, Mike Stone, be implemented as unanimously recommended by the voting members of the Committee."</i>	30/09/2022	Stone, Michael	<b>06 Jun 2022 4:11pm Appleby, Keith - Reallocation</b> Action reassigned to Stone, Michael by Appleby, Keith  <b>06 Jun 2022 4:27pm Appleby, Keith - Target Date Revision</b> Target date changed by Appleby, Keith from 09 June 2022 to 31 July 2022  <b>11 Jul 2022 9:06am Stone, Michael - Target Date Revision</b> Target date changed by Stone, Michael from 31 July 2022 to 12 August 2022 - Signs ordered, but not in stock, awaiting delivery, concrete works delayed due to other projects and contractors not supplying quotes. Concrete work now able to be done in-house  <b>19 Aug 2022 10:53am Appleby, Keith - Target Date Revision</b> Target date changed by Appleby, Keith from 12 August 2022 to 30 September 2022 - Target date deferred due to illness of actioning officer.



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23/06/2022	7.5	Reconnecting Regional NSW Community Events Program Application	<p>Moved Cr J Parry    Seconded Cr L Gresham</p> <p><b>9.06/22 RESOLUTION</b></p> <p>That Council endorses the following community event for inclusion in Council's grant funding application for the NSW Government's Reconnecting Regional NSW Community Events Program:</p> <p>The Vegetable Creek MPS (Hospital) 20 Year Anniversary &amp; Emmaville Village 150 Year Anniversary Celebrations event organised by The Vegetable Creek Emmaville MPS Auxiliary with eligible expenditure of \$21,390.</p>	09/09/2022	Quinn, Richard	<p><b>27 Jun 2022 2:03pm Quinn, Richard</b></p> <p>EOI Community Group Response letters written and emailed to the six approved community organisations/individuals by Richard Quinn, Grants Officer. Emails with applicable spreadsheet questionnaire, safety plan link and criteria word document questionnaire emailed to applicable Council Department representatives to complete for the seven approved Council events for this grant application.</p> <p><b>01 Jul 2022 2:37pm Quinn, Richard</b></p> <p>Grant application in progress. Correspondence with external and internal event project managers for information to be included in grant application.</p> <p><b>14 Jul 2022 3:09pm Quinn, Richard</b></p> <p>Grant application submitted by Richard Quinn, Grants Officer on 8 July 2022. Richard has since corresponded on two occasions with NSW Government Regional NSW in relation to the application and the Deed Agreement execution process.</p> <p><b>21 Jul 2022 10:49am Quinn, Richard - Target Date Revision</b></p> <p>Target date changed by Quinn, Richard from 07 July 2022 to 16 August 2022 - Grant application submitted by due date. Awaiting decision and updated Deed Agreement from NSW Government Regional NSW.</p>																



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			<p>A division was called for, voting on which was as follows:</p> <p>For                      Against</p> <p>Cr T Arandale              Nil</p> <p>Cr L Gresham</p> <p>Cr J Parry</p> <p>Cr A Parsons</p> <p>The division was declared carried by 4 votes to 0.</p> <p><b>CARRIED</b></p> <p>Moved Cr L Gresham      Seconded Cr J Parry</p> <p><b>10.06/22 RESOLUTION</b></p> <p>THAT Council:</p> <p>1. Endorses the following community events for inclusion in Council's grant funding application for the NSW Government's Reconnecting Regional NSW Community Events Program:</p> <p>a. The 2023 Celebration of 100 Years Country Women's Association (CWA) in Glen Innes event organised by the Country Women's Association, Glen Innes with eligible expenditure of \$14,112;</p> <p>b. The Rotary Markets in the Highlands event organised by The Rotary Club of Glen Innes with eligible expenditure of \$14,900;</p>			<p><b>11 Aug 2022 12:08pm Quinn, Richard</b></p> <p>Requested further information in Grant Application and responding email submitted to NSW Government Regional NSW on 11 August 2022.</p> <p><b>16 Aug 2022 9:20am Quinn, Richard - Target Date Revision</b></p> <p>Target date changed by Quinn, Richard from 16 August 2022 to 09 September 2022 - Fund has required further clarification on some event listed under this Grant Application. Deed Agreement proposed to go to 23 August Council Meeting if grant application is approved in time. Proposed final execution ETA is by 9 September 2022.</p> <p><b>16 Aug 2022 9:21am Quinn, Richard</b></p> <p>Further requested clarification on Spend in Glen event submitted to Fund on 12 August 2022.</p>

<b>Division:</b> <b>Committee:</b> Council <b>Officer:</b>	<b>Date From:</b> <b>Date To:</b>  <b>Printed: Friday, 19 August 2022 11:06:01 AM</b>
<b>Action Sheets Report</b>	

^MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
			<ul style="list-style-type: none"> <li>c. The 2022 Spend in Glen Highlands Christmas event organised by Spend in Glen, a sub-committee of Business in Glen with eligible expenditure of \$6,230;</li> <li>d. The 2022/2023 Walk of Light event organised by Mrs Cassandra Hill of Mr and Mrs Hill Lighting with eligible expenditure of \$78,600; and</li> <li>e. The 2022 Gemorama event organised by Mr Robert Rodger with eligible expenditure of \$6,000.</li> </ul>			
			2. Endorses the following Council-led events for inclusion in the grant funding application for the NSW Government Reconnecting Regional NSW Community Events Program: <ul style="list-style-type: none"> <li>a. The Christmas in the Highlands for additional lighting entertainment and carols by candlelight activities with an allocation of \$20,000;</li> <li>b. The Glen Innes and Emmaville Swimming School Holiday Events with an allocation of \$20,000;</li> <li>c. The Highlands Hub community classes and workshops with an allocation of \$30,000;</li> <li>d. The Festival of Youth event with an allocation of \$50,000;</li> <li>e. An 'Inclusive Family Fun Day' event with an allocation of \$5,476;</li> </ul>			

<b>Division:</b>		<b>Date From:</b>	
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			<p>f. An 'Aged and Engaged' event for older people with an allocation of \$5,000 and</p> <p>g. "Sounds of Glen Innes" in partnership with Matt Scullion with an allocation of \$30,000.</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 L Gresham</td><td></td></tr><tr><td>Cr J Parry</td><td></td></tr><tr><td>Cr A Parsons</td><td></td></tr></table> <p>The division was declared carried by 5 votes to 0.</p> <p><b>CARRIED</b></p>	For	Against	Cr R Banham	Nil	Cr T Arandale		Cr L Gresham		Cr J Parry		Cr A Parsons				
For	Against																	
Cr R Banham	Nil																	
Cr T Arandale																		
Cr L Gresham																		
Cr J Parry																		
Cr A Parsons																		
23/06/2022	7.11	Review of the Bank Account Overdraft Facility Policy	Moved Cr T Arandale    Seconded Cr J Parry	31/08/2022	Newsome, Ann	<p><b>20 Jul 2022 11:44am Watt, Anna - Target Date Revision</b></p> <p>Target date changed by Watt, Anna from 07 July 2022 to 29 July 2022 - CFO out of the office this week.</p> <p><b>09 Aug 2022 4:53pm Newsome, Ann - Target Date Revision</b></p> <p>Target date changed by Newsome, Ann from 29 July 2022 to 31 August 2022 - wait on signatures</p> <p><b>09 Aug 2022 4:54pm Newsome, Ann</b></p> <p>Progressed - waiting of signatures and distribution to staff</p>												

<b>Division:</b>		<b>Date From:</b>	
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			<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 L Gresham</td><td></td></tr><tr><td>Cr J Parry</td><td></td></tr><tr><td>Cr A Parsons</td><td></td></tr></table> <p>The division was declared carried by 5 votes to 0.</p> <p><b>CARRIED</b></p>	For	Against	Cr R Banham	Nil	Cr T Arandale		Cr L Gresham		Cr J Parry		Cr A Parsons				
For	Against																	
Cr R Banham	Nil																	
Cr T Arandale																		
Cr L Gresham																		
Cr J Parry																		
Cr A Parsons																		
23/06/2022	7.14	Review of the Glen Innes Aggregates Trading Terms Policy	<p>Moved Cr J Parry    Seconded Cr L Gresham</p> <p><b>19.06/22 RESOLUTION</b></p> <p>That Council adopts the revised Glen Innes Aggregates Trading Terms Policy.</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 L Gresham</td><td></td></tr><tr><td>Cr J Parry</td><td></td></tr><tr><td>Cr A Parsons</td><td></td></tr></table> <p>The division was declared carried by 5 votes to 0.</p> <p><b>CARRIED</b></p>	For	Against	Cr R Banham	Nil	Cr T Arandale		Cr L Gresham		Cr J Parry		Cr A Parsons		31/08/2022	Newsome, Ann	<p><b>20 Jul 2022 11:44am Watt, Anna - Target Date Revision</b></p> <p>Target date changed by Watt, Anna from 07 July 2022 to 29 July 2022 - CFO out of the office this week.</p> <p><b>09 Aug 2022 4:55pm Newsome, Ann - Target Date Revision</b></p> <p>Target date changed by Newsome, Ann from 29 July 2022 to 31 August 2022 - Progressed - waiting of signatures and distribution to staff</p> <p><b>09 Aug 2022 4:55pm Newsome, Ann</b></p> <p>Progressed - waiting of signatures and distribution to staff</p>
For	Against																	
Cr R Banham	Nil																	
Cr T Arandale																		
Cr L Gresham																		
Cr J Parry																		
Cr A Parsons																		

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MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
23/06/2022	7.15	Review of the Investment Policy	Moved Cr A Parsons Seconded Cr J Parry  <b>20.06/22 RESOLUTION</b>  That Council adopts the revised Investment Policy.  A division was called for, voting on which was as follows:  For Against  Cr R Banham Nil Cr T Arandale Cr L Gresham Cr J Parry Cr A Parsons  The division was declared carried by 5 votes to 0.  <b>CARRIED</b>	31/08/2022	Newsome, Ann	20 Jul 2022 11:45am Watt, Anna - Target Date Revision  Target date changed by Watt, Anna from 07 July 2022 to 29 July 2022 - CFO out of the office this week.  09 Aug 2022 4:56pm Newsome, Ann - Target Date Revision  Target date changed by Newsome, Ann from 29 July 2022 to 31 August 2022 - Progressed - waiting of signatures and distribution to staff  09 Aug 2022 4:56pm Newsome, Ann  Progressed - waiting of signatures and distribution to staff
23/06/2022	7.17	Review of the Sale of Other Assets (Asset Disposal) Policy	Moved Cr T Arandale Seconded Cr A Parsons  <b>22.06/22 RESOLUTION</b>  That Council adopts the revised Sale of Other Assets (Asset Disposal) Policy.	31/08/2022	Newsome, Ann	20 Jul 2022 11:45am Watt, Anna - Target Date Revision  Target date changed by Watt, Anna from 07 July 2022 to 29 July 2022 - CFO out of the office this week.  09 Aug 2022 4:56pm Newsome, Ann - Target Date Revision  Target date changed by Newsome, Ann from 29 July 2022 to 31 August 2022 - Progressed - waiting of signatures and distribution to staff  09 Aug 2022 4:56pm Newsome, Ann  Progressed - waiting of signatures and distribution to staff

<b>Division:</b> <b>Committee:</b> Council <b>Officer:</b>	<b>Date From:</b> <b>Date To:</b>  <b>Printed: Friday, 19 August 2022 11:06:01 AM</b>
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^MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
			A division was called for, voting on which was as follows:  For Cr R Banham Cr T Arandale Cr L Gresham Cr J Parry Cr A Parsons  Against Nil  The division was declared carried by 5 votes to 0.  CARRIED			
23/06/2022	7.18	Review of the Waiving of Rates, Fees and Charges for Community Groups, Clubs or Organisations Policy	Moved Cr J Parry    Seconded Cr L Gresham  23.06/22 RESOLUTION  That Council adopts the revised Waiving of Rates, Fees and Charges for Community Groups, Clubs or Organisations Policy.  A division was called for, voting on which was as follows:  For Cr R Banham Cr T Arandale Cr L Gresham Cr J Parry Cr A Parsons  Against Nil  The division was declared carried by 5 votes to 0.  CARRIED	31/08/2022	Newsome, Ann	20 Jul 2022 11:45am Watt, Anna - Target Date Revision  Target date changed by Watt, Anna from 07 July 2022 to 29 July 2022 - CFO out of the office this week.  09 Aug 2022 4:57pm Newsome, Ann - Target Date Revision  Target date changed by Newsome, Ann from 29 July 2022 to 31 August 2022 - Progressed - waiting of signatures and distribution to staff  09 Aug 2022 4:57pm Newsome, Ann  Progressed - waiting of signatures and distribution to staff

<b>Division:</b>		<b>Date From:</b>	
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MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
23/06/2022	7.29	Recommendations from the Roads Consultative Committee	Moved Cr A Parsons Seconded Cr J Parry  <b>34.06/22 RESOLUTION</b>  THAT Council:  1. Undertakes public communication activities to raise awareness for landowners to be mindful of vegetation on their private land that obstructs vision on public roads.  2. Undertakes public communication activities to make the community aware of the avenues available to them to report safety issues on the road network.  3. Adopts the revised Terms of Reference of the Roads Consultative Committee as tabled at the 19 May 2022 Meeting.  A division was called for, voting on which was as follows:  For Against  Cr R Banham Nil Cr T Arandale Cr L Gresham Cr J Parry Cr A Parsons  The division was declared carried by 5 votes to 0.  <b>CARRIED</b>	30/09/2022	Wilkins, Kimberley	<b>08 Jul 2022 9:47am Appleby, Keith</b>  This item will be actioned when the new administration assistant to the MID is recruited, as the communication arrangements for road related customer service enquiries will change at that point. Recruitment is currently underway.  <b>08 Jul 2022 9:51am Appleby, Keith - Target Date Revision</b>  Target date changed by Appleby, Keith from 07 July 2022 to 30 August 2022 - Pending recruitment of the new administrative assistant position.  <b>08 Aug 2022 6:02pm Appleby, Keith - Target Date Revision</b>  Target date changed by Appleby, Keith from 20 August 2022 to 30 September 2022 - This item will be completed once the new Admin Assistant role is in place and the customer service workflow is revised.

<b>Division:</b>		<b>Date From:</b>	
<b>Committee:</b>	Council	<b>Date To:</b>	
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MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
28/07/2022	7.2	2022 Local Government NSW Annual Conference	Moved Cr A Parsons Seconded Cr T Alt  <b>5.07/22 RESOLUTION</b>  THAT Council:  1. Nominates Councillors Cr Arandale and Cr Sparks to attend the 2022 Local Government NSW Annual Conference, which is being held at the Crowne Plaza Hunter Valley from Sunday, 23 October 2022 until Tuesday, 25 October 2022, in addition to the Mayor and the General Manager.  2. Determines whether it would like to submit any motions in accordance with the requirements listed in Annexure B of this report and that Councillors wishing to propose any motions forward any proposed motions to the General Manager by close of business on Monday, 22 August 2022.  A division was called for, voting on which was as follows:  For Against Cr R Banham Nil Cr T Arandale Cr T Alt Cr J Parry Cr A Parsons Cr C Sparks  The division was declared CARRIED by 6 votes to 0.  <b>CARRIED</b>	29/08/2022	Duffell, Debbie	<b>02 Aug 2022 1:07pm Duffell, Debbie</b> Registrations completed on 1 August 2022.  <b>08 Aug 2022 8:57am Duffell, Debbie - Target Date Revision</b> Target date changed by Duffell, Debbie from 11 August 2022 to 29 August 2022 - Registrations completed.  <b>08 Aug 2022 8:57am Duffell, Debbie</b> Target date changed to 29 August 2022 as that is the date that any notice of motions are due for submission.



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^MEETING DATE	ITEM NO.	SUBJECT	MOTION	TARGET DATE	RESPONSIBLE OFFICER	COMMENTS
28/07/2022	7.3	Glen Innes Powerhouse Museum Project - Purchase Offer	Amendment Moved Cr T Arandale    Seconded Cr T Alt  <b>6.07/22 RESOLUTION</b>  THAT Council:  1. Instructs the Manager Economic Development to inform all relevant stakeholders and community groups on the cessation of the project continuing.  2. Authorises the General Manager to enter negotiations with Essential Energy to purchase the property at 148 Church Street as an investment property for Council.  A division was called for, voting on which was as follows:  For			

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28/07/2022	7.16	Glen Innes Severn Learning Centre Strategic Marketing Plan 2022-2025	Moved Cr A Parsons Seconded Cr C Sparks  <b>19.07/22 RESOLUTION</b>  THAT Council:  1. Approves for the revised Glen Innes Severn Learning Centre Strategic Marketing Plan 2022-2025 to be placed on public exhibition for 28 days from Thursday, 4 August 2022 until Wednesday, 31 August 2022.  2. Displays the revised Glen Innes Severn Learning Centre Strategic Marketing Plan 2022-2025 on Council's website, and that it be made available for viewing at the following locations: <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Council's Town Hall Office;</li> <li><input checked="" type="checkbox"/> Council's Church Street Office; and</li> <li><input checked="" type="checkbox"/> The Village Post Offices at Deepwater, Emmaville and Glencoe.</li> </ul> 3. Requests the Manager of Library and Learning Centre to prepare a further report to Council after the exhibition period in the event of Council receiving any significant submissions regarding the Glen Innes Severn Learning Centre Strategic Marketing Plan 2022-2025; otherwise, that the Glen Innes Severn Learning Centre Strategic Marketing Plan 2022-2025 be adopted by Council.	09/09/2022	Byrne, Kerry	<b>29 Jul 2022 2:43pm Byrne, Kerry - Target Date Revision</b>  Target date changed by Byrne, Kerry from 11 August 2022 to 09 September 2022

<b>Division:</b>		<b>Date From:</b>	
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28/07/2022	7.19	Saleyards Future Viability	<p>Moved Cr T Alt    Seconded Cr T Arandale</p> <p>11/08/2022    Duke, Kane</p> <p><b>22.07/22 RESOLUTION</b></p> <p>THAT Council authorise the General Manager to advertise for expressions of interest to either:</p> <ol style="list-style-type: none"> <li>1. Lease Part Lot 716 DP753282, 36 Lang Street, Glen Innes to allow for the continued operation of a Saleyards; or</li> <li>2. Purchase the Saleyards located on Part Lot 716 DP753282, 36 Lang Street, Glen Innes with terms for the continued operation of a Saleyards for a minimum of five (5) years; noting that the truck wash, pound and holding yards are to be subdivided from the remainder of the property and ownership retained by Council.</li> </ol>			

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			For	Against		
			Cr R Banham	Nil		
			Cr T Arandale			
			Cr T Alt			
			Cr J Parry			
			Cr A Parsons			
			Cr C Sparks			
			The division was declared CARRIED by 6 votes to 0.			
			CARRIED			



Office of  
Local Government

## Circular to Councils

<b>Circular Details</b>	Circular No 22-22 / 8 August 2022 / A731312
<b>Previous Circular</b>	N/A
<b>Who should read this</b>	Councillors / General Managers / All council staff
<b>Contact</b>	Council Governance / (02) 4428 4100 / <a href="mailto:olg@olg.nsw.gov.au">olg@olg.nsw.gov.au</a>
<b>Action required</b>	Response to OLG

The development of guidelines and a model policy on the lobbying of councillors.

### What's new or changing

- In recent investigations, (Operation Dasha, Operation Eclipse and Operation Witney), the Independent Commission Against Corruption (ICAC) has considered the corruption risks associated with the lobbying of councillors and made corruption prevention recommendations.
- Among other things, ICAC has recommended:
  - that the Office of Local Government (OLG), in consultation with the local government sector, develop guidelines to enhance transparency around the lobbying of councillors (ICAC has also made recommendations about the content of the guidelines), and
  - that the *Lobbying of Government Officials Act 2011* (the LOGO Act) is amended to ensure all provisions apply to local government.
- In response to ICAC's recommendations, OLG is proposing to develop guidelines to enhance transparency around the lobbying of councillors. The guidelines will be issued under s 23A of the *Local Government Act 1993*.
- OLG is also developing a model policy on lobbying to support councils to implement the guidelines. If adopted by councils, the policy will operate to supplement the provisions of their adopted codes of conduct.

### What this will mean for your council

- OLG is undertaking consultation with councils to seek their views on what should be included in the proposed guidelines and to identify existing best practice in the local government sector in managing corruption risks associated with the lobbying of councillors.
- OLG is also seeking the views of councils on whether the LOGO Act should apply to local government.
- To assist with the development of the guidelines and model policy, OLG is seeking the following from councils:
  - councils' views and suggestions on ICAC's recommendations on the content of the proposed guidelines (set out in the attachment to this circular)
  - suggestions on what issues, behaviours and risks need to be addressed in the guidelines and model policy
  - information about what measures councils currently take to enhance transparency and promote honesty around the lobbying of councillors, and
  - copies of or links to councils' existing lobbying policies.
- Submissions may be made by email to [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au).
- Submissions should be labelled '*Lobbying Guidelines*' and marked to the attention of OLG's Council Governance Team.

Office of Local Government  
5 O'Keefe Avenue NOWRA NSW 2541  
Locked Bag 3015 NOWRA NSW 2541  
T 02 4428 4100 F 02 4428 4199 TTY 02 4428 4209  
E [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au) W [www.olg.nsw.gov.au](http://www.olg.nsw.gov.au) ABN 44 913 630 046

- Submissions should be made by COB **Monday 5 September 2022**.

**Where to go for further information**

- Information about ICAC's corruption prevention recommendations in relation to the lobbying of councillors is provided in the attachment to this circular.
- ICAC's report on Operation Dasha is available [here](#).
- ICAC's report on Operation Eclipse is available [here](#).
- ICAC's report on Operation Witney is available [here](#).
- Information on the operation of the LOGO Act is available [here](#).
- Contact OLG's Council Governance Team by telephone on 02 4428 4100 or by email at [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au)

**Michelle Wood**  
**A/Deputy Secretary, Crown Lands and Local Government**

Office of Local Government  
5 O'Keefe Avenue NOWRA NSW 2541  
Locked Bag 3015 NOWRA NSW 2541  
T 02 4428 4100 F 02 4428 4199 TTY 02 4428 4209  
E [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au) W [www.olg.nsw.gov.au](http://www.olg.nsw.gov.au) ABN 44 913 630 046



3  
**ATTACHMENT**

**ICAC recommendations in relation to section 23A guidelines on the lobbying of councillors**

**Operation Dasha**

Recommendation 8

That the Department of Planning and Environment (DPE), following a reasonable period of consultation, issues guidelines under section 23A of the *Local Government Act 1993* (LGA) to introduce measures to enhance transparency around the lobbying of councillors. The guidelines should require that:

- councils provide meeting facilities to councillors (where practical) so that they may meet in a formal setting with parties who have an interest in a development matter
- councils make available a member of council staff to be present at such a meeting and to prepare an official file note of that meeting to be kept on the council's files (any additional notes made by the member of council staff and/or the councillor should also be kept as part of the council's records)
- all councillors be invited when a council conducts formal onsite meetings for controversial re-zonings and developments, and
- council officers disclose in writing to the general manager any attempts by councillors to influence them over the contents or recommendations contained in any report to council and/or relating to planning and development in the local government area.

**Operation Witney**

Recommendation 9

That DPE ensures any guidelines issued pursuant to section 23A of the LGA regarding the lobbying of councillors (see Operation Dasha recommendation 8 above) include advice about:

- the nature and frequency of meetings between councillors and interested parties, including the need to ensure transparency around these interactions
- how and where to report concerns about lobbying practices
- the receipt of submissions outside of formal processes, including the transmission of material to specific councillors in a way that excludes other councillors and staff
- councillors' attendance at staff meetings with parties interested in an outcome
- councillor representations to staff arising from lobbying interactions, and
- the lobbying of councillors by interested parties with whom they have a pre-existing relationship.

Recommendation 10

That DPE updates the *Model Code of Conduct for Local Councils in NSW* to refer to any councillor lobbying guidelines and to reflect the substantive advice contained in the guidelines.



4

**ICAC recommendations and findings on the extension of the *Lobbying of Government Officials Act 2011* (the LOGO Act) to local government**

**Operation Dasha**

Recommendation 7

That the NSW Government amends the LOGO Act to ensure all provisions apply to local government.

**Operation Eclipse**

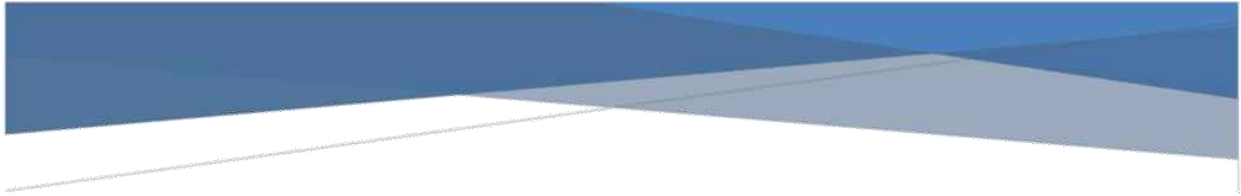
Key finding 5

The local government sector faces considerable risk of undue influence and should be regulated by the LOGO Act.

Investigations conducted by ICAC and interstate anti-corruption commissions indicate that local councils are often the target of improper lobbying. However, local government officials are not “government officials” as defined by, and for the purposes of, the LOGO Act. The *Model Code of Conduct for Local Councils in NSW* does not explicitly refer to lobbying; however, it does contain general obligations in relation to ethical and honest conduct, as well as more detailed material covering:

- improper and undue influence
- inappropriate interactions
- use and security of confidential information
- recordkeeping.

Extending the provisions of the LOGO Act to local government would, among other matters, allow the lobbying regulator to provide guidance about the appropriate policies and procedures that would best suit the circumstances of local councils, particularly regarding matters about planning, land use, the environment and community amenities.



**Item 7.2**



**Annexure B**

# **Lobbying of Councillors Policy**

## Lobbying of Councillors Policy

Page 2

## DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		MANAGER OF GOVERNANCE, RISK AND CORPORATE PLANNING (MGRCP)			
REVIEWED BY:		Interim General Manager			
REVIEW DUE DATE:		September 2025			
VERSION NUMBER:		2			
VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
2	22/09/2022	TBC	The document has been transferred to the updated Policy Template with minor amendments throughout.	Interim General Manager	Council
1	28/02/2019	24.02/19	The development of the Policy from the ICAC Guidelines 2006	Director of Development, Planning and Regulatory Services	Council

.....  
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

~~This Policy has been prepared to~~

The purpose of this policy is to assist the Mayor and Councillors to manage ~~the~~ conflict of ~~roles~~ that may arise when they receive representations from special interest groups, ~~by~~ individuals with a direct interest in a Council decision, or ~~by~~ advocates acting on behalf of others seeking the Councillor to represent their interests in a matter before the Council.

## APPLICABILITY

This policy applies to:

- All elected representatives (comprising all Councillors, including the Mayor) of Glen Innes Severn Council in their interactions with interested parties as advocate or individual lobbyists;
- ~~The General Manager;~~
- ~~Council Staff; and~~
- ~~The community when lobbying Councillors.~~

## OUTCOMES

In this Policy, the term "lobbying" is used to cover those types of communication between local government councillors and the community that include representations to councillors by special interest groups, ~~by~~ individuals with a direct interest in a council decision and by advocates acting on behalf of others.

Lobbying is common in local government. The most common form occurs when a group or individual makes direct contact with a councillor ~~in an attempt~~ to influence a council decision. Councillors are lobbied over such issues as:

- Development matters;
- The upgrading of local facilities, including playgrounds and sporting amenities;
- Revenue decisions, including the setting of business; and
- Mining, farming or special rates.

The Independent Commission against Corruption's (ICAC) view is that appropriate lobbying of councillors is normal. In many cases lobbying is part of the democratic process

## Lobbying of Councillors Policy

Page 4

and is an acceptable feature of the relationship between citizens and their elected representatives.

It is in the public interest that lobbying is fair and does not undermine public confidence in impartial decision-making.

Therefore, the outcome of this policy is to provide a fair, honest and transparent platform upon which lobbying may take place.

## ROLES AND RESPONSIBILITIES

### GENERAL PROVISIONS

#### *The roles of Councillors*

The conflict of roles ~~noted above~~ has the potential to impede effective and impartial decision-making and is identified as a corruption risk by Council and by ICAC.

Councillors can be lobbied over such issues as:

- Development matters including development applications and land zoning;
- Tenders;
- Provision of services to interest groups;
- Upgrading of local facilities, including playgrounds and sporting amenities; and
- Revenue decisions, including setting rates and charges.

A Councillor can be lobbied in their capacity as a Councillor representing the interests of a constituent or in their capacity as a member of the governing body of the Council.

#### *Statutory role as a member of the governing body*

When in attendance at a Council meeting, a Councillor is subject to ~~a number of several~~ governance obligations as outlined in the *Local Government Act 1993* (the Act). Council's Code of Meeting Practice and Code of Conduct ~~for Councillors~~ guides a Councillor as a member of the governing body.

When acting as a member of Council, Councillors are subject to the overriding and predominant duty to serve the interests of Council. This duty carries with it an obligation to act honestly and impartially. In this capacity, Councillors are also obliged to exercise their powers or functions in accordance with the legislative authority conferred on Council, and the relevant restrictions on exercise of these powers or functions.

#### *Statutory role as an elected representative*

As an elected representative, a Councillor's role is:

- ~~To represent the interests of the residents and ratepayers;~~
- ~~To provide leadership and guidance to the community; and~~
- ~~To facilitate communication between the community and the council.~~



- To be an active and contributing member of the governing body;
- To make considered and well-informed decisions as a member of the governing body;
- To participate in the development of the integrated planning and reporting framework;
- To represent the collective interests of residents, ratepayers and the local community;
- To facilitate communication between the local community and the governing body;
- To uphold and represent accurately the policies and decisions of the governing body;
- To make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor.

## DEFINITIONS

<b>In this Policy: Term</b>	<b>Definition</b>
<b>Councillor</b>	Refers to all elected representatives of Council, including all Councillors and the Mayor
<b>Councillor as Advocate</b>	Shall mean a Councillor, or the Mayor, who has accepted a role on behalf of a person to advocate the merits of a matter before the Council, as opposed to exercising the role of an elected representative to support the merit of the application in debate in the governing body or the Committee concerned
<b>Interested Party as Advocate Lobbyist</b>	These include professional technical experts such as planners, lawyers, architects and related experts together with representative groups who perform the negotiation process designed to match client desire with Council discretion
<b>Individual Lobbyist</b>	Individual property owners, self-employed developers, corporations with development or property interests in the local government area
<b>Lobbying</b>	The activities undertaken by an individual or group who work or conduct a campaign to influence members of a Council to support and/or vote according to the individual's or group's special interest

## POLICY STATEMENT

### *Lobbying of Councillors*

Appropriate lobbying of Councillors is normal. It is part of the democratic process and is an acceptable feature of the relationship between citizens and their elected representatives. However, there can be an inbuilt conflict stemming from section 232 of the Act, which accords a Councillor two roles:

- As a member of the governing body of Council; and
- As an elected representative.

This Policy is intended to protect the integrity of decision-making whilst recognising a Councillor's legitimate interest in representing the community.

It is in the public interest that lobbying is fair and does not undermine public confidence in impartial decision-making. Councillors should take care that their duty to consider issues fairly and properly is not compromised by participating in lobbying practices that are outside the bounds of appropriate or lawful behaviour.

Inappropriate or unlawful conduct on the part of someone lobbying a Councillor usually involves an attempt to obtain preferential consideration or treatment based on factors other than the merits of a matter. Examples of inappropriate or unlawful conduct by Councillors that could occur during the lobbying process include:

- Accepting undisclosed payments or benefits whilst making a decision that affects the giver's interests;
- Accepting a political donation in return for the favourable exercise of discretion during decision-making;
- Granting access to a particular individual or group whilst unreasonably denying similar access requested by another party;
- Fettering discretion by giving undertakings to an interested party or making public statements in support of or in opposition to a proposal prior to Council considering all the information relevant to a decision. Councillors are under a particular obligation to give true consideration to all mandated matters when dealing with statutory powers such as section 4.15 of the *Environmental Planning and Assessment Act 1979*;
- Allowing an applicant's viewpoint or issues to take precedence in decision making over the statutory provisions of section 4.15 of the *Environmental Planning and Assessment Act 1979*;
- Acting in a manner that exceeds the role of a Councillor as defined in section 232 of the Act as a result of being lobbied;
- Disclosing confidential information whilst being lobbied; and
- Being unduly influenced by factors that are irrelevant to the merits of the matter under consideration.

Councillors who are lobbied over Council matters by close friends, associates or relatives should also consider whether the nature of their relationship with the proponent, and the impact of the matter on the proponent's interests, give rise to a pecuniary or significant non-pecuniary interest. In such cases, Councillors should manage the matter in accordance with the provision of Council's Code of Conduct for Councillors.

### **Transparency**

Councillors should exercise judgement when deciding whether to be involved in private meetings with people seeking to influence a Council decision. These meetings have the potential to undermine public confidence in Council decision-making and adversely affect a Councillor's reputation.

Transparency provides a mechanism for accountability and fairness in lobbying processes. There are a number of several ways Councillors can help ensure transparency whilst being lobbied. These include:

- Informing the General Manager of such meetings;



- Documenting meetings with proponents;
- Generally conducting meetings in official locations such as Council premises;
- Having other people present during meetings;
- Inviting applicants who have approached them for a meeting to discuss a significant development to write to Council seeking a meeting with all Councillors and relevant staff, **including what outcomes they hope to achieve from such a meeting**;
- Providing copies of information presented during lobbying meetings to Council officers for consideration and assessment (if required), distribution to other Councillors and filing as part of Council's records;
- Asking people who have requested a meeting to put their arguments in writing; and
- Making a declaration at a Council meeting about lobbying activities they have been engaged in that are not part of Council's formal processes.

A Councillor may, in fulfilling his or her role as an elected representative, receive, and consider the views of the community, including the community's stance on draft Local Environment Plans (LEPs), draft Development Control Plans (DCPs) and Development Applications (DA's).

It can be difficult to distinguish the above representational role from advocating on behalf of **particular** residents or ratepayers, or a specific interest group, particularly where there are competing community interests. There is a potential conflict between the concepts of an impartial decision maker who is obliged to consider all sides to a development issue, and that of an advocate for a particular individual / group.

#### **STANDARD RESPONSE TO BE PROVIDED ON RECEIVING A COMMUNICATION**

When an interested party seeks to communicate with a Councillor about a matter before, or to be taken before the Council, the Councillor must indicate the limits to what he or she can do for the person. Set out in **Appendix A** are examples of appropriate response statements.

#### **CONVEYING REPRESENTATIONS TO THE GENERAL MANAGER**

It is important that details of representations to Councillors by any person regarding a matter before the Council, or one which will come before the Council for decision are passed on by the Councillor, either:

- Directly to the General Manager by the Councillor for forwarding to the relevant Council officer/s; or
- Directly to Council by the applicant or interested party in the ordinary manner.

This information will then be put on the Council record and formally assessed and actioned by the Council officers.

Where practicable, the Councillor should insist that the submission be provided in writing. Where this is not practicable, the Councillor is required to take a file note of the comments made and forward this information to the General Manager as soon as possible.

**MEETINGS WITH APPLICANTS OR INTERESTED PARTIES**

To avoid perceptions of partial conduct, Councillors should only meet with an applicant or an interested party when:

- The applicant or interested party has put the request in writing; and
- After a development application has been lodged, any requests for meetings between Councillors and developers, lobbyists or submitters must occur by arrangement through the General Manager's office and only in circumstances where a Council officer (with adequate knowledge of the development application) is also present.

After a DA has been lodged, if a councillor engages in telephone discussions, email or other correspondence exchange with a developer, lobbyist, or submitter (whether seeking the Councillor's support or opposition to a development application), the Councillor must state:

- That any opinions expressed by the Councillor are personal to the councillor and do not in any way represent the Council's possible attitude to the development application; and
- In relation to Council's possible decision on the application, that the Councillor's principal obligation is to serve the public interest by ensuring that his /her decision is:
  - (a) consistent with the planning legislation, Council's planning scheme and policies; and
  - (b) made after having appropriate consideration of any officer's (or council appointed consultant's) advice; and
  - (c) not influenced by any other irrelevant or inappropriate consideration.

Councillors must keep a written record of the communication. The written record should detail, as a minimum, the date and time of the exchange, the format of the exchange (i.e. telephone call, exchange of emails or exchange of correspondence), a summary of the matters raised with the Councillor and a summary of the Councillor's response. A copy of that record must be provided to the General Manager within 7 days of the contact taking place.

Councillors must be alert to the motives and interests of the lobbyist and need to avoid saying and doing anything which could be viewed as granting preferential treatment. The meeting should be restricted to business hours and, if possible, held in an appropriate location such as Council offices.

In the case of large scale or controversial DA's a simultaneous site visit, for all Councillors, will be organised by staff at the appropriate time.

**LIMITS ON COMMUNICATION BETWEEN COUNCILLORS AND STAFF REGARDING A DEVELOPMENT MATTER**

Any other communications by the Councillor regarding a DA / draft LEP / draft DCP should be directed to the General Manager, or person/s nominated by the General Manager.

## DECLARATION AT COUNCIL MEETINGS

Where Councillors have been approached as provided for in this Policy, and the matter is referred to Council for consideration, the Councillor must make a declaration that:

- He or she was approached by the applicant or interested party regarding the matter (naming the applicant or interested party concerned); and
- That he or she has followed this Policy.

This is not a declaration of a conflict of interest but simply a declaration that Council's adopted Policy has been adhered to.

## PARTICIPATION AND VOTING AT COUNCIL MEETINGS

Councillors must apply the provisions of Council's Code of Conduct for Councillors and Code of Meeting Practice in determining whether they have any conflict of interests before participating in discussion and voting on a matter. If a Councillor deems that they have a conflict of interests, then such conflict must be managed in accordance with the provisions provided in Council's policies.

## VOTING WHERE ADVOCATING FOR APPLICANT OR INTERESTED PARTY ON A DEVELOPMENT MATTER

If a Councillor elects to advocate on behalf of an applicant or interested party at a Council meeting at which the matter is to be considered, it may be perceived that a conflict of interests exists. This is because there is a potential conflict between the concepts of an impartial decision maker who is obliged to consider all sides to a development issue, and that of an advocate for a particular individual/group.

Therefore, prior to advocating or representing the position of the applicant or interested party, the Councillor must consider whether any conflict of interests exist and if such conclusion is reached, declare such interest in accordance with Council's Code of Meeting Practice, and take such appropriate action to manage any conflict in accordance with Council's Code of Conduct for Councillors.

As a guideline, it would be safer for a Councillor, when acting as an advocate on behalf of an applicant or interested party, to declare such situation and not partake in the voting on such an item because of the real or perceived conflict of interest that such action could create.

## BREACHES OF THE POLICY

Council's adopted Code of Conduct for Councillors makes provision for dealing with breaches of the Code. It requires Councillors to comply with Council policies and administrative procedures. Should a Councillor breach the Lobbying of Councillors Policy and a complaint is lodged regarding that conduct, then the complaint may be dealt with under the provisions of the Code and Administrative Procedures.

## LEGISLATION AND SUPPORTING DOCUMENTS

Relevant Legislation, Regulations and Industry Standards include:

## Lobbying of Councillors Policy

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- Local Government Act 1993; and
- Independent Commission Against Corruption Act 1998.

### Relevant Council Policies and Procedures include:

- Code of Conduct for Councillors;
- Code of Meeting Practice; and
- Council's Values.

## VARIATION AND REVIEW

~~This Policy will be reviewed every three (3) years or as required.~~

The Lobbying of Councillors Policy will be reviewed every three 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.

DRAFT

## Appendix A

### Examples of standard response to be provided on receiving a communication

- *I am happy to arrange for any comments you have on the matter/development application/ draft LEP/ draft DCP to be conveyed to the Council officer dealing with the matter. If the matter relates to development and determined by Council, your comments will also be reported to these forums. If you have not already done so, please put your comments in writing.*
- *If you also want to meet with me to voice your concerns, I would be happy to attend a meeting assisted by a Council officer or officers. Please make your request for a meeting in writing and I will arrange for a meeting to be held in the company of a Council officer.*
- *You need to realise that if the matter is referred to Council, I ~~have to~~ must publicly declare that I have received submissions from you. You should also note that when I sit with other Councillors, as the Council, to assess and determine development application/ draft LEP/ draft DCP, I will only be able to have regard to matters considered to be relevant at law, and my determination of the application will be based on its merit.*





## Glen Innes Severn Council Memorandum of Understanding

### This Memorandum of Understanding is between:

Glen Innes  
Severn  
Council

Name: Glen Innes Severn Council  
ABN: 81 365 002 718  
Address: 265 Grey Street Glen Innes NSW 2370

Contact Person: Margot Davis  
Telephone: 0267 302 403 / 0421 473 432  
Email: mdavis@gisc.nsw.gov.au

Glen Innes  
Business  
Chamber

Name: Glen Innes Business Chamber  
ABN: 92169764925  
Address: 34 Margaret Street, Glen Innes 2370

Contact Person: Cassandra Hill  
Telephone: 0427157773  
Email: admin@gleninnesbusinesschamber.com

Background

The Glen Innes Business Chamber (GIBC) is intending to re-launch the former Business In Glen (BIG). The former BIG included Glen Innes Severn Council (GISC) as a partner and collectively will be referred to as **The Parties**.

The Parties recognise the benefits of the collaboration with an ambition to support, connect, advocate, and opportunities for the business community to develop and thrive.

GISC provides a free online platform service that enables business and community the ability to connect, create, innovate, and grow branded Glen Innes Highlands Hub (HUB).

The HUB is a digital platform built to grow through user-generated content and is open to the whole community to utilise and leverage the content. It's a 'one-stop-shop' for locals. In accompaniment to the digital platform GISC is also building a physical bricks and mortar HUB that will provide a co-working, meeting, and training facility.



GIBC will have a fee-based membership to both HUB platforms with the following benefits:

**GIBC Paid Membership Inclusions:**

- Free monthly member meetups (guest speakers, grazing board and networking);
- Members discounted tickets for educational workshops run by the business chamber;
- Fortnightly update with summary from business chamber, HUB, Service NSW, opportunities, and avenues for support; and
- GISC individual member benefits (outlined below).

**Purpose**

The purpose of this Memorandum of Understanding (MOU) is to provide an outline and formal agreement of co-operation between The Parties to continue providing support and advocacy to the Glen Innes Highlands Business Community.

This document is not intended to be a binding liability instrument. Other more formal contracts may be implemented over the course of the project and for specific phases or activities.

The document is a guide for The Parties, key industry, government bodies and the local community on how activities will be undertaken in consideration of the other parties' requirements and needs at different times and phases.

The Parties agree to the following:

**1. Branding and Content Collaboration:**

- a. HUB digital platform (gleninneshighlandshub.com) will include the following additional wording "in collaboration with the Glen Innes Business Chamber" and include the GIBC logo on all main assets, channels and communications where relevant;





- b. Highlands HUB Facebook page (/gleninneshighlandshub) will be co-administered and co-authored between key GISC Economic Development staff and GIBC office bearers
- c. Social media channels have the intention to 'tease' content from the HUB to steer users from social channels back to the HUB. This strategy will encourage the overall user behaviour to recognise the HUB as the first place to go and the 'source of truth' for people living in the Glen Innes Highlands community;
- d. Co-created content will have shared author references no matter the final publisher;
- e. GISC will remain responsible for the HUB branding, marketing and communications;
- f. GIBC will remain responsible for the GIBC brand, marketing and communications;

## **2. GISC Organisation Partnership Benefits for the GIBC:**

- a. GISC have created a tailored annual package for the GIBC to encourage and enable usage of the HUB.
- b. The package includes:
  - i. Use of the Training Room or Board Room on a recurring monthly booking (date/time TBA)
  - ii. 24/7 access to the Community Lounge;
  - iii. Access to an available meeting room/office a maximum of 6 hours a week;
  - iv. Access to the printer/scanner at standard rates;
- c. The annual package is valued over \$6,000 plus GST and offered for a discounted annual rate of \$4,500 (including GST);



### **3. GISC Benefits for Individual GIBC Members:**

- a. GISC will provide an annual subscription to the HUB for GIBC paid members at a rate of \$250 including GST per member which will include the following benefits:
  - i. 24/7 access to the Community Lounge;
  - ii. 20% discount on the usage of any booked space for business purposes; and
  - iii. Access to the printer/scanner at standard rates;
  - iv. Support and assistance with the online HUB platform and content;
  - v. Priority access to HUB workshops; and
- b. GIBC will provide the number of members as at end December annually for GISC to invoice GIBC on a 30-day invoice term.
- c. GISC will provide priority registration to GIBC members for HUB courses, workshops, events or activities 24 hours in advance of the main release under the following terms:
  - i. GIBC members must be registered on the digital HUB to be eligible; and
  - ii. GIBC will be responsible for notifying its members of the priority-release opportunities.

### **4. Relationship Management & Advocacy:**

- a. Key GISC staff and GIBC committee members will meet once a month to collaborate and plan programs, initiatives, communications and events;
- b. GIBC will invite Council to provide Councillor and Council representation at GIBC events and meetings where deemed appropriate; and
- c. GIBC will ensure at least one committee member attends the Grow Glen Innes Think Tank (GGITT) workshops to provide local business representation.



#### 5. Strategic Alignment:

- a. GIBC will collaborate with GISC on relevant initiatives and actions from the Economic Development Strategy 2020-2040 & Action Plan 2020-2025 (EDS&AP) (Addendum A) and the Destination Management Plan (DMP) (Addendum B) that can be delivered by GIBC and/or co-delivered by both parties;
- b. GISC will arrange direct consultation with GIBC committee and members in the optimisation of the EDS&AP and the DMP to ensure business needs are being met and to enable GIBC to advocate directly to Council.

#### Execution Section

Signatures:

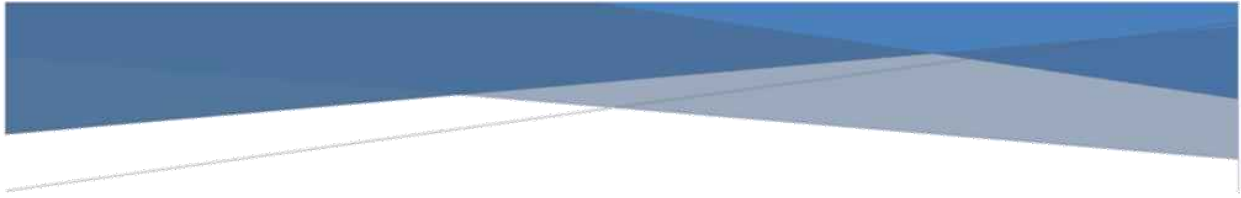
\_\_\_\_\_  
Cr Robert Banham  
Mayor  
Glen Innes Severn Council

\_\_\_\_\_  
Mr Dennis McIntyre  
Interim General Manager  
Glen Innes Severn Council

\_\_\_\_\_  
Mrs Cassandra Hill  
President  
Glen Innes Business  
Chamber

Grants and Funding FY 2022/2023 Summary – Up to 30 July 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	2	Building Better Regions Fund Round Six (6)	Highlands Business & Community Hub – Electrical upgrade and air conditioning installation	\$505,340
		Reconnecting Regional NSW - Community Events Program	Glen Innes Severn Community Cohesion and Business Assistance Events Program – 12 Events.	\$301,708
			Total Pending applications	\$807,048
Acquittal/ reporting/ variations	4	Various		Not applicable
Approved applications	0	Not applicable	Not applicable	\$0
			Total Approved applications	\$0



## **Draft** Restricted and Unrestricted Cash Policy

**DOCUMENT AUTHORISATION**

<b>RESPONSIBLE OFFICER:</b>		CHIEF FINANCIAL OFFICER			
<b>REVIEWED BY:</b>		MANEX			
<b>REVIEW DUE DATE:</b>		August 2025			
<b>VERSION NUMBER:</b>		1			
<b>DOCUMENT NUMBER:</b>		NA			
<b>VERSIONS:</b>	<b>DATE:</b>	<b>RESOLUTION NO:</b>	<b>DESCRIPTION OF AMENDMENTS:</b>	<b>AUTHOR / EDITOR:</b>	<b>APPROVED / ADOPTED BY:</b>
1	25/08/2022	TBC	New Policy	Chief Financial Officer	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:

- Provide a framework for the establishment and management of restricted and unrestricted cash.

## APPLICABILITY

This policy applies to:

- The Chief Financial Officer

The Chief Financial Officer is responsible for the preparation of the Annual Financial Statements, the Operational Plan and the Long Term Financial Plan.

- Manex

Manex has oversight of the preparation of the Annual Financial Statements, the Operational Plan and the Long Term Financial Plan.

## OUTCOMES

Council has significant restricted cash set aside for future purposes. They appear in Council's balance sheet under "Cash, cash equivalents and investments". The funds are invested in accordance with Council's Investment Policy.

Over the term of the Long Term Financial Plan these restrictions are used to smooth out funding requirements for Council's programs outside the scope of normal operational activities. This allows for the equitable spread of the costs burden in establishing and maintaining Council's assets and services.

The Restricted and Unrestricted Cash Policy outlines the following objectives:

1. Assists Council to meet the requirements for accountability, transparency and observance under the *Local Government Act 1993*, as amended, and the *Local Government (General) Regulation 2021*, together with other related statutory requirements and standards; and



## 2. Provides a clear, concise and defined method of

- creating future restrictions;
- determining if any interest should be calculated on restricted cash;
- borrowing from restricted cash;
- transferring to and from restricted cash; and
- reporting on restricted cash.

## ROLES AND RESPONSIBILITIES

It will be the responsibility of the Chief Financial Officer to induct staff into this Policy where required. Revised versions of the Policy that contain significant changes will be communicated to all relevant staff by the Chief Financial Officer.

## POLICY STATEMENT

### CLASSIFICATION OF RESTRICTED CASH

Restricted cash are funds set aside by Council for a purpose to meet future expenses. They are over and above the expenses provided for in the annual budget which are voted annually as part of the adoption of the Operational Plan.

Restricted Cash falls into three categories based on their use:

#### (a) External cash restrictions

These are funds received by Council where there is a legal obligation to use the funds for the purpose for which they were paid to Council. Under section 409(3) of the Local Government Act 1993 they are of three categories:

- (i) money received as a result of levying a special rate or charge for a particular purpose (e.g. proceeds of a special rate variation);
- (ii) money that is required by legislation to be set aside for a specific purpose (e.g. developer contributions); and
- (iii) money received from the government for a specific purpose (e.g. tied grants).

#### (b) Internal cash restrictions

These are funds set aside by resolution of Council for a particular purpose, where there is no legal or legislative requirement governing their use. If the purpose for which the cash restriction was established does not eventuate or Council changes its priorities, these funds may be reapplied for a different purpose by resolution of Council.

#### (c) Unrestricted cash

These are funds which are available to be used to cover unexpected or emergency expenses not provided for in the annual budget and not covered by an available internal restriction. They are also available for:

- (i) bringing forward projects identified in the Long Term Financial Plan;
- (ii) renewing or replacing current Council assets; and
- (iii) reducing Council's asset backlog.

Any application of funds to be drawn from unrestricted cash for capital projects, where required, would need to comply with the Capital Expenditure Guidelines of the NSW Office of Local Government.

## **ESTABLISHMENT OF CASH RESTRICTIONS**

### **(a) Current Restrictions**

Audited externally and internally restricted cash balances can be found in the Annual Financial Statements included in the Annual Report available on Council's website.

### **(b) Future Restrictions**

Additional internally restricted cash may be created by resolution of Council. The resolution must set out:

- (i) the name and purpose of the cash, which must be specific and relate to the then current Community Strategic Plan and Delivery Plan of Council; and
- (ii) the basis of calculating any transfer of funds to internally restricted cash.

## **INTEREST ON RESTRICTED CASH**

Interest must be applied to external cash restrictions where required by legislation or otherwise, such as Section 7.11 developer charges. Interest is added to the balance in the relevant cash restriction. The rate of interest is equal to the average return on investments for the financial year.

If interest is paid on internally restricted cash, the interest is paid into the general fund.

## **BORROWINGS FROM RESTRICTED CASH**

Council may borrow from internally restricted cash. Any such borrowing must be authorised by resolution of Council and the full impact of the borrowing disclosed. Interest must be paid on any such borrowings.

## **TRANSFERS TO AND FROM RESTRICTED CASH**

Funds may only be transferred into or transferred out of a cash restriction, by resolution of Council. The authority for such transfers may be given:

- (a) by specific resolution in the case of a particular project the subject of a Council resolution;
- (b) in the Quarterly Budget Review Statement, by virtue of the adoption of that statement by Council; or

- (c) by the adoption of the annual financial statements containing a schedule of restricted cash showing transfers in and out.

A transfer contained in a Quarterly Budget Review Statement must show the restricted cash item audited opening balance, the amount transferred in or out and the estimated closing balance.

#### **REPORTING ON RESTRICTED CASH**

The level of restricted cash shall be reported on in the Quarterly Budget Review Statement and annually in the Financial Statements. Council must assess at least annually the adequacy of each internal cash restriction during the preparation of the Long Term Financial Plan and annual budget

#### **VARIATION AND REVIEW**

The Restricted and Unrestricted Cash 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 – Open Ordinary Meeting – 24 March 2022

**REPORT TITLE:** 7.14 YOUTH CENTRE REPORT

**ECM INDEXES:**

**Subject Index:** Community Services  
Youth Services

**Customer Index:** INTERNAL DEPT: Youth

**Property Index:** NIL

**AUTHOR:** Anthony Williams - Manager of Community Services

**APPROVER/S:** Anna Watt - Director of Corporate and Community Services

#### PURPOSE

The purpose of this report is to provide Council with current information relating to the resolution passed at the Ordinary Meeting of Council held on Thursday, 28 February 2019 which dedicated the building at 152 Wentworth Street Glen Innes to be used as a **Youth Centre (YC)** from 1 July 2019, for a period of three (3) years.

In addition, this report is to provide Council with information, which outlines the history of the YC and facilitates a way forward for Council's Youth Services. The early preparation of the report is intended to allow time for financial and social considerations to be determined and included in the **Delivery Plan (DP)** and **Operational Plan and Budget for the 2022/2023 Financial Year (OP)**.

#### RECOMMENDATION

*That Council Continues to dedicate the building at 152 Wentworth Street, Glen Innes for use as a Youth Centre.*

Moved Cr T Arandale      Seconded Cr T Alt

#### **17.03/22 RESOLUTION**

That Council defers the decision to dedicate the building at 152 Wentworth Street, Glen Innes for use as a Youth Centre and that more information including the cost of the project and alternative locations be identified and presented back to a future Ordinary Council Meeting.

Glen Innes Severn Council – Open Ordinary Meeting – 24 March 2022

A division was called for, voting on which was as follows:

For	Against
Cr T Alt	Cr A Parsons
Cr T Arandale	Cr C Sparks
Cr R Banham	
Cr L Gresham	
Cr J Parry	

The division was declared carried by 5 votes to 2.

**CARRIED**

## REPORT

### (a) Background

At the Ordinary Meeting of Council during February 2018, Councillor Sparks put forward a Notice of Motion for increased Youth Services. The establishment of a YC for the **Local Government Area (LGA)** was the result of the extensive discussion, consultation and research which followed on from this Notice of Motion.

There were some significant considerations and concerns for the then Council, including the funds for the establishment of a YC that had not been allocated in the Operational Plan and Budget for the 2018/2019 Financial Year, nor in the 10-year Long Term Financial Plan as this project was not included in the DP. In its DP, Council had committed to the specific action CS 3.3.2 which was to "lobby for and support the establishment of a PCYC in Glen Innes."

At the time there was an active **Youth Advisory Committee (YAC)** that assisted Council with its considerations and decision-making process. Following 12 months of extensive consultation and discussion, the Ordinary Council Meeting held on Thursday, 28 February 2019 passed the following resolution (in part).

Moved Cr A Parsons    Seconded Cr G Frendon

### **19.02/19 RESOLUTION**

1. That Council notes the information in this report.
2. That Council gives notice to the Glen Innes Toy Library to vacate the premises at 152 Wentworth Street by 30 June 2019, and that the Toy Library be assisted with the identification of possible alternative locations for the relocation of this facility and potential funding opportunities also be communicated to the Toy Library.

Glen Innes Severn Council – Open Ordinary Meeting – 24 March 2022

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3. That Council dedicates the building at 152 Wentworth Street to be used as a Youth Centre from 1 July 2019, for a period of three (3) years, after which period a report will be prepared for Council's consideration assessing the successfulness of the project and whether Council and the community have obtained value for the annual financial commitment towards the project.
4. That Council offers Youth Services out of the Life Choices – Support Services building until the Youth Centre at 152 Wentworth Street is available.

**CARRIED**

Cr J Smith requested that his dissenting vote against the motion be recorded, as his understanding was that the YC was meant to be funded through grants.



**(b) Discussion**

The YC now known as **The Youth Booth (YB)** opened on Wednesday, 10 July 2019 with the following objectives:

- Create a vibrant, modern, safe, supportive and engaging space for youth to visit and interact in a positive manner;
- Provide afternoon snacks;
- Foster an environment where learning is encouraged through guest speakers and support with homework; and
- Connect and engage the youth with the wider community through:
  - The use of community members as volunteers; and
  - Active involvement with schools, NSW Police, local businesses, parents, carers, Aboriginal Elders, and community groups.

There is a possibility into the future for collaboration with the following external organisations that work with youth:

- Hope Projects; and
- Youth Insearch.

The target demographic was the high school student population (years seven (7) to 12), with a student age range from 12 to 18 years. This group would include those in high-risk groups, for example Aboriginal students, young carers and students already showing early signs of mental illness. It was also proposed that the centre will be open for young adults from 19 to 24 years of age once per week around a normal lunch hour, as recommended by the YAC.

The objectives have mostly been met however it has proven difficult to engage with the 19 to 24 year age bracket. The objectives are now superseded by the actions contained within the **Glen Innes Severn Council Youth Strategy 2021-2025 (the Strategy)** approved at the Ordinary Meeting of Council held on Thursday, 23 September 2021:

Moved Cr D Newman    Seconded Cr A Parsons

**16.09/21 RESOLUTION**

THAT Council:

1. Approves for the Glen Innes Severn Council Youth Strategy 2021-2025 to be placed on public exhibition for 28 days from Thursday, 30 September 2021 until Wednesday, 27 October 2021.
2. Displays the Glen Innes Severn Council Youth Strategy 2021-2025 on Council's website, and that it be made available for viewing at the following locations:
  - Council's Town Hall Office;
  - Council's Church Street Office; and
  - The Village Post Offices at Deepwater, Emmaville and Glencoe.



3. Requests the Manager of Community Services to prepare a further report to Council after the exhibition period in the event of Council receiving any significant submissions regarding the Glen Innes Severn Council Youth Strategy 2021-2025; otherwise, that the Glen Innes Severn Council Youth Strategy 2021-2025 be adopted by Council.

### CARRIED

The Glen Innes Severn Council Youth Strategy 2021-2025 is attached as **Annexure A** of this report.

The Youth Strategy was extensively researched in consultation with all key stakeholders. It provides a four (4) year framework for Council and community with a vision for young people to grow up in a safe, happy, and healthy community which is supportive of changing needs, encourages resilience by promoting self-esteem, and provides opportunities to advance their life skills whilst making safe, sensible decisions for themselves.

There are significant benefits for young people obtained from their attendance and experiences at the YB. Valuable life skills have been acquired for some young people who otherwise would have missed the opportunity. Activities of Daily Living (ADL's) such as cooking, setting a table with places for dinner, washing up and drying, cleaning, washing and drying clothes (some students wash their school uniform at the YB), social interaction, and a safe person who is other than a teacher or parent have all been accessed by members.

Mental Health was the number one (1) priority identified by respondents to the Youth Survey conducted when researching the Youth Strategy. The **Hunter New England Health Primary Health Network (HNEHPHN)** are strong supporters of the YB and regularly attend the centre to conduct activities which support and promote young people's mental health awareness. The YB staff make referrals to other key organisations after receiving disclosures and requests for assistance from at risk young people.

It is important to note that whilst there is an emphasis on youth services delivered from the YB and that the building provides a central safe hub for young people, Council's commitment to youth services and young people at risk is relative to the whole of the LGA and not just members of the YB. This is accurately reflected in the actions of the Strategy. Approximately 20% of the Actions reference the YB directly. It is a key link to the Strategy however, it is possible to deliver the remaining 80% of Actions to the LGA in the absence of a YC.

The establishment of successful partnerships with community groups, Aboriginal Elders, the local high school and job agencies, has been very difficult. Once established they have been even more difficult to maintain. This has largely been due to the regular transition of GISC and community group / business staff. COVID-19 has also been a factor.

Strong partnerships have been successfully developed and maintained with the Youth Insearch Organisation and the **Southern Cross School of Distance Education (SCSoDE)** and the HNEHPHN.

Council has partnered with Youth Insearch to seek grant funding for the Youth Insearch Place Based Model which has a full time qualified Social Worker complement existing youth services within the LGA. Council has a Memorandum of Understanding (MOU) with SCSoDE which enables their Aboriginal and Alternate Learning Faculty to work with students who have a less than 40% attendance at mainstream school. The SCSoDE operates out of the YB building two (2) days each week during the school term.

Staffing for the YC was originally resourced from Council's Youth Worker with the position moving from Council's Town Hall office space to the YB building. The 28 February 2019 report to Council determined that *Community volunteers will be required to assist with the operational tasks of providing this service during all opening hours, as the YC will need to be run with at least one (1) volunteer at all times to meet **Work Health Safety (WHS)** requirements. There will be associated costs with training and legislative requirements for these volunteers.*

The February 2019 report also noted that *Community volunteers will be an integral part of the success of the YC. It is estimated that at least 20 people per year would need to be cleared to work with children and young adults.*

Despite the best efforts of Community Services staff, other than for occasional assistance, the volunteer workforce failed to materialise. The failure to secure a reliable volunteer workforce necessitated relief staff being deployed from other areas of Council which compromised endeavours to provide a safe and engaging atmosphere for staff and the young people attending the YB.

To overcome this obstacle a Youth Worker Assistant position was created and incorporated in the Operational Plan and Budget for the 2020/2021 Financial Year. This position has remained constant however ongoing problems have been encountered retaining the services of a qualified Youth Worker and the YB has remained reliant on deployments of staff from other Council departments to provide a safe workplace with adequate supervision.

The early days of the YB were reasonably successful with several senior high school students role modelling acceptable behaviours and adopting responsibilities on the YAC. Numbers gradually increased with the enticement of food and fun activities and by February 2020 the YB was accommodating an average of 27 attendees per day. Challenging behaviours are not unexpected as it is the troubled young people within the LGA we seek to assist however, attendee behaviours were increasingly difficult to manage with our inexperienced staff and lack of volunteers.

The YB was closed in March 2020 for six (6) months due to the COVID-19 Outbreak and the corresponding **NSW Department of Health Public Health Order (PHO)**. The closure of the centre presented a fantastic opportunity to review, revise and improve operations. Youth were provided online activities during the closure which were well received.

Council received a Bushfire Recovery Grant to the value of \$58,884 during 2020 to refurbish and improve amenities at the YB site. Staff consulted with the young people to ascertain their suggestions, wants, and needs related to the renovations. The building received a new kitchen, interior paint and floor coverings, bag hooks and paint boards along with the installation of a **Covered Outdoor Learning Area (COLA)** to provide additional outdoor shelter from the extremes of weather.

Additional consultation was held regarding rules and consequences for disrespect and poor behaviour and a Youth Booth Membership was created to establish pride, afford a feeling of belonging and assist with behaviour management by way of suspension of membership. The new measures have been quite successful with generally much improved respect and behaviours from the members.

The YB was closed due to another NSW Government PHO directive during 2021 however for a shorter period. Following this re-opening, attendance has been lower however consistent, numbers have ranged from eight (8) to 19 member visits each day. There are currently 78 YB members registered with 21 of those identifying as Indigenous. Of the registered members 40 of the 78 have attended during the past six (6) months.

There are currently 10 volunteers registered however there are only two (2) of these that could in any way be considered active.

The Youth Worker Position has been vacant since Thursday, 29 April 2021. There have been two (2) failed recruitment phases. At the time of writing this report to Council, a third recruitment phase has proven much more positive with 15 applicants for the vacant position. The preferred applicant has verbally accepted an Offer of Employment with the plan being they will commence in the position Monday, 14 March 2022.

When the original students and interested parties who formed the YAC moved to other interests, Council was unsuccessful in attracting replacement members. The YAC was disbanded during 2020/2021 after several failed attempts to establish a committee.

(c) **Options**

**Option 1**

THAT Council continues to dedicate the building at 152 Wentworth Street, Glen Innes for use as a Youth Centre.

**THIS IS THE RECOMMENDED OPTION.**

**Option 2**

THAT Council:

1. Discontinues its dedication of the building at 152 Wentworth Street, Glen Innes as a Youth Centre;
2. Reconsiders the Memorandum of Understanding between Council and the Southern Cross School of Distance Education regarding their use of the 152 Wentworth Street Building, suggesting they relocate to a room at the Library Learning Centre;
3. Agrees to have the Youth Worker continue with the delivery of actions from the Youth Strategy document which are not dependant on a Youth Centre;
4. Requests the Youth Worker Assistant Position is made redundant; and
5. Requests the Director of Infrastructure Services to review the 152 Wentworth Street property for future use or disposal.

**IMPLICATIONS TO BE ADDRESSED****(a) Financial**

Revenue and Expenditure for the period 1 July 2018 until 31 January 2022 are shown in the below table. Council carries almost all the financial commitment associated with operating the YB. Council receives some financial assistance via Grant funding. The revenue shown in the table is reflective of the grant income received during the nominated reporting periods. The difference between revenue and expenditure is provided from the General Fund of Council.

Reporting Period	Grant Income	Expense	Net cost to Council	Notes
2018/2019	\$26,186	\$46,500	(\$20,314)	Part time Youth Worker working out of Town Hall and utilising various locations in the community.
2019/2020	\$88,335	\$82,616	\$5,719	YB opened 10 July 2019. \$55,884 income received from Bushfire Recovery Grant Only \$13,408.91 expended.
2020/2021	\$27,984	\$174,728	(\$146,744)	Exp includes remaining Bushfire Grant funds expended; additional COVID-19 cleaning; and Youth Strategy development.
2021 to 31/01/2022	\$23,348	\$38,327	(\$14,979)	\$7,700 Summer Holidays Grant income received however not yet expended/acquitted.



Council receives minimal income for youth services however has a current 2-year Deed of Contract with the **NSW Department of Communities and Justice (DCJ)** to deliver **Targeted Early Intervention (TEI)** Program Activities and outcomes for young people and families within the community. The deed has an option for another three (3) years if the 'milestones' and 'deliverables' are met during years one (1) and two (2). The two (2) year initial period will expire on 30 June 2022 however Community Services staff are confident of extending into the additional three (3) year option. This funding opportunity adds \$20,864 to the annual budget.

DCJ also support local Councils to facilitate Annual Youth Week events for the LGA with a dollar-for-dollar grant arrangement. This year Youth Week is scheduled from Monday, 4 April until Thursday, 14 April and Council has received \$3,313 from the DCJ as their commitment.

The Regional NSW Office of Regional Youth offers regular Grant funding opportunities throughout each year. School holiday activities are frequently targeted, and funds are available for local Councils to provide additional youth services and activities during the vacation periods. The grants are usually less than \$10,000 however are a very effective means of delivering activities that are supportive of youth development and recreation. The YB has just delivered \$7,700 of additional activities funded by the Regional NSW Office of Regional Youth under the Summer Vacation Program.

Should Council resolve to accept Option 2 of this report, the Youth Worker Assistant will be entitled to severance pay as identified within **The Local Government (State) Award 2020**. The current Youth Worker Assistant has greater than one (1) year and less than two (2) years of service with Council and the severance pay entitlement would be five (5) weeks' pay at Grade 5 plus any outstanding leave payment due, which is estimated to be \$3,000.

**(b) Governance/Policy**

All youth services delivered from the YB will be in accordance with current Council Policy and Procedural Guidelines.

**(c) Legislative/Statutory**

All services delivered from the YB will have due consideration to the *NSW Children's Guardian Act 2019* and the *NSW Child Protection (Working with Children) Act 2012*

**(d) Risk**

There is an increased risk to the safety and wellbeing of young people within the LGA should the YB be closed and a risk of a negative impact to Council's reputation.

**(e) Social**

Young people are an integral part of any community. They bring with them different perspectives, new ideas and a vibrancy for life. The continued support of Council to facilitate the building at 152 Wentworth Street as a YC provides additional opportunities for young people to grow up in a safe, happy, and healthy community which is supportive of changing needs, encourages resilience by promoting self-esteem, and provides opportunities to advance their life skills whilst making safe, sensible decisions for themselves.

**(f) Environmental**

Nil.

**(g) Economic**

Nil.

**(h) Asset Management**

Land and structures situated at the 152 Wentworth Street site are currently valued at \$661,000 with an annual depreciation of \$16,000 per year.

**CONSULTATION**

**(a) External**

Information and statistic data as collated by Murphy Consultants during the preparation of the Strategy has been referenced in this report.

**(b) Internal**

Council's Acting Youth Worker, Technical Services Coordinator and Finance Team have been consulted in the development of this report.

**LINK/S TO THE DELIVERY PROGRAM/OPERATIONAL PLAN (DPOP)**

This item links to Council's Delivery Program Community Service Action CS 3.3.1: Work with young people and Council's Youth Worker to develop a program and ideas to address youth needs and issues in the LGA.

**CONCLUSION**

The GISC Youth Strategy 2021-2025 reaffirmed Council's commitment with the community to provide young people with the supports they require as they transition along the sometimes-difficult path to adulthood. It provides the framework for Council and community to guide and assist our young people over the next four (4) years. The YB located at 152 Wentworth Street is a lynch pin connecting many of the actions from the Strategy to the community.



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Glen Innes Severn Council – Open Ordinary Meeting – 24 March 2022

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The YB operations and services have not reached their full potential due to several unforeseen factors during the past three (3) years. COVID-19 has been a significant factor. The regular transition of Council and community group / business staff has reduced the ability to establish and maintain community partnerships. The inability to attract volunteers another significant factor. Despite the difficulties the centre has supported tens of young people to have a dedicated building where they can feel safe, have a sense of ownership and pride whilst developing valuable life skills and knowledge.

There is a financial cost to Council providing youth services for the LGA. The social benefits to the at risk young people from within the LGA must be balanced against the financial implications to Council.

With a newly appointed qualified Social Worker in the Youth Worker role and COVID-19 implications easing, we are now in a favourable position to build on the existing partnerships with Youth Insearch, the SCSODE, and create new partnerships with the local high school and community groups. The recent grant funded renovations and existing feelings of ownership for YB members, have the 152 Wentworth Street building ideally situated to support our young people into the future.

#### ATTACHMENTS

Annexure A      Glen Innes Severn Council Youth Strategy 2021-2025



**Glen Innes Severn Council**

# **Youth Strategy 2021 – 2025**



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## Respect, Integrity, Courage, Honesty, Transparency

### Glen Innes Severn Council Values



Glen Innes Severn Council along with Murphy Access Consultants acknowledges and pays respect to the Ngoorabul people and their Elders, both past, present and emerging, as the traditional custodians of this land.

#### Disclaimer:

While every care has been taken by Murphy Access Consultants in preparing the Glen Innes Severn Council Youth Strategy 2021-2025, Murphy Access Consultants does not accept responsibility or liability for the results of specific actions taken on the basis of this information nor for any errors or omissions.



## Introduction

The Youth Strategy 2021-2025 has been developed after consulting with the Glen Innes Severn community having a particular emphasis on developing the thoughts and ideas of young people. The actions contained within the Strategy are designed to provide the framework for Council and community to guide and assist young people during the next four (4) years to reach their goals. The journey towards 2025 with young people will build on self-awareness, self-esteem and resilience and increasing our young people's quality and enjoyment of life.

Young people are an integral part of any community. They bring with them different perspectives, new ideas and a vibrancy for life that can be lost as we age. Glen Innes Severn Council acknowledges that young people play a pivotal role in making the Glen Innes Severn Local Government Area a vibrant, confident, and inclusive community. Indeed, it is young people who will determine the future prosperity of our communities.

The Glen Innes Severn Council Youth Strategy 2021-2025 reaffirms Council's commitment with the community to provide young people with the supports they require as they transition along the sometimes-difficult path to adulthood. The Strategy provides a vision for young people to grow up in a safe, happy, and healthy community which is supportive of changing needs, encourages resilience by promoting self-esteem, and provides opportunities to advance their life skills whilst making safe, sensible decisions for themselves.

**“Indeed, it is young people who will determine the future prosperity of the Glen Innes Severn area.”**

## How this Strategy was developed

The Glen Innes Severn Council Youth Strategy 2021-2025 was developed by reviewing relevant Glen Innes Severn Council Strategies and Plans along with relevant International, Federal, and State policy and plans (see reference list). Census, Remplan and Population Projection data were also reviewed.

Consultation was undertaken to gain the opinions of those aged between 12 and 24 years on what they consider important elements of their lives, what they contribute to the community and what actions they would like to see Council implement.

Consultation was undertaken with parents, carers, teachers, Elders, and employers to get their thoughts on what they felt young people contributed to the community and what can be done to better assist young people.

Service Providers were consulted to undertake a service analysis to gain a solid understanding of the current met and unmet needs and to obtain knowledge from their point of view and to incorporate that into relevant actions.

Eight face to face consultation sessions were held in November 2020 with a total of 58 people attending.

236 online surveys were completed, 189 of those were by young people aged 12-24, this being 16% of the population.

While consultation was targeted to ensure as many people as possible could have their say. The survey was also available online through Council's website and Social Media accounts, promoted through school newsletter and social media accounts.

Actions have been developed for Council to implement over the coming four (4) years. These actions were developed based on the information gathered through both the community and service provider consultation in conjunction with various Council departments. Actions will require partnerships with young people, local service providers and the wider community to get the best possible results out of each action.

## Purpose of this Strategy

The Glen Innes Youth Strategy 2021-2025 provides clear strategic direction and actions that meet the identified needs and wants of young people living in the LGA.

The Youth Strategic Plan seeks to:

- Provide Council with actions they can implement between 2021-2025 based on the input from young people and the wider community as well as research on best practice ideals.
- Provide the community with relevant information that helps to guide programs, events, employment opportunities, that engage young people.
- Aid in advocating for best-practice support and services to be delivered to young people in Glen Innes Severn LGA.
- Ensure that young people are actively engaged, that they are empowered to participate in community life and that the community is responsive to their needs.
- Provide evidence for relevant grant applications made by both Council and the wider Community.







## About Glen Innes

Glen Innes Highlands is located on Ngoorabul land and is comprised of the township of Glen Innes, the villages of Glencoe, Red Range, Deepwater and Emmaville and the hamlets of Wellingrove, Wyaliba, Dundee and Glen Elgin.

Glen Innes and surrounding areas are located within the New England Area, surrounded by natural beauty. Young people said that the things they liked best about Glen Innes Severn was its small-town size, the quiet, peaceful nature of the area as well as the people and the community vibe.

The people of Glen Innes have had a difficult two (2) years (2019/2020) experiencing devastating drought, bushfires, floods, and Covid-19. The recovery effort from the fires are continuing and there is a community focus on resilience. There is however, a powerful hope for the future and a strong sense of community that was evident in the consultation.

## Ngoorabul

The Ngoorabul people are the traditional owners of the Glen Innes Highlands area. The Ngoorabul people are a proud nation, they know that young people are the future and play an important role in learning and promoting their culture. Through connections to their Land and Culture young Indigenous people can increase their confidence, feel empowered to demand change and to be positive leaders within their community.





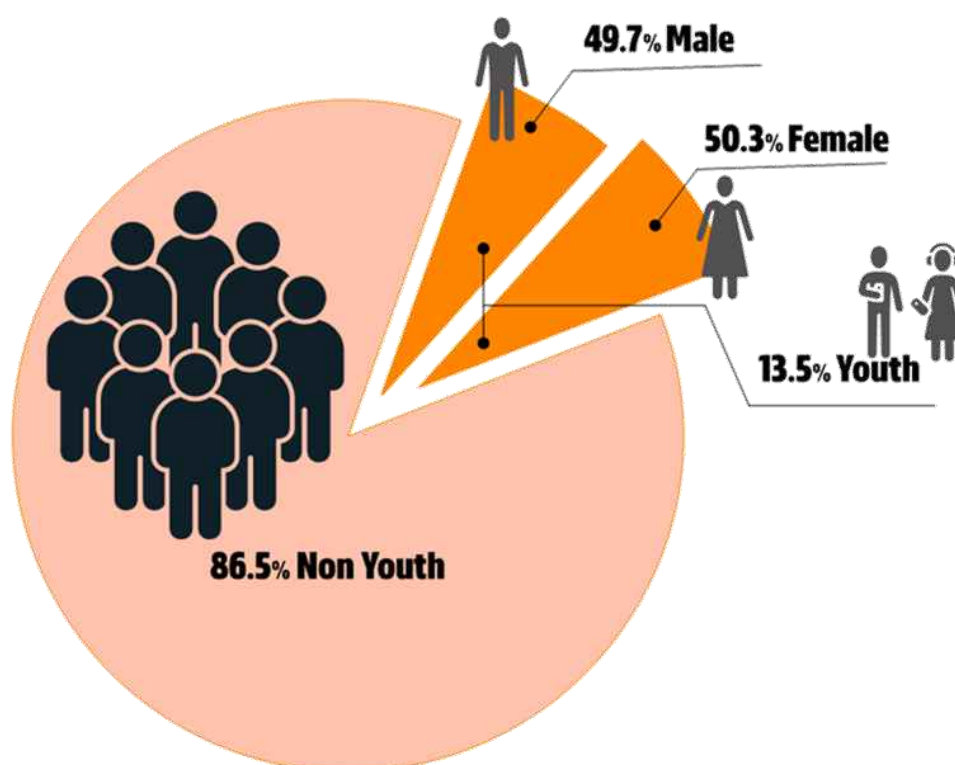
## Glen Innes Severn Council

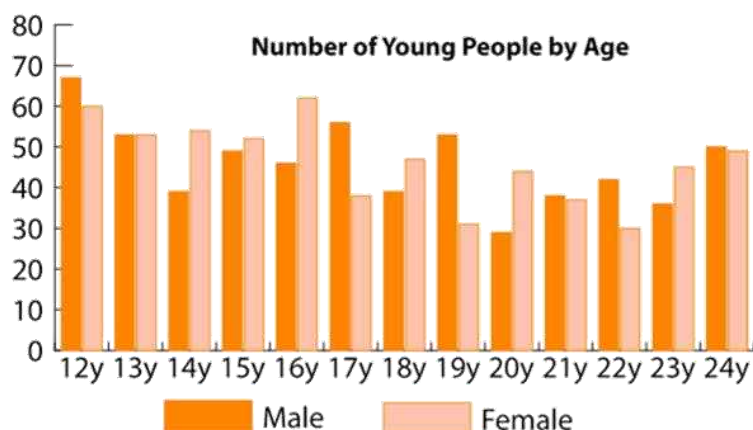
Glen Innes Severn Council's vision is to have a vibrant, confident, and inclusive community supported by a sustainable and prosperous economy underpinned by a well-maintained road network. Glen Innes Severn Council acknowledges that young people are innovative, creative, energetic, capable agents of change – no matter what their background and play an essential part in ensuring Glen Innes is a vibrant, confident, and inclusive community. As such Council has set out to develop this Strategy to ensure its resources are directed at the facilities and services that young people and the community have asked for.

The Glen Innes Youth Strategy 2021-2025 will feed into the Glen Innes Community Strategic Plan and flow through to the Delivery Program and annual Operational Plan and Budget.

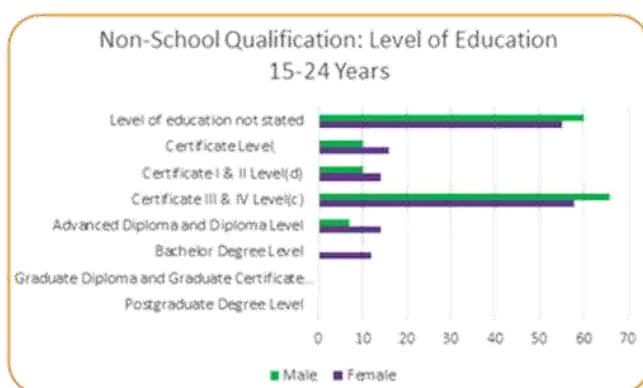
## Youth Demographics

The population of Glen Innes was 8,849 people on the 2016 census night. Of that number, 1,199 were aged between 12 and 24 years. Which means that 13.5% of the total population is deemed as 'Youth'. Of that percentage, 51% are female and 49% are male.





**25% of the Aboriginal Population of Glen Innes are aged 10–24 years.**



**Of the people employed in Glen Innes, 13% are aged between 15 and 24 years. Females are primarily in sales and Community and Personal Services; and males are employed as technicians, tradies or labourers.**



## Consultation

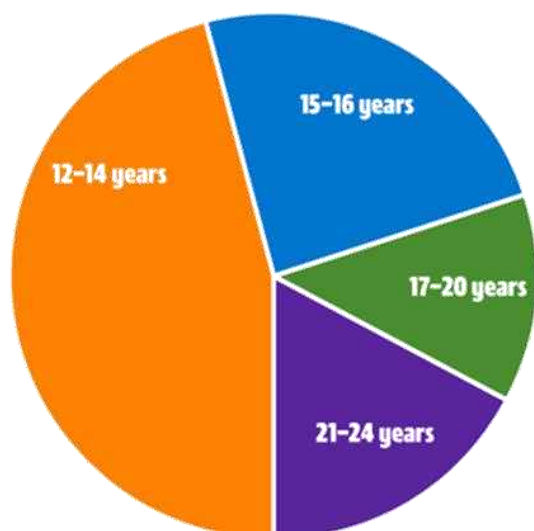
Almost 300 people participated in the consultation process. Consultation took place via a number of methods including face-to-face interviews, surveys, email and phone consultation. Face-to-face consultation was held in both Glen Innes and Emmaville. Three (3) surveys were developed; the first was aimed at young people aged 12-24 years, the second was aimed at parents, carers, teachers, elders and employers of young people. The third was aimed at service providers. The service provider survey allowed us to look at the current needs that are being met; identify any gaps in service; and to identify any potential partnership actions.

A snapshot of the consultation data is below. For more details refer to Appendix 1.

## Youth Survey

### Who completed the Youth Survey

Number of Responses by Age

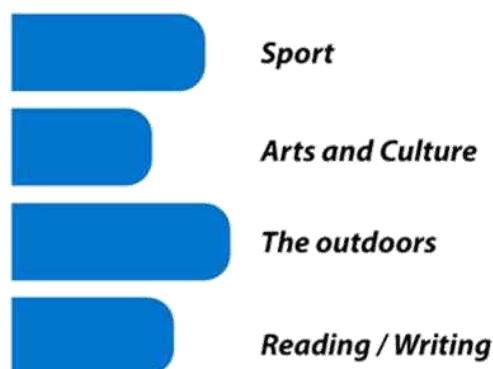


**26 respondents identified as Aboriginal or Torres Strait Islander**

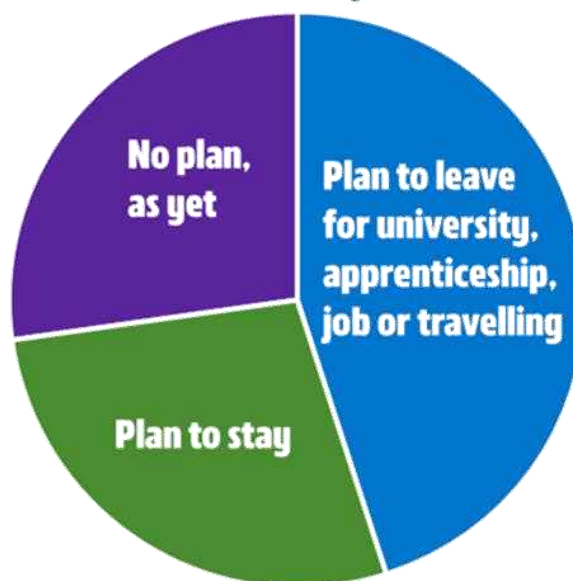
**21 respondents identified as LGBTQ+**

**7 respondents identified as having a disability**

### What Young People Enjoy!



### What's their plan?





## Mental Health

**29 respondents said their mental health was not good, but they kept it to themselves**

**19 respondents said they had a diagnosed mental health condition**

**100 young people said they had good mental health**

**When asked how big a problem mental health was for young people, they replied ...**

**52% of respondents said it's a really big problem and we need more help and support**

**7% of respondents said it's not a problem at all**



## Technology

**71% of respondents have their own mobile phone**

**90% of respondents have access to the internet and a relevant device at home**

**32 respondents know that using technology is affecting their mental health**

**33 respondents have been bullied online**

**28 respondents have accessed content online their parents wouldn't approve of**

**23 respondents have been asked for, or have received without asking for, inappropriate pictures of themselves or others**

## **Sport and Culture Participation**

**82 respondents play sport**

**24 respondents participate in cultural activities**

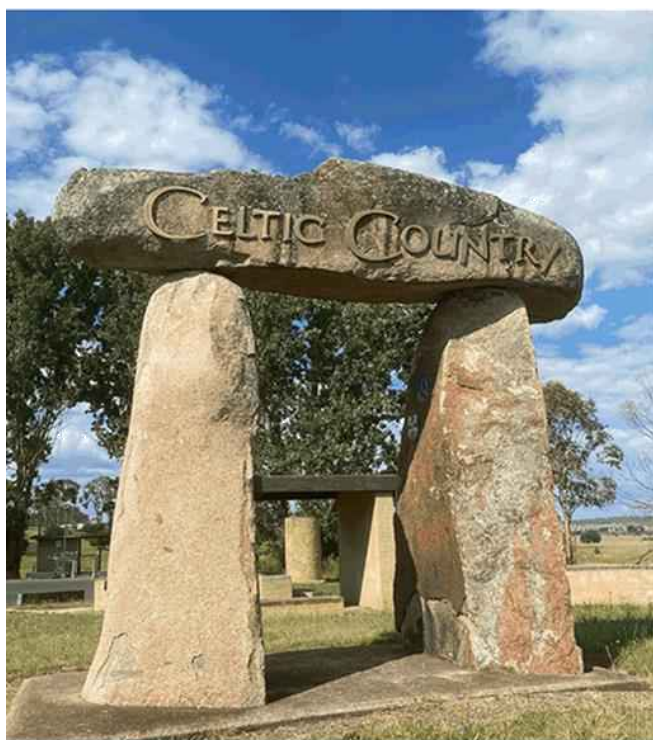


### **Best thing about being young ...**

**30 respondents said having less stress and responsibilities, especially around finances**

**15 respondents said having good physical health and the ability to play sport (without 'creaky bones!')**

**14 respondents said their freedom and independence**



### **Best thing about Glen Innes ...**

**30 respondents said being a small town with good people**

**15 respondents said their family and friends**

## Priority Areas for Council from the Youth Survey

Respondants to the Youth Survey were asked to identify three (3) priority areas for Council to focus on. Collated results are shown below:

Priority Area	Respondants
Mental health	67
Better employment options	44
Better sporting facilities	43
Education support	34
Recreation opportunities	28
Fitness and sporting opportunities	27
Driver education	25
Domestic violence support	21
Reducing bullying	21
Drug and alcohol education	20
Life skill programs	20
Valuing young people	20
Transport	16
Arts and cultural activities and events	15
Youth Booth	15
Other	6

When asked what, specifically, they would like Council to focus on, in their own words they replied:

**25 respondents said a BMX/  
Mountain bike track**

**9 respondents said upgrades to the  
skatepark**

**10 respondents said various forms  
of motorsport facilities**

**11 respondents mentioned various  
recreation options including laser  
tag, paintball, trampoline park or  
bowling**







## Community Survey

The Community Survey was aimed at parents, carers, family members, elders, teachers, coaches and employers.

32 people completed the survey; of those six (6) identified themselves as Aboriginal.

### What we were told

Young people's greatest contribution to the community is their creative ideas and their energy.

Twelve people felt there were enough sport and cultural activities, while 18 think there is a need for more sport and cultural activities, especially cultural.

82% of respondents feel there are not enough employment opportunities for young people.

Other key points were:

- 97% think Mental Health is an issue for young people
- 42% think the most positive thing about technology is the ability to stay connected
- 29% see bullying as the biggest negative to technology followed by 20% overuse, 18% social media.

The top three (3) areas of focus for Council:

1. Mental Health;
2. Life Skills Programs; and
3. Employment Opportunities.

## Key Themes

### Mental Health

Mental Health was identified as a significant issue for young people (93% of people consulted). Research shows over 75% of mental health issues occur before the age of 25, while suicide continues to cause the largest loss of life of young people in Australia (Beyond Blue).

The Australian Government, through its National Mental Health Strategy - Mental Health of Young People in Australia report, found only one out of every four young persons with mental health problems receives professional help. We also know from the survey that 29 of the young people surveyed said they suffer from mental health issues but keep it to themselves.

A holistic approach is needed to combat mental health issues in young people encompassing both access to mental health services as well as non-medical assistance, including but not limited to:

- Ensuring young people and their families know the value of being active and playing sport, eating healthy food, getting enough sleep.
- Helping young people to become more resilient by teaching problem-solving and interpersonal skills, managing emotions and education on coping mechanisms they can turn to when things get a bit tough.
- Providing supportive environments in the family, at school and in the wider community.

Mental health issues are also more likely to occur in young people who have experienced any of the following:

- Poverty
- Abuse or violence
- Sexual identity that is different from those around them
- Bullying (verbal, physical and cyberbullying)
- Sexual abuse
- Young people who have chronic illness, autism spectrum disorder, an intellectual disability or other neurological condition.

Putting actions in place that either reduce exposure to these areas or help young people navigate through them with respect and support, will assist in reducing the level of mental health issues facing young people in Glen Innes.

## Employment

Employment opportunities in Glen Innes are limited compared to other areas of NSW. 17% of young people looking for work are unemployed, for Aboriginal young people its 20% compared to 11.7% for NSW. For those young people employed in Glen Innes 48% are employed full time (Census 2016). The feedback received through the consultation is that there just are not enough opportunities for young people to not only get into the workforce, but to have career opportunities that would see them stay in the area.

Added to that, the current median weekly personal income in Glen Innes is \$481 compared to \$664 in NSW and \$662 in Australia thus reducing the incentive further to stay in Glen Innes after finalising their education.

For Glen Innes Severn Council the population growth predictor has the Glen Innes population reducing by 2,350 people between 2016 and 2041. The number of working aged population (aged 15-64) is estimated to decrease from 5,100 people in 2016 to 3,200 people in 2041 – a change of 1,900 people (Glen Innes Severn Council 2019 NSW Population Projections). However, it has been reported by Council that the 'Fit for the Future' analysis has demonstrated that Glen Innes Severn LGA has a stable population and so the reduction in population may not be as drastic as the projections suggest. With that in mind, it is always best to aim for population growth to expand business and industry opportunities.

As such, working with local business, industry and young people to improve and expand upon

opportunities will be a key priority area for Council in order to meet, not only the needs of young people, but that of the wider community. The Glen Innes Economic Strategy, PLACE Strategy 2020-2040 and the PLACE Action Plan 2020-25 will provide actions and funding to provide those opportunities.

A key element of action, as identified in both the Glen Innes Economic Strategy, PLACE Strategy 2020-2040 and the PLACE Action Plan 2020-25, are employment opportunities and growth through creating a community that young people will want to return to, once they have left Glen Innes for further study or carer advancement. Creating a town whereby new businesses are encouraged, where working remotely allows you to get the 'best of both worlds' and where other social elements create a town people wish to return to, to raise families or settle down, create employment opportunities and population growth in the long term.

## Technology

Technology is a wonderful resource for young people.

It provides assistance with education, ability to look up general knowledge, apply for jobs, learn new things, stay connected with friends and family, aid in forming their identity, linking in with diverse communities they may not have access to locally and entertainment. Young people did acknowledge that there are some negative impacts on using technology including cyberbullying, trolling, isolation, accessing inappropriate material, inappropriate relationships and overuse.

Research shows that the things that help young people have a positive experience online are:

- having a good understanding of the internet and how online media work (including things like privacy settings)
- having the skills to critically understand, analyses and create content that adds value for themselves and others.

If young people understand what it means to be a good 'digital citizen', then trust should be given to them to manage their own internet use, just as trust is given to act responsibly when they are at school and out with friends.

(<https://parents.au.reachout.com/skills-to-build/wellbeing/technology-and-teenagers>)





### Safe Place

Having a safe place for young people was identified across all three (3) target groups. A safe place was considered as somewhere young people could go for recreation in a safe environment. However, both young people and the wider community identified that they wanted a safe place for young people who may wish to delay going home, due to a less than ideal family situation. Having a place where young people can relax, feel welcome and valued with the opportunity to learn new things was a priority based on the community consultation.

### Life Skills

Life skills was another priority area from the perspective of young people and the wider community. Young people identified that there was a gap between formal education and the skills they will need once they finish school. Life skills such as driver education, resume writing, cooking skills and vehicle maintenance were noted throughout the consultation process.

### Sport and Recreation

Young people identified that they would like access to either improved sport and recreation facilities or new facilities. The two (2) key recreation activities identified were a new BMX track; and improvements to the Skatepark.

Others wanted Council to encourage new businesses to set up in the area to provide recreation and sporting opportunities in the areas

of motorsport, laser tag, paintball, and a trampoline park. They also identified outdoor activities such as camping, hiking, and fishing that they would like to participate in.

For young people access to sport and recreation can be difficult if barriers such as access to transport or the cost involved in equipment/travel etc are an issue. As such, just providing more may not be the answer if there are other barriers in place.

For young people aged 18-24, it was identified that the key recreation/social space is the pubs. Providing predominately social space where alcohol is the key activity is not ideal. As such working with young people aged over 18 to provide recreational activities to meet their needs would be a positive step in providing a variety of recreation options and potentially reducing the use of drugs and alcohol and any associated violence that may occur as well as drink driving.

The actions on the following pages will address the key themes from the Consultation as well as other relevant identified actions, that were raised to meet identified needs through the consultation and research elements of the strategy.

## Action Plan

Mental Health	Time (year to start)	Responsibility	Funding
Establish a Youth Services 'Interagency' to promote collaboration, networking opportunities and awareness of assistance organisations/programs available for youth Mental Health.	2021	Coordinator Children, Youth and Family Services (CCYFS)	Not Applicable (NA)
Promote the Youth Booth partnership with the Hunter New England Health Primary Health Network. Maintain and expand the level of current mental health activities delivered at the Youth Booth.	Annually	Youth Worker (YW)	NA
Work proactively with Youth Insearch to facilitate the placement of the Youth Insearch Community Based Worker for the Glen Innes Severn LGA.	Annually	Manager of Community Services (MCS)	NA
Work proactively with the Southern Cross School of Distance Education (SCSoDE) to build on the MOU between SCSoDE and GISC. Participate in joint mental health and educational activities for at risk youth.	Annually	MCS	NA
Develop partnerships with organisations and groups (such as Headspace and ramhp (Rural Adversity Mental Health Program) to develop resilience programs for youth within the LGA.	Annually	CCYFS	NA
Maintain an availability of pamphlets and contact information for mental health emergencies and assistance at the Youth Booth.	Annually	YW	NA

Employment	Time (year to start)	Responsibility	Funding
Promote community volunteer and work experience opportunities across Council Departments and at the Youth Booth. Work with local businesses, schools and Council to provide work experience opportunities	Annually	YW	NA
Advertise Council traineeship and/or apprenticeship programs for young people as they become available.	Annually	YW	OP Budget
Consider the promotion of staff profiles in newsletters and social media with a focus on young people ATSI and those with specific/interesting skills. To increase awareness of the types of opportunities in employment and that Council celebrates diversity.	2021	MCS	NA
Coordinate a Local Government Careers Expo for local High School students and youth.	Annually	MCS	OP Budget

## Action Plan (cont)

Technology	Time (year to start)	Responsibility	Funding
Identify the most effective ways for Council to communicate and connect with young people, their families, schools, and adapt Council's communication channels and methods accordingly.	Annually	YW	OP Budget
Through consultation with relevant stakeholders, implement a Youth Booth program that teaches "Being a good Digital Citizen". With the aim being to improve online security, understanding of rights and responsibilities when online and reducing cyber bullying.	2022	YW	OP Budget Grant Funding
Create a Social Media Strategy with a focus on interacting with young people.	2022	CCYS	OP Budget

Safe Place	Time (year to start)	Responsibility	Funding
Promote public awareness of domestic violence including where to go for assistance and access to a safe place.	Annually	MCS	NA
Promote the Youth Booth as a safe place for young people to attend.	Annually	YW	NA
Promote safe and inclusive activities and programs for all youth demographics including LGBTQ.	Annually	CCYFS	NA
Work with local Community Drug Action Team (CDAT) to implement a program around 'Safe Partying' that addresses: <ul style="list-style-type: none"> <li>■ Drink-spiking</li> <li>■ Violence</li> <li>■ Safe sex</li> <li>■ Drug and alcohol overdoses</li> <li>■ Safe operation of a motor vehicle – including being a responsible passenger</li> </ul>	2022	MCS	OP Budget Grant Funding

## Action Plan (cont)

Life Skills	Time (year to start)	Responsibility	Funding
Through consultation with relevant stakeholders investigate programs that help learner drivers to get the required number of driving hours to progress to their P1 licence. Investigate opportunities via Grant Funding to provide driving lessons from a suitably qualified driving instructor.	2022	YW	Grant Funding
Encourage young people to take the initiative in waste reduction, potentially using ideas from Clean Up Australia.	2022	YW	Grant Funding
Establish a regular program of activities to engage young people both at the Youth Booth and within the community. Programs to include life skills such as resume writing, applying for a tax file number, basic vehicle maintenance, cooking and recreational activities.	Annually	CCYFS	Grant Funding
Encourage young people to get involved in Family Fun Day events. Utilise Family Fun Day events to have elements of youth focus such as displaying youth artwork, young aboriginal dance groups, musicians etc.	Annually	CCYFS	OP Budget
Investigate the demand for establishing a support group for young carers. If community demand is identified - advocate for the establishment of a young carers group within the community.	2022	CCYFS	

Sport and Recreation	Time (year to start)	Responsibility	Funding
Write a letter to local recreation and sporting groups such as Fishing Clubs and the Motor Sport Club, to advocate for the promotion and expansion of recreation opportunities for young people within the LGA.	2021	CCYFS	NA
Partner with local sporting groups to promote youth access to indoor sporting facilities.	2021	CCYFS	NA
Advocate for grant funding to facilitate additional elements to the skate park involving interested young people in the design.	2022	CCYFS	Grant Funding
Advocate for the development of a BMX track involving interested young people in the design.	2022	MCS	NA



## Action Plan (cont)

Other	Time (year to start)	Responsibility	Funding
Advocate for a Young Volunteer Award at Australia Day Award Ceremonies.	2021	MCS	NA
Reference the consultation data, collected as part of the development of the Youth Strategy for future Council strategic plans.	2021/22	MCS	NA
Where possible, provide transport options to surrounding villages for youth events and programs.	Annually	YW	Grant funding OP Budget
Consult outlying communities to facilitate improved access to programs and activities for their youth population.	Annually	YW	OP Budget
Investigate establishing financial assistance programs (potentially in partnership with service organisations) that help young people who may need access to additional equipment such as uniforms, shoes and transport costs to increase their participation in physical activities.	2022	YW	Grant Funding
Consult with relevant community groups to engage young aboriginal people and a local aboriginal artist to complete a painting at the Youth Booth.	2022	YW	OP Budget
Utilise the quarterly resident newsletter where applicable to promote the Youth Booth and change the stereotype of what happens there.	Annually	MCS	OP Budget

## References

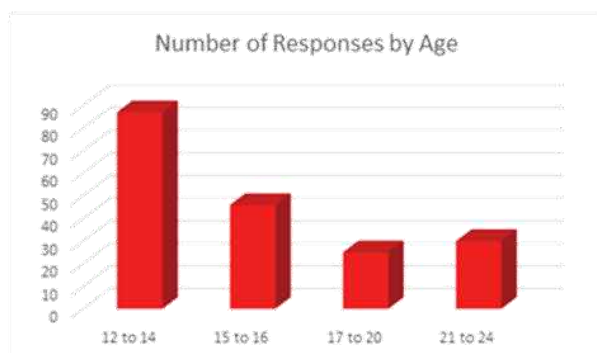
Australian Bureau of Statistics – 2016 Census Community Profile Glen Innes LGA  
Beyond Blue - [www.beyondblue.org.au](http://www.beyondblue.org.au)  
Black Dog Institute - [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)  
Clean Up Australia - [www.cleanupaustraliaday.org.au](http://www.cleanupaustraliaday.org.au)  
Glen Innes Severn Community Strategic Plan 2017-2027  
Glen Innes Severn Council Disability Inclusion Action Plan 2017/2021  
Glen Innes Severn Cultural Plan 2017 - 2021  
Glen Innes Severn Delivery Plan 2017-2021  
Glen Innes Severn Engagement Strategy  
Glen Innes Severn Operational Plan and Budget 2020-2021  
Glen Innes Sporting Facilities Review and Master Plans June 2018  
National Mental Health Strategy -Mental Health of Young People in Australia- October 2020  
NSW Government - Get Healthy NSW - [www.gethealthynsw.com.au](http://www.gethealthynsw.com.au)  
NSW Government - Glen Innes Severn Council 2019 NSW Population Projections  
NSW Government – Youth NSW- <https://www.youth.nsw.gov.au>  
Reach Out - <https://parents.au.reachout.com/skills-to-build/wellbeing/technology-and-teenagers>  
Reach Out – Safe Partying – [www.tuneinnotout.com](http://www.tuneinnotout.com)  
Remplan – Glen Innes Highlands  
World Health Organisation - Mental Health Action Plan 2013-2020  
World Health Organisation - [www.who.int/news-room/fact-sheets/detail/adolescent-mental-health](http://www.who.int/news-room/fact-sheets/detail/adolescent-mental-health)

## Appendix 1 – Detailed Data from Consultation

### Survey 1 – Youth Consultation

#### Who completed the youth survey

189 young people completed the youth survey.



Age	Responses
12-14 years	87
15-16 years	46
17-18 years	21
19-20 years	5
21-22 years	11
23-24 years	19

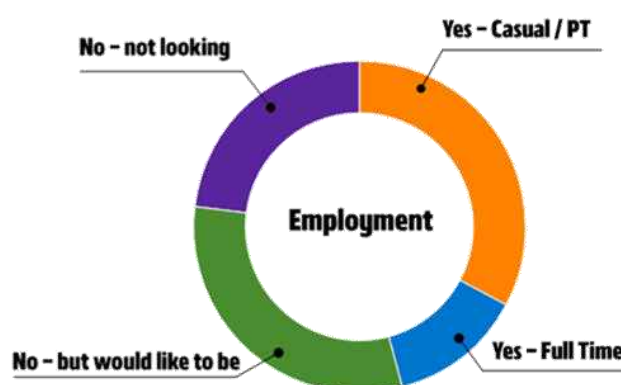
- 26 identified as Aboriginal or Torres Strait Islander
- 21 identified as LGBTQ+
- 7 identified as having a Disability
- 7 Young people said they are religious

#### What young people enjoy

- 93 sport
- 58 art and culture
- 133 the outdoors
- 62 reading/writing

#### Employment

- 82 are employed. Of those 59 are employed casually/part-time and 23 are employed full time.
- 57 are looking for employment
- 42 are not looking for employment at the moment.



## Appendix 1 – Detailed Data from Consultation

### Survey 1 – Youth Consultation

#### What's the Plan?

- 44 plan to leave Glen Innes for University/ Apprenticeship
- 22 plan to stay in Glen Innes for University/ Apprenticeship/Traineeship etc.
- 31 plan to leave Glen Innes and get a job
- 36 plan to stay in Glen Innes and get a job
- 18 plan to leave Glen Innes and go traveling
- 57 have no idea what then plan is, yet.

#### Mental Health

Ask about their own mental health:

- 19 said they had a diagnosed mental health condition
- 8 said they had mental health issues, but they did talk to people
- 29 said their mental health was not good but they kept it to themselves.
- 49 said their mental health was ok, that they have some bad days but overall, their mental health is pretty good
- 51 said their mental health was good, that they have really good mental health and cope well with most things.

When asked how big a problem Mental Health was for young people:

- 82 said it's a really big problem and we need more help and Support
- 35 said it's a big problem, but we do have support and help now
- 27 said it's a problem but there are bigger challenges facing Young People
- 11 said it's not a problem at all

When asked if they have someone (or people) they trust and can talk to about anything? Young People identified:

- 104 - Parents / Carers
- 28 - Aunty/Uncles

- 47- Siblings
- 29 - Grandparents
- 23 -Teacher
- 9 - Coach
- 109 - Friend
- 9 - Elder
- 28 - Counsellor / Doctor/ Youth Worker
- 10 said Other including, partner, colleagues, people online and 2 said they had no one.

#### Technology

When asked about technology use, we learnt:

- 139 said they have access to the internet and a relevant device at home
- 94 said they have a device (laptop/ iPad/ tablet etc) in order to do school or University/TAFE work?
- 7 said they need (and don't currently have) a device in order to be able to complete there school or University/TAFE work
- 79 said they spend more than two hours a day on a device for fun (gaming, watching YouTube/Netflix/Disney Plus etc. Using apps, communicating with friends)
- 33 said they have been bullied online
- 28 said they have accessed content online they know their parents wouldn't approve of
- 23 said they have been asked for, or have received without asking for, inappropriate pictures of themselves or others.
- 110 said they have their own mobile phone
- 23 said they feel uncomfortable/ lost/ anxious without their phone or digital device?
- 35 said they find themselves talking to people online more than face-to-face
- 41 said they ask search engines like google questions rather than asking their parents or carers

## Appendix 1 – Detailed Data from Consultation

### Survey 1 – Youth Consultation

- 32 said they know using technology is affecting their mental health (either from overuse or from bullying)
- 95 said they have their own social media account
- 18 said they value opinions of social influencers online

#### **Sport and Culture Participation**

82 responders play sport.

The type of sports young people noted as playing included:

- Footy
- Running
- Motor sports
- Dance
- Netball
- Volleyball
- Bikes
- Basketball
- Swimming
- Cricket
- Soccer
- Rugby league
- Golf
- Touch football
- AFL

24 responders participate in cultural activities.

The types of cultural activities young people said they were involved in included:

- Guitar
- Dancing
- Singing
- Acting
- Art

#### **Best thing about being young**

30 young people said the best thing about being young was having less stress and responsibilities especially around finances.

15 young people thought their physical good health and ability to play sport ('without creaky bones!') was the best thing about being young

14 think their freedom and independence is the best thing about being young.

Other areas noted included:

- Ability to do more things
- Friends
- Opportunities given to them
- Ability to learn new things
- Ability to have fun
- Energy

#### **What they like best about Glen Innes**

41 said that Glen Innes being a small town with good people was what they liked best; while 15 said the next best is their family and friends.

Other areas noted included:

- Sport
- Recreation opportunities
- Nature and natural beauty
- Peaceful
- Weather
- Quiet
- Safe
- Nothing

#### **Priority Areas for Council to Focus on**

Young people were asked what three areas they would like Council to focus on. They said:

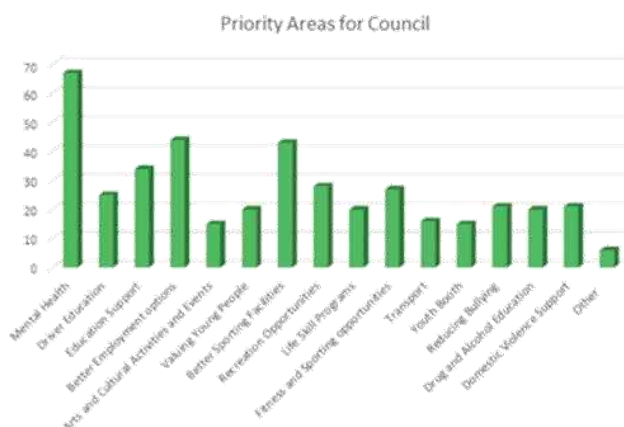
- 67 mental health
- 44 better employment options
- 43 better sporting facilities



## Appendix 1 – Detailed Data from Consultation

### Survey 1 – Youth Consultation

- 34 education support
- 28 recreation opportunities
- 27 fitness and sporting opportunities
- 25 driver education
- 21 reducing bullying
- 21 domestic violence support
- 20 drug and alcohol education
- 20 valuing young people
- 20 life skill programs
- 16 transport
- 15 Youth Booth
- 15 arts and cultural activities and Events
- 6 Other- Including LGBTQ+ support, sex education, retail options



When asked exactly what they would like Council to focus on in their own words:

- 25 said BMX/Mountain bike track
- 9 said upgrades to the skatepark
- 10 mentioned various forms of motorsport facilities
- 11 mentioned various recreation options including laser tag, paintball, trampoline park or bowling.

Other comments included:

- Upgrades to various sporting and recreation facilities
- Employment opportunities
- Mental health programs and services
- Getting new shops and a Subway.
- Upgrades to the pool and an indoor pool
- Life skill programs
- Youth centre and safe place
- Driver education
- Running track



## Appendix 1 – Detailed Data from Consultation

### Survey 2 – Community Consultation

#### Who completed the Youth survey

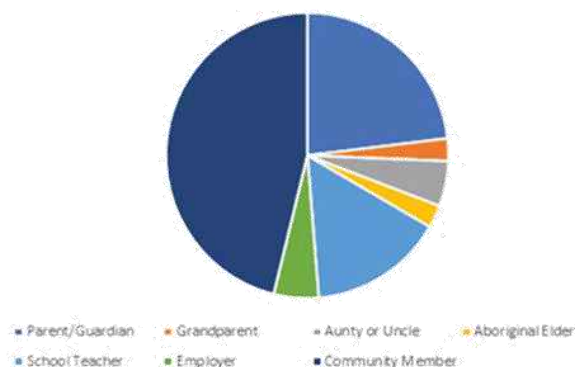
The Community Survey was aimed at parents/ carers, family members, elders, teacher, coaches, and employers.

32 people completed the survey 6 of whom identified as Aboriginal.

The responders identified as:

- 9 Parent/Guardian
- 1 Grandparent
- 2 Aunty or Uncle
- 1 Aboriginal Elder
- 6 School Teacher
- 2 Employer
- 18 Community Member

Responders to Community Youth Survey



#### What we were told

Young people's greatest contribution to the community is their great and creative ideas and their energy.

12 people felt there were enough sport and cultural activities while 18 think there is a need for more sport and cultural activities, especially cultural.

82% of respondents feel there are not enough employment opportunities for young people.

97% think mental health is an issue for young people

42% think the most positive thing about technology is the ability to stay connected

29% see bullying as the biggest negative to technology followed by 20% overuse 18% social media.

#### Council Focus

The community were asked what three areas they would like Council to focus on. They said:

- 18 mental health
- 17 life skills Programs
- 15 employment opportunities
- 9 driver education
- 7 arts and cultural activities and events
- 6 fitness and sporting opportunities
- 6 drug and alcohol education
- 5 valuing young people
- 4 recreation opportunities
- 4 developing the Youth Booth
- 3 reducing bullying
- 3 domestic violence support
- 3 education support
- 2 better sporting facilities
- 2 transport
- 2 technology support and education
- 1 improving access to technology

## Appendix 1 – Detailed Data from Consultation

### Face-to-Face Consultation

Eight face-to-face consultations were held in November 2020 with 58 people attending.

The following points are the key points that were raised during multiple consultation sessions.

- Young people want a BMX track or Mountain bike track; they are trying to find their own space to do that and then Police come along and tell them they can't ride there.
- Need an extension on the Skatepark, it's well-used.
- Community would like a park, like those located in regional centres like Armidale and Tamworth.
- GP2U is a potential online service people in Glen Innes can access.
- Need to promote and provide safe recreation, especially for after school.
- For people aged over 18 the only recreation provided in Glen Innes is pubs. As such we are essentially sending them to alcohol and drugs for their entertainment.
- Drinking is big in regional areas and Glen Innes is no exception.
- Need to increase mental health awareness for kids, parents, and carers
- Overall, we find young people are less and less resilient
- Young people need a safe place, not all young people have access to a 'safe' home. Where can they go outside of school hours?
- The pool has the potential to be a 'social hub of Emmaville' in the summer months. Need to look at the cost as this could be a barrier.
- Consider having a free pool party once a month in Emmaville with transport provided to surrounding villages. Promote it as a family event eg, first Saturday of the month.
- Stop expecting young people to travel into Glen Innes for every event, even if transport is provided it still takes a long time to and from. Instead spend some time visiting and providing opportunities in Emmaville.
- In saying that, for events that can't happen in Emmaville, having and promoting transport in advance is still a good option.
- Council could look at subsidising sport programs, even with the Government contribution that normally only covers registration it does not cover equipment, uniforms and even fuel.
- Local kids love fishing and going to the Blue.
- Council could work with Emmaville young people/school on Youth Week activities.
- Disadvantaged kids need people that care and a place they can feel safe.
- Centralised community centre
- Employment for Aboriginal kids
- Kids can feel rejected, they know that they are considered just too hard. So, they need that continual support, someone they can turn to, that they know will always be there, rather than going from person to person, service to service. Stop the 'tick a box' mentality and service provision, but rather look long term.
- Drug and alcohol issues in the ATSI community, with a lack of services, and no Aboriginal services for young people. The issue is both young people using and being around use in the family. Issues with alcohol, marijuana, ice.
- Young Aboriginal people need to see Aboriginal people employed so that they can see it as just the norm and that they can be employed anywhere. Suggest that Council develops an Aboriginal Employment Strategy.
- Not a lot of knowledge of the Youth Booth
- There is no safe place for young people escaping home environment or if they are already homeless.
- Need somewhere disengaged kids can go that refuse to go to school, potentially this could be something that happens at the Youth Booth.
- Educational Support for young people, there's no place to get help with homework/tutoring.
- Give Youth a voice



## Appendix 1 – Detailed Data from Consultation

### Face-to-Face Consultation

- Council could put on school-based traineeships and encourage other industries in Glen Innes to do the same.

#### ***Young people were asked what they would like?***

- Life skills for young people
- Gaming room at the Youth Booth
- Aboriginal colours used in the Youth Booth, even just one wall.
- Getting a bowling alley
- Laser Tag
- Outdoor obstacle course
- Cultural activities
- Pool open year round
- Trampoline park
- Hungry Jacks!







**“The strategy provides a vision for our young people to grow up in a safe, happy, and healthy community which is supportive of their changing needs, encourages resilience by promoting self-esteem, and provides opportunities to advance their life skills whilst making safe, sensible decisions for themselves.”**





Annexure B Item 7.10



**Minutes of ARIC Meeting**  
3 June 2022

**PRESENT:** William (Bill) Middleton (BM) (Independent Member) and Melissa (Mel) Jacobs (MJ) (Independent Member).

**IN ATTENDANCE:** Councillor Robert Banham (RB) (Mayor), Craig Bennet (CB) (General Manager), Keith Appleby (KA) (Director of Infrastructure Services), Anna Watt (AW) (Director of Corporate and Community Services), Kane Duke (KD) (Acting Director Development, Planning and Regulatory Services), Dennis McIntyre (DM) (Manager of Governance, Risk and Corporate Planning), Ann Newsome (AN) (Chief Financial Officer), Ann Blunt (AB) (Work, Health and Safety Coordinator), Brian Strong (BS) (Governance, Risk and Corporate Planning Officer), Chris Harper (CH) (Director - Financial Audit, Audit Office of NSW) and Danielle Mephram (Personal Assistant (Director of Corporate and Community Services – Minutes).

**1. OPEN / WELCOME/ ACKNOWLEDGEMENT OF COUNTRY:**

Bill (Acting Chair) opened the meeting at 9.31am.

The Chair welcomed Mayor Banham to the meeting.

The chair read the following "Acknowledgement to Country":

"Glen Innes Severn Council acknowledges the Ngoorabul people as the traditional custodians of the land and pays their respect to the Elders both past and present."

**2. APOLOGIES:** Steve Coates (SC) (Independent Chair).

**3. CONFIRMATION OF MINUTES:**

The minutes of the ARIC meeting held on Friday, 4 March 2022 were distributed prior to the meeting and accepted by consensus as a true and accurate record of the proceedings of the meeting.

**The committee accepted the previous minutes by consensus.**

**4. DECLARATIONS OF CONFLICT OF INTEREST:**

There were no conflicts of interests.

.....  
Chairman

.....  
Date

Page 1

## Minutes of ARIC Meeting 3 June 2022

### OTHER BUSINESS

#### 6 REPORTS TO ARIC

##### 6.1 Action Tracking Report

BM noted all three (3) items have been actioned and asked about the replacement of Carlos. DM advised options are being investigated with Tamworth Council but no final decisions have been made, although hopes to have an outcome prior to the next ARIC meeting.

**Recommendation:** *That the Audit, Risk and Improvement Committee notes the information provided in this report.*

**The committee noted this report by consensus.**

**Action:**

Nil.

##### 6.3 Annual Engagement Letter

This item was moved to before the General Managers update on the agenda.

AN thanked CH for attending the meeting and spoke on the report that summarises specific items that relate to Council with the primary issue around RFS assets with discussions ongoing. Other items include rehabilitation provision, movement to the new software program, flood events which are impacting the operating profit and grant money that can't be spent.

BM handed over to CH.

CH introduced himself as the Director of Financial Audit with the Audit Office of NSW. CH discussed the migration to a new system and RFS assets (noting he is clear on Council's views and will advise once he knows more in relation to if Council doesn't book its RFS assets).

BM noted the increase of \$12K in fees. CH advised it is a once off due to the change in the software system. Discussion commenced around the timeline and work being conducted for the additional audit to try and ensure it does not coincide with the main audit, if possible.

MJ noted a figure discrepancies in the paper but suspected it was perhaps a typo and cautioned testing the financial system around the same time as project work with staff workload or cause doubling up on some work. CH appreciated the comment stating it can be a fine line to balance the audit (not too soon or too late). He will speak to Forsyths to ensure they are mindful of this.

CH left the meeting at 9.45am.

**Recommendation:** *That the information contained in this report be noted.*

**The committee noted this report by consensus.**

**Action:**

Nil.

Chairman

Date

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## Minutes of ARIC Meeting 3 June 2022

### 6.2 General Managers Update

CB spoke on the report.

Discussion points:

- Organisation review – 12 months in to the process with feedback received, and provided to MANEX, from a third party who conducted staff consultation. A redacted version will go to staff and Councillors, with an action plan to be created to ensure the feedback is implemented. MJ asked if there was anything of significance or concern raised. CB responded nothing that wasn't previously raised in the internal staff survey, however there are a few things to improve on.
- Standard contract - Local Government NSW are providing a paper highlighting concerns around the 38 week rule to remove General Managers following an election (22 have been removed under this clause since the elections last year).

Emerging Risks:

- New software system – currently aiming to go live around 20 June 2022 with the system to be fully implemented by 31 December 2022. AN advised go live may be pushed back to 27 June or the first week in July due to a few minor things needing to be resolved prior. In regard to the other modules to be implemented in stage two AN was unable to provide an informed comment as her focus has been on stage one.
- Possible organisation restructure – depending on the outcomes of the organisation review the structure may change to align with the new Community Strategic Plan. BM asked about resourcing / current vacancies. CB advised vacancies have improved over the last 12 months and asked each Director to provide updates for their respective areas. Lengthy updates were provided by each Director.
- Potential increases in insurance expenses - due to major flooding, the war in the Ukraine and COVID-19 as well as possible increases to Workers Compensation (not noted in the report at the time of writing). DM provided advice on the current market (hard market) and the issues being faced including cybersecurity. Property is likely to increase by 15%, motor vehicle by 10% so across the board likely to increase by about 12%.

**Recommendation:** That the Audit, Risk and Improvement Committee notes the information provided by the General Manager in this report.

**The committee noted this report by consensus.**

**Action:**

Nil.

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### Minutes of ARIC Meeting 3 June 2022

#### 6.4 Quarterly Budget Review - March 2022

AN advised the predominate change is a reduction in estimated revenue with the impact of the flood events on capital grants and the works program. She is conducting work around the grants received and grants expended which will impact on the bottom line. There was a lot of tidying up in the quarterly budget review with nearly 300 adjustments.

BM commented on the figures being down from \$1.4M to \$1M with only one (1) month until the end of financial year.

MJ complemented Council on their position which is a positive result.

**Recommendation:** *That the Audit, Risk and Improvement Committee notes the information contained within this report.*

**The committee noted this report by consensus.**

**Action:**

Nil.

#### 6.5 Divisional Assessment - Finance

AN provided comprehensive risks in the report and commented due to COVID-19 the impacts are being seen with not having Open Office staff on the ground to provide face to face contact and assistance with problem solving.

MJ queried the turnover in the project management space asking if the new person has much experience. AN commented that Open Office have provide a new project manager who has been easy to deal with and has a good customer concern focus. MJ noted in the status report she had some concerns around governance and operational level flow on risks as the information is marked green (complete) with no date changes or information on the timeline for the back end work still to be complete which can create a big risk e.g. training for timesheets which will impact all staff. MJ shared an experience with frontline officers / champions being taken out to the field to help train staff. AN shared information on the plan with the use of the Hub and Depot to help with training / access for staff. MJ commented that it might be useful to have a running feedback process for concerns or issues raised by staff to be reviewed / changed.

BM asked how often the project governance risk and advice group meets. DM commented since implementation commenced not often. From a governance and risk perspective he is floating around to chat with staff and see how they are coping then providing any feedback / perspectives to AW / AN.

**Recommendation:** *That the information contained in this report be noted.*

**The committee noted this report by consensus.**

AN left the meeting.

**Action:**

Nil.

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**6.6 Risk Management Plan - Presentation**

DM advised a part time position was created for a Governance, Risk and Corporate Planning Officer with BS having a high level of knowledge and skills in this area with his focus currently on risk.

A detailed presentation was provided by BS on Risk Management Culture and Maturity Level following a Risk Register Review. Currently there are 387 risks in the register, BS proposes for the data to be built from the top down in a workshop setting.

BM shared an experience he had in a large organisation with senior management dealing with strategic risk and operational risk flowing down to staff below them. BS agreed and informed a similar approach will be taken as part of this process.

MJ thanked BS for his presentation and thorough approach to change the current risk perception with a top down approach being the right one noting mitigation strategies need to be used to empower staff to take responsibility and to drive the outcomes. MJ mentioned a good white paper on facilitating risk workshops that she will share.

Discussion occurred around Council's risk appetite which went to the previous Council with a report to Council in June 2022 and workshops to be conducted prior to December once a better refined appetite is created.

BM asked what timeline is proposed for this project. BS advised the workshops will take about four (4) months with a more structured project management strategy required as it will need to link in with Dennis' work and other staff workloads. Craig stated it would be ideal for MANEX to be involved in workshops in July.

MJ asked for regular reporting, on the progress of the project, to come back to the committee along with a copy of the presentation to be sent out with the minutes.

**Recommendation:** *That the Audit Risk and Improvement Committee:*

1. *Notes the information in this report; and*
2. *Provides feedback on the proposed direction of Council's Risk Management Plan.*

**The committee noted this report by consensus.**

**Action:**

1. Amend the wording for 'Direct Reports' in the 'what to expect' slide to be MANEX - **BS**.
2. Ensure a copy of the Risk Management Plan presentation is distributed with the minutes - **Danielle**.

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### 6.7 Community Strategic Plan

DM commented this document is provided to the committee as a final version as no submissions for changes were received. The Community Strategic Plan has five (5) objectives and 38 goals that link down to the Delivery Program which will link to Council's Enterprise Risk Management system.

MJ commented on it sounding like a nice framework to allow the information to be linked into the risk register. She was really impressed with the objectives as they will resonate with the community.

DM added consultants were hired that had a local connection, local government experience and didn't use academic jargon which helped.

CB thanked DM for his work and acknowledged his growth in Governance and Corporate Planning since being in his role.

**Recommendation:** *That the Audit Risk and Improvement Committee notes the information in this report.*

**The committee noted this report by consensus.**

**Action:**

Nil.

### 6.8 Business Continuity Plan

DM advised the Business Continuity Plan is overdue for review and after speaking with BS it was decided to split the Business Continuity Plan into two (2) with a guide to be created to include key action items. A budget allocation has been provided for next year to help conduct a business impact analysis to collect data on key risks which will inform the review of the Business Continuity Plan.

BM asked for the finished product to be provided back to the ARIC.

**Recommendation:** *That the Audit Risk and Improvement Committee notes the information contained in this report.*

**The committee noted this report by consensus.**

**Action:**

Ensure the finished Business Continuity Plan document is provided back to the ARIC – DM.

### 6.9 Legislative Compliance Framework

DM commented since BS has joined his team some action has commenced on a number of items in the Legislative Compliance Framework which is being pushed hard by the Office of Local Government and the Audit Office. DM spoke on a system which he has been trying to implement in Pulse for 12 to 18 months for delegations and policies however a new company with more expertise in this area will be engaged by Council to assist and ensure legislative compliances are adhered to.

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BM emphasised the amount of legislation and compliance in Local Government that often has a strong link with risk which can create a lot of work if it isn't focused on or done well. DM explained his plan and the outcomes he will seek through this process.

CB asked MJ if she anyone in Queensland has managed this well. MJ shared an experience with one (1) Council that has moved away from a system based approach as this can create a lot of work as well as lead to exposure if the organisation was to be audited following an incident. MJ spoke on another example which SC could have provided more advice on with more of an internal bottom up approach (Fit for Purpose option).

**Recommendation:** *That the Audit Risk and Improvement Committee notes the information in this report.*

**The committee noted this report by consensus.**

**Action:**

Nil.

**6.10 Internal Audit Report - Work Health and Safety**

AB joined the meeting at 11.15am.

DM spoke to the item which was the final report completed by Carlos prior to his resignation. A couple of points were identified around hazardous chemicals and management of traffic.

BM noted a lot of the criteria audited looked to be in a good state with just the two (2) items raised being scheduled to be implemented by the end of the month.

MJ was interested to know how the items are tracking if they are to be completed by June. KA commented on the traffic management item at the Depot which is under way with the assistance of an external person.

MJ queried how the health monitoring and flagging / tagging of positions for training works as many organisations don't have a system / register in place for this or don't do it well. AB advised the health monitoring is tracked in a register and items are pulled from SafeWork Australia Guidelines as well as reviewing requirements and conducting a risk assessment for the position description of each role. KA added all staff in his team are inducted to relevant equipment with his Personal Assistant providing a card stating which machines have been inducted on.

BM requested an update at the next meeting on how the recommendations are tracking.

**Recommendation:** *That the Audit Risk and Improvement Committee notes the audit recommendations and the agreed action plans contained in the report.*

**The committee noted this report by consensus.**

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**Action:**

Provide an update on how the recommendations from the WHS audit are tracking - **DM**.

**6.11 Work Health and Safety (WHS) Report**

BM commented on there being 20 car incidents but mostly from being bogged.

AB provided a summary of the report with the standout being vehicle damage from wet weather and trip hazards mainly due to people not watching where they were going. Harassment and abuse statistics since 2016 were provided following a request at the previous meeting. Council are moving to a new safety reporting system from StateCover which is free until 2025, well supported by StateCover, regularly being improved and more user friendly for outdoor staff to use while on site using their mobile devices. The last few items are being completed in the WHS Management Plan Actions that evolved over the last three (3) years to have 120 action items with only six (6) outstanding.

BM asked about the external audit that is being completed. AB advised the third party audit is underway with the desktop part of the audit complete (StateWide Mutual completed this) and StateCover personnel will be on site on 20 July 2022 for two (2) days to finish the audit. This information will assist with the review of the WHS Management Plan for the upcoming three (3) years. BM asked for the reviewed Management Plan to be provided to the September ARIC meeting.

MJ commented on the report with the inclusion of the SafeHold incident reporting showing some trends that are good in comparison to trends being seen across the industry. MJ congratulated Council on the data from a safety perspective which shows a good WHS culture at Council.

AB left the meeting at 11.31am.

**Recommendation:** *That the Audit, Risk and Improvement Committee notes the information contained within this report.*

**The committee noted this report by consensus.**

**Action:**

Provide the reviewed WHS Management Plan to the September ARIC meeting – **AB**.

**6.12 Infrastructure Services Capital Works Programs Update**

KA spoke on the report emphasising the number of flood events which has meant most of the capital works program has been put on hold with the exception of a new bitumen seal grant project, with 80kms of road being sealed.

The weather is being diabolic on the road condition with many roads impassable, crews having to dig down a lot more than normal to find hard material to build on, challenges finding material that is dry enough to complete the required works or the need to use contractors.

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A big wind event earlier in the week resulted in a number of days spent clearing the damage. However, some positive feedback was received from the community on the good work being done by staff.

Delays have occurred in the bridge renewal program with one (1) project that is underway being dragged out due to high water levels. The funding bodies are generally extending timeframes by 12 months but this will still be hard to achieve.

The bitumen reseal program was completed on LIRS funding however due to funding guidelines an issue was discovered that required a quarterly budget review to be submitted to counter balance the funding. The high volume of grants on offer is making it difficult to track all the individual grant requirements.

BM noted the table with the percentages of capital works programs from previous years, asking how Council is working through prioritising projects. KA responded that one (1) project remains from the 2020/2021 year that will be rolled forward. A lot of the projects for the current year can't be completed for various reasons (lack of material, lack of staff, wrong season, resourcing issues and flood recovery / management).

MJ thanked KA for the update, acknowledging the challenges being faced.

**Recommendation:** *That the information contained in this report be noted.*

**The committee noted this report by consensus.**

**Action:**

Nil.

**6.13 Development Planning and Regulatory Services Capital Works Update**

KD spoke on his report with one (1) significant project, the Warwick Twigg Indoor Sports Centre, due to be completed in six (6) weeks after a number of delays. A number of risks have been encountered with the building and construction works and a number of items had to be removed due to the delay in the project being funded although some additional funding has been sourced which has been helpful.

MJ thanked KD for the report and suggested an image of the complex would be nice with it close to completion.

**Recommendation:** *That the information contained in this report be noted.*

**The committee noted this report by consensus.**

Craig and Rob left the meeting at 11.49am

**Action:**

Provide some construction photos of the Warwick Twigg Indoor Sports Centre to the ARIC Members – KD.

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**5 Emerging Risks (from committee members)**

MJ asked to move this item to the end of the meeting as many of her points will likely be discussed during the meeting.

MJ offered to share a paper on retraction and retention of workforce – The Big Quit – that speaks on nuances around why people are leaving jobs etc.

**Action:**

Nil.

BM mentioned the reporting calendar wasn't included in the agenda although noted at the last meeting it was going to be pushed out to be an 18 month program. DM advised following the last meeting he has rearranged the calendar to be an 18 month calendar.

**MEETING CLOSED:** 11.52am

**NEXT MEETING:** Friday, 2 September 2022

**TIME:** 9.30am

**VENUE:** To be confirmed closer to the date.

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## ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngoorabul 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.



### Council values and statements

**Values:** Respect, Integrity, Courage, Honesty and Transparency.

**Vision:** A prosperous connected community that nurtures its people and places.

**Mission:** To be a 'can do' Council, that is, a Council that is proactive and prioritises affordable and relevant service delivery for its community.

**Slogan:** Embracing Change, Building on History



# INTRODUCTION

Council first adopted the Community Engagement Strategy in 2010 in preparation for the Community Strategic Plan, to ensure that the community was engaged in line with the social justice principles: *equity, access, participation and rights*.

Further, the Strategy was developed to guide Council in community engagement for a variety of purposes such as when developing new policy, in relation to significant planning matters, new services or in response to the identification of the sale of major assets.

The Engagement Strategy is set out to clearly communicate the Aims, Benefits, Purpose and Principles of Community Engagement followed by Levels, Methods, and Stakeholders, and Evaluation and Feedback. At the end of the document, practical guidelines are provided to assist staff in their roles in facilitating Community Engagement.

## DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		<del>DIRECTOR OF CORPORATE AND COMMUNITY SERVICES</del> MANAGER OF GOVERNANCE, RISK AND CORPORATE PLANNING (MGRCP)			
REVIEWED BY:		MGRCP and MANEX			
REVIEW DUE DATE:		<del>April 2024</del> December 2024			
VERSION NUMBER:		4			
VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
4	28/07/2022	TBC	Amendments include: <ul style="list-style-type: none"> <li>• New format and design template;</li> <li>• Addition of:               <ul style="list-style-type: none"> <li>- <i>Why community engagement is important</i> section;</li> <li>- <i>Applicability</i> section;</li> <li>- <i>Variation and Review</i> section;</li> </ul> </li> <li>• Removal of some academic information in <i>Definitions</i>; and</li> <li>• Other minor amendments throughout.</li> </ul>	MGRCP	Council
3	28/06/2018	13.06/18		DCCS	Council
2	26/03/2015	8.03/15		DCCS	Council
1	22/3/2012	77.03/12		DCCS	Council

.....  
General Manager.....  
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## PURPOSE

The purpose of the Community Engagement Strategy is to form part of Council's strategic planning and is particularly important when:

- Preparing and reviewing Strategic Plans;
- Developing Council Policy;
- Considering changes to Community Sites;
- Planning Council Services;
- Legislation requires consultation/engagement;
- Proposing improvement to facilities and services; **and**
- Developing or planning major projects.

### WHY COMMUNITY ENGAGEMENT IS IMPORTANT - *"closing the loop"*

Community engagement is more than processes and strategies. It's an opportunity for Council to demonstrate that Local Government is for the service of the community. Its reason for existence is very grass roots in terms of communication - engagement builds the relationship between Council and the community.

Community engagement recognises the importance of developing and maintaining respect. It is an opportunity for Council to show respect for the community. Engagement includes listening, learning and acknowledging. This then positively impacts on the community's perception of Council and in turn on Council's reputation.

Positive perception supports seeing Council as part of the community. It supports Council as an "enabler" and not as a "controller". Good engagement closes the loop – it connects what the community wants and needs with how the Council responds to these wants and needs.

In turn, effective community engagement furthers itself – if the engagement is positive, beneficial and nourishing, it encourages more engagement. Communities do not want to engage with Council's that do not listen. When community engagement is a proven performer, it drives more engagement, more satisfaction and a better relationship overall between Council and the community.



## APPLICABILITY

This strategy applies to:

- All Council Staff and other stakeholders who are involved in creating, reviewing and developing strategic plans, policies, planning Council services or proposing improvements to facilities and services, and developing or planning major projects;
- The Management Executive Team (MANEX);
- The Manager of Governance, Risk and Corporate Planning; and
- Councillors.





## OUTCOMES

The ~~aims~~ **outcomes** of the Community Engagement Strategy ~~is~~ **are** to:

- Involve the Glen Innes Severn Community in the development, implementation and review of policies, plans, projects, programs and issues of importance;
- Actively inform the development and review of Council's Strategic Plans;
- Establish standard practices and a consistent approach, across Council departments, to consultation and engagement processes;
- Establish appropriate methods to maximise community engagement;
- Provide information to enable Council officers to understand and apply the principles of effective community engagement;
- Outline methods of proactively and regularly informing the community about the outcomes from the engagement activities; **and**
- Strengthen communication between Council **internally and with the community** through an ongoing flow of information.



## BENEFITS

**Generally**, communities feel more connected with Councils if they are given the opportunity to contribute to the governance of their **Local Government Area (LGA)**. Effective community engagement **strengthens** trust, goodwill and respect between Councils and their communities. Community engagement also helps Councils to make sure they are providing services that meet residents' interests and needs. Other key benefits include:

- Clear and effective communication to residents and community groups about Council's role, services and activities;
- Increased community understanding into **the** allocation of resources within Council;
- Building local capacity for participative democracy, community leadership, and community wellbeing;
- Offers an opportunity for Council to delegate responsibilities to community organisations and to develop partnerships with these **organisations**;
- Use of stakeholders' knowledge and expertise to help Council to make sound decisions;
- Identification of the potential impacts of proposals / plans;
- Dealing with controversial or sensitive issues at the planning stage and in a collaborative manner;
- Enhances the opportunity for a variety of perspectives and range of solutions on any **particular** issue;



- Commits Council to being open and accountable;
- Assists Council to prioritise services and make better use of resources;
- Enables Council and the community to work together to achieve balanced decisions;
- Increases Council's capacity to address fundamental social problems; **and**
- Offers opportunities for residents to contribute to and influence outcomes which directly affect their lives.

## STAKEHOLDERS

~~As a minimum, the Community Engagement Strategy must identify relevant stakeholder groups within the community and outline methods of engaging each group.~~

Council defines 'Community' as people who live within the Glen Innes Severn Council LGA and/or want to live, visit, work and/or invest **in** the LGA.

On the broadest level the community includes:

- Residents;
- Ratepayers;
- Employees working in the LGA;
- Frequent visitors to the area;
- Organisations;
- State and Federal Government agencies;
- Non-government agencies; **and**
- ~~Private Sector Businesses.~~

Specifically, stakeholders in the Glen Innes Severn LGA may be seen in two (2) categories: communities of place, and communities of interest.

Communities of interest may include but are not limited to:

- Industry Groups including farmers, ~~Business in Glen (BIG)~~ **Glen Innes Business Chamber**, the ~~Glen Innes Highlands Visitor Tourist~~ **Association (GIHVA)**, major business owners, and ~~Country Essential~~ **Energy**;
- ~~Attract, Connect, Stay~~;
- Schools;
- Sporting Groups;
- Clubs;
- Arts and Cultural Groups;

- Youth;
- Children;
- Aboriginal community;
- Older People;
- People with Disabilities;
- People from Culturally and Linguistically Diverse backgrounds;
- Socially Disadvantaged groups;
- Other special interest groups;
- Federal and State and non-government agencies;
- Community Committees of Council;
- Advisory Groups; **and**
- Councillors and Council Staff.

Communities of place may include but are not limited to:

- Glen Innes residents;
- Village residents;
- The rural community excluding those in the villages; **and**
- Residents of an identifiable location with interests in particular site-related issues.

## DEFINITIONS

Community engagement is *the action that agencies take to enable them to consult, involve, listen and respond to communities through ongoing relationships.*

The NSW Planning System Handbook (2003) defines "community engagement" as:

*"... the community processes in which the general community and other interested parties are invited to contribute to particular proposals or policy changes. Community engagement has the potential to go beyond merely making information available or gathering opinions and attitudes. It entails a more active exchange of information and viewpoints between the sponsoring organisation and the community ..."*

*Community engagement is a way of including the views of the community in planning and decision-making processes and in the development of policies and strategic documents. It can be seen as part of a continuum which includes:*

- *Information giving (communication);*
- *Information seeking (data collection / scoping);*

- ~~Information sharing;~~
- ~~Participatory decision making;~~
- ~~Responding to community-initiated issues; and~~
- ~~Continuous research into communication methods.~~

Community engagement is a regular and important part of Council's everyday services and involves the interaction of Council and stakeholders in a variety of settings and circumstances.

The process of engagement can extend from a phone call or letter to a program of major community meetings. It must be tailored to suit the situation, keeping in mind money and time expended in the short term. The initiative to engage may come from inside Glen Innes Severn Council or from outside.



## PRINCIPLES

Community Engagement will be based on the four (4) social justice principles:

1. **Equity:** Everyone should experience fairness in decision making, prioritising and allocation of resources, particularly for those in need. Everyone should have a fair opportunity to participate in the future of the community. The planning process should take particular care to involve and protect the interests of people in vulnerable circumstances.
2. **Access:** Everyone should have fair access to services, resources and opportunities to maintain or improve quality of life through community activities.
3. **Participation:** Everyone should have the maximum opportunity to genuinely participate in decisions that affect their community.
4. **Rights:** Equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.

Skills required for effective community engagement include:

- **Attentive listening;**
- **Speaking** clearly and concisely;
- **Negotiating; and**
- **Consensus building.**

Regardless of the methods used, effective engagement is characterised by:

**Clarity of Purpose:**

- Clearly define why the engagement is occurring and its context, **in-order** to plan and resource an effective process;
- Make sure that community engagement activities are realistic and expectations are not raised unnecessarily; **and**
- Make sure participants know how their information will be used.

**Openness, Respect and Accountability:**

- Engagement with the local community is approached in an open and respectful manner with clear lines of accountability;
- Be open, honest, transparent and timely about the aims of community engagement and what it hopes to achieve;
- Community engagement with minors will adhere to relevant Child Protection legislation, best practice and duty of care guidelines; **and**
- Council must also recognise the risk management issues and act on its duty of care to all participants.

**Hospitality:** Engagement will be carried out in a friendly, welcoming and comfortable environment.

**Willingness to Manage Conflict in a Constructive Manner:** Effective community engagement does not always lead to agreement. Council should acknowledge that conflict is often part of the engagement process, and work to create an environment where different opinions can be expressed in a mutually respectful and constructive way.

**Inclusiveness:** Ensure that a cross section of the community is invited at the community engagement activity. A suggested breakdown of a group for engaging on a broad topic is a mix of experts, local agencies and services (1/3); people with strategic or political interests in the issue (1/3); and people representing the general demographic (1/3).

**Communication:**

- There should be opportunities for all those present to express their opinions;
- All participants must have access to relevant, accurate, unbiased and clear information, and commit themselves to sharing information; **and**
- Well-communicated information can motivate, increase interest and promote a willingness to be engaged in a specific project.

**Timeliness:** An adequate period of notice will be given for each community engagement activity. Ideally the minimum period should be two (2) weeks.

**Feedback and Reporting:** Feedback should be provided to participants, which may include information on the impact of their views on decision making.

**Integration of Community Engagement activities:** To ensure that effort and resources are not duplicated, and so residents do not suffer from "consultation fatigue."





## LEVELS OF COMMUNITY ENGAGEMENT

The **International Association for Community Participation (IAP2)** has identified five (5) levels of Community Engagement. The following table is based on the IAP2's work; however, some of the terminology has been amended for Council's purposes:

	Inform	Consult	Involve	Collaborate	Empower
Engagement Goal	To provide the community with balanced and objective information to help them understand a problem, alternatives, opportunities and/or solutions.	To obtain community feedback on alternatives and/or decisions.	To work directly with the community throughout the process to ensure that community concerns and aspirations are consistently understood and considered.	To partner with the community in each aspect of the decision including the development of alternatives and identification of the preferred solution.	To place final decision-making in the hands of the community.  Close the loop.
Promise to the Community	We will tell you about our decision.	We will listen to and acknowledge your opinion.	We will involve you in decisions to endeavour to incorporate your needs.	We will work together to develop an outcome.	We will implement what you decide.
Role of the Community	Listen	Contribute	Participate	Partner	Decide

The most appropriate levels of consultation will vary, according to the type of issue under consideration, and its impact on the community. However, it should be noted that, under the *Local Government Act 1993*, it is usually only the elected body of Council which is empowered to make decisions. Therefore, engagement activities conducted at the 'Empower' level will be unusual.

Council may also be required to follow a prescribed consultation or engagement process under various *Acts and Regulations*, for example the exhibition of a draft Local Environmental Plans.

## METHODS OF COMMUNITY ENGAGEMENT

(Including hard-to-reach target groups)

Methods of engagement should be selected based on the basis of:

- Level of engagement required;
- Target group for the information exchange or involvement; and
- Composition of the stakeholder groups particularly when engaging on broad topics.

The following table demonstrates example techniques for community engagement:

Level 1 Inform	Level 2 and 3 Consult and Involve	Level 4 and 5 Collaborate and Empower
<ul style="list-style-type: none"> <li>• Letters, email, SMS;</li> <li>• Letterbox drops/ unaddressed flyers;</li> <li>• Council Newsletters;</li> <li>• Weekly Newspaper – Our Council Columns (hardcopy and digital);</li> <li>• Media Releases/alerts;</li> <li>• Brochures;</li> <li>• Community noticeboards;</li> <li>• Posters;</li> <li>• Radio sessions/interviews;</li> <li>• Council Business Paper Reports, minutes and summaries;</li> <li>• Website information; and</li> <li>• Social media – such as Council's Facebook page.</li> </ul>	<ul style="list-style-type: none"> <li>• Drop-in sessions;</li> <li>• Interviews;</li> <li>• Public Exhibition;</li> <li>• Images;</li> <li>• Suggestion box;</li> <li>• Community satisfaction surveys;</li> <li>• Street stalls;</li> <li>• Website interactions;</li> <li>• Workshops / seminars;</li> <li>• Meetings, by invitation, with community and advisory groups;</li> <li>• Site meetings / tours;</li> <li>• Personal briefings;</li> <li>• Networking; and</li> <li>• Customer feedback / complaints / online comments.</li> </ul>	<ul style="list-style-type: none"> <li>• Focus groups;</li> <li>• Workshops; and</li> <li>• Service reviews.</li> <li>• Close the loop channels for individual, group or community.</li> </ul>

**Strategies that can be used to engage hard-to-reach groups include:**

- Ensuring community engagement is promoted through ~~a number of~~ different media platforms, for example in newspapers, resident newsletters, over the radio, online and through flyers;
- Using Plain English, both to promote community engagement and during community engagement;
- Following cultural protocols and ensuring the person/s have authority to speak on behalf of their community or group;
- Avoiding using assumptions, generalisations, or insensitive language about people from Culturally and Linguistically Diverse (CALD) backgrounds or their beliefs;
- Seeking the support of agencies (including sections of Council) providing services to special needs groups;
- Providing incentives to encourage groups and/or individuals to become involved in community engagement;
- Using age-appropriate methods and materials for children and young people; ~~and~~
- Taking the opportunity to carry out engagement activities at activities, events or festivals in the community.

~~See Appendix A for suggested methods and levels for particular projects.~~



## EVALUATION

Evaluation should be completed after each community engagement activity. The evaluation should assess:

- Community representation;
- Type of communications / publicity methods most suitable;
- Method used for engaging the community;
- Timing (i.e., promotion time ~~lead in~~ and time of the actual activity); ~~and~~
- Qualitative and quantitative information gained and gathered.

The assessment results will be used to improve future engagement plans and processes.

~~See Appendix B for a checklist used to evaluate community engagement activities.~~





## FEEDBACK

Providing feedback to those participating in community engagement enhances the process and is essential. The method for feedback will relate to the type of community engagement and may range from individually addressed feedback to press releases / minutes.

Council should demonstrate that community feedback is important by informing the community of the outcomes and results of community engagement. Feedback communication should be on project checklists under “communication”.



## COMMUNITY ENGAGEMENT FOR THE ~~GLEN INNES~~ COMMUNITY STRATEGIC PLAN

Section 406 of the **Local Government Act 1993 (the Act)** legislates for the development of Community Strategic Plans in accordance with the Integrated Planning and Reporting Guidelines **2021** published by the ~~former Division of Local Government~~ **Office of Local Government (OLG)**.

Accordingly, Council must prepare and implement a Community Engagement Strategy for engagement with the local community in developing and reviewing the **Community Strategic Plan (CSP)**.

1. ~~The Community Strategic Plan Engagement Strategy must be based on the four (4) social justice principles: equity, access, participation and rights.~~ A Community Engagement Strategy must be prepared, adopted and implemented, based on social justice principles, for engagement with the local community to support Council in developing its plans and determining key activities. This includes development of the CSP, and all relevant Council plans, policies and programs;
2. All relevant stakeholders within the community ~~should~~ **must** be identified and methods of engaging those groups outlined, ~~including NSW Government Stakeholders (e.g., Department of Planning, Industry and Environment, Transport for NSW);~~
3. ~~The Strategy must be reviewed by 31 December in the year of the local government elections, as part of the broader review of the CSP;~~
4. Council must be satisfied that it has given the community an opportunity to have their say, consult / engage with **all** representative groups, consider how to hear from the “hard to reach” groups and consider inter-generational forums for discussion;
5. Due consideration must also be given to **the expected levels of service expressed by the community** when preparing the CSP; and
6. The Strategy should allow for community participation at various stages of the planning process.

The Engagement Strategy for the CSP should be asking the Questions “Where are we now?” and “Where do we want to be in 10 years time?”



### Implementation Stages of Community Engagement for Strategic Planning

Stage 1	Stage 2	Stage 3
<ul style="list-style-type: none"> <li>Targeted discussions with <b>particular</b> groups, State agencies etc. to help prepare information that will inform the CSP;</li> <li>Identify current Council strategies and plans;</li> <li>Identify regional strategies and plans;</li> <li>Collect relevant feedback from recent engagement activities. (Surveys, forums etc.);</li> <li>Gather information relating to demographics and geography of the Local Government Area;</li> <li>Commence review of Asset Management Plans; and</li> <li>Engage with the community regarding the financial framework applicable to Council and the associated constraints that it has on Council.</li> </ul>	<ul style="list-style-type: none"> <li>A series of engagement activities based on the information gathered in Stage 1;</li> <li>A range of different activities involving various groups at different times;</li> <li>Engage with the community on levels of service and possible resourcing;</li> <li>A draft CSP will be prepared; and</li> <li>Engage with the community regarding the financial framework applicable to Council and the associated constraints that it has on Council.</li> </ul>	<ul style="list-style-type: none"> <li>Review the draft CSP, Resourcing Strategies and Delivery Program;</li> <li>The community will collaborate with Council to refine the <b>draft</b> CSP;</li> <li>Broad range information sessions will ensure that as many community members as possible are aware of the draft CSP and the Delivery Program;</li> <li>Targeted discussions and focus groups may be appropriate; and</li> <li>Engage with the community regarding the financial framework applicable to Council and the associated constraints that it has on Council.</li> </ul>

## LEGISLATION AND SUPPORTING DOCUMENTS

### Relevant Legislation, Regulations and Industry Standards include:

- Local Government Act 1993 –**  
**402A Community engagement strategy**  
*A council must establish and implement a strategy (called its **community engagement strategy**) for engagement with the local community when developing its plans, policies and programs and for the purpose of determining its activities (other than routine administrative matters).*

**Note:** A council is not required to establish and implement a Community Engagement Strategy in accordance with section 402A, as inserted by the amending Act, until 12 months after the next ordinary election of councillors following that amendment.

- **OLG Integrated Planning and Reporting Guidelines;** and
- **OLG Integrated Planning and Reporting Handbook.**

**Relevant Council Policies and Procedures include:**

- Media Policy;
- Communication Policy;
- Social Media Policy;
- Communication Strategy 2020-2025;
- Public Exhibition Guidelines;
- Policy Document including Guidelines for Councillor Workshops; and
- Lobbying of Councillors Guidelines.

## VARIATION AND REVIEW

The Community Engagement Strategy will be reviewed prior to 31 December in the year of the ordinary Local Government elections, or earlier if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of the Strategy 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**



## **Annual Review of the 2020/2021 Operational Plan**

## Annual Review of the 2020/2021 Operational Plan

**1: Community Services**

OBJECTIVE: CREATE A GROWING COMMUNITY WITH OPTIMAL ACCESS TO COMMUNITY SERVICES AND FACILITIES

CS 1: Grow the population to 10,000 residents over the next 10 years

CS 1.1: Engage and encourage young people to later return to the Local Government Area (LGA) to raise their families, work in the area, work remotely from this area or establish their own business and or industries in the area.

CS 1.1.4: Send out an annual letter from the Mayor and General Manager to high school leavers, encouraging them to move back to the Glen Innes Highland community later in their lives.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 1.1.4.5	Send out a friendly letter annually to all school leavers; inviting them to return to the Glen Innes Highlands community later in their lives to establish businesses or industries, or to work and raise their families in the LGA.	General Manager	Completed	100%	Letters were sent out in October 2021.	Letters were sent out in October 2021.	Dennis McIntyre



## Annual Review of the 2020/2021 Operational Plan

**CS 1.2: Attract the population segment looking for a lifestyle change (branding for tree changers).**

CS 1.2.1: Assist the Glen Innes Art Gallery Committee so that they can have access to a larger gallery/exhibition space in time.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 1.2.1.5	Assist the Glen Innes Art Gallery (GIAG) committee by attending Committee meetings and offering / providing advice when needed.	Manager of Library and Learning Centre	Completed	100%	This action was completed in Quarter three.	The Library Manager assisted the Glen Innes Art Gallery (GIAG) committee over the past 12 months with understanding the COVID closures restrictions and opening for business when restrictions were eased. The GIAG executive committee members have a position on the Glen Innes Severn Learning Centre Management Committee and participated in the community survey for the Learning Centre's Strategic Marketing Plan 2022-25.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

CS 1.2.2: Implement Council's adopted Open Spaces Hierarchy through the Open Spaces and Recreation team.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 1.2.2.7	Achieve 100% compliance of Council's Silver rated Open Spaces as specified by Council's adopted Open Spaces Hierarchy Policy.	Manager of Recreation and Open Spaces	Progressing	85%	Staffing challenges and a good growth season limited the silver rated open spaces areas to be fully maintained. Above average wet weather has also affected the ability to maintain some areas of open spaces. Most open space areas have been maintained with the backlog of works currently addressed.	Not all areas in the silver rated open spaces were fully maintained this year due to the extremely wet but good growth season and staff shortages. The staff area was slightly addressed with the commencement of a new staff member in January 2022. Most areas have been maintained with the backlog of works being currently addressed.	Kane Duke
CS 1.2.2.8	Achieve 100% compliance of Council's Platinum and Gold rated Open Spaces as specified by Council's adopted Open Spaces Hierarchy Policy.	Manager of Recreation and Open Spaces	Completed	100%	100% compliance has been achieved for all Platinum and Gold rated areas. The Platinum and Gold rated areas are tasked as the most important areas for maintenance and include the three (3) main central Parks, median strip in Church Street, CBD and the area immediately around the Standing Stones.	100% compliance has been achieved for all Platinum and Gold rated areas. The Platinum and Gold rated areas are tasked as the most important areas for maintenance and include the three (3) main central Parks, median strip in Church Street, CBD and the area immediately around the Standing Stones. It was a trying year due to staff shortages and the extremely wet good growth season.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

CS 1.2.3: Implement Council's four (4) year Street Tree Replacement Program through the Open Spaces and Recreation team.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 1.2.3.5	Implement the 2021/2022 Tree Replacement Program.	Manager of Recreation and Open Spaces	Progressing	75%	Several dead or heavily diseased trees have been removed in Macquarie and Bourke Streets to allow for new plantings in October 2022. The Replacement Pear trees were planted in Meade street from Hunter to the showground creek. The trees for Bourke street between Elizabeth and Church Streets have arrived and are being held over winter for planting in October 2022.	Several dead or heavily diseased trees have been removed in Macquarie and Bourke Streets to allow for new plantings in October 2022. The Replacement Pear trees were planted in Meade street from Hunter to the showground creek. Trees are purchased for Macquarie Street tree planting which will be carried out with the spring planting for 2022 - 2023 due to staff shortages and backlog of works to be addressed.	Kane Duke

CS 1.2.6: Investigate and develop walking and cycling tracks in and around Glen Innes.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 1.2.6.5	Investigate and develop walking and cycling tracks in and around Glen Innes.	Manager of Infrastructure Delivery	Completed	100%	The 2021/2022 budget for shared path upgrade was removed in the September QBR due to competing workload.	The 2021/2022 budget for shared path upgrade was removed in the September QBR due to competing workload. Grant applications for shared paths associated with the new sports facility were successful and will be delivered in 2022/2023.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

**CS 1.3: Ensure there are adequate facilities for the ageing population.****CS 1.3.4: Implement an appropriate Pedestrian Access Mobility Plan.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 1.3.4.5	Apply for all available Roads and Maritime Services (RMS) contributions to implement the actions set out in the Work Schedule of Council's adopted Pedestrian Access and Mobility Plan (PAMP).	Manager of Infrastructure Delivery	Completed	100%	Grant for shared paths at sports centre have been successful and included in the draft 2022/2023 capital works program.	Grant for shared paths at sports centre have been successful and included in the draft 2022/2023 capital works program.	Keith Appleby



## Annual Review of the 2020/2021 Operational Plan

**CS 2: Ensure that land use planning supports the vision and role of each village and town.**

**CS 2.1: Review and update the existing Land Use Strategy and implement any changes through the Local Environmental Plan (LEP).**

CS 2.1.3: Prepare a revised Glen Innes Severn LEP and lodged it via the Department of Planning's gateway process.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 2.1.3.3	Undertake a review of the 2010 Glen Innes Land Use Strategy, Glen Innes Severn LEP 2012 and 2014 Development Control Plan by 31 December 2021.	Manager of Regulatory and Planning Services	Progressing	80%	Budget provided for Local Environmental Plan (housekeeping amendment no. 5) to be completed. Additional staff and or consultants required to complete the revision of the Land Use Strategy currently being undertaken. Once the land use strategy is completed the Development Control Plan can be reviewed.	Local Environmental Plan (housekeeping amendment no. 5) has been completed along with Chapters 1-3 of Land Use Strategy completed. Further funding has been provided for the land use strategy and Development Control Plan review to be undertaken after Affordable Housing strategy and update of the Land use strategy has been completed.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**CS 3: Ensure community service levels meet the need of a diverse community with a focus on inclusion of youth, children and families, people who are older and people with a disability.**

**CS 3.1: Advocate for family violence support including a women's refuge service.**

**CS 3.1.2: Maintain support for local initiatives relating to domestic violence.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.1.2.6	Maintain support for local initiatives relating to domestic violence. Increase awareness of local support groups and organisations for victims of Domestic Violence within the LGA. Focus on raising this awareness with the young people from within the LGA.	Manager of Community Services	Completed	100%	Council have continued to maintain its support of local initiatives relating to domestic violence. Changes in staffing at the Community Centre whom facilitate local SIOT meetings have meant less meetings this quarter. The resignation of the Youth Worker prevented effective partnership creation between youth and the committee.	Council have continued to maintain its support of local initiatives relating to domestic violence. The Glen Innes SIOT committee remain focused on having a greater partnership/alliance with youth in order to raise their awareness of Domestic Violence. Staff shortages within Council's Children Youth and Family Services Teams and changes with the committee coordination have denied the opportunity to fully progress an alliance this reporting period. The Manager of Community Services will continue to advocate for the committee to have a presence with youth into the future.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**CS 3.3: Advocate for and continue to develop a network of youth facilities across the community.**

CS 3.3.1: Work with young people and Council's Youth Worker to develop a program and ideas to address youth needs and issues in the LGA.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.3.1.6	Work towards the successful achievement of actions contained in the GISC Youth Strategy 2021-2025 listed as annual or 2021-2022.	Manager of Community Services	Completed	100%	Staffing continues to compromise the rollout of actions within the Youth Strategy document 2021-2025. Youth Services are currently reliant upon casual staff or staff from other Community Services Teams. The MCS is currently reviewing the recruitment process due to repeated failed phases. Actions that are deliverable with current staffing arrangements are proactively actioned.	Actions that are deliverable within current staffing arrangements are proactively actioned. Many of the Annual Actions have been met with available staff working towards outstanding Actions during the second half of 2022.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.3.1.7	Support young people of our LGA by completing actions within Councils Youth Strategy 2021-2025	Manager of Community Services	Completed	100%	Staffing continues to compromise the rollout of actions within the Youth Strategy document 2021-2025. Youth Services are currently reliant upon casual staff or staff from other Community Services Teams, and the situation is far from ideal. The MCS is currently reviewing the recruitment process due to repeated failed process. Actions that are deliverable with current staffing arrangements are proactively actioned.	Actions that are deliverable within current staffing arrangements are proactively actioned. Many of the Annual Actions have been met with available staff working towards outstanding Actions during the second half of 2022.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

**CS 3.5: Advocate for the extension and improvement of Children and Family Services, including early intervention programs and coordination between Council, school run services and parenting programs.**

CS 3.5.2: Hold a free annual Family Picnic Day which delivers a day of fun, education, food, information, inclusion, equality and healthy activities through collaborative partnerships - to promote family participation and social interactions to all community members.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.5.2.5	Plan, coordinate and facilitate an annual Family Picnic Day through collaborative partnerships - to promote family participation and social interactions for all community members.	Manager of Community Services	Completed	100%	Community Services delivered another very successful Family Picnic Day on 21 May 2022. The day itself delivered less than perfect weather however this did not detract from the event with many families braving the cold to enjoy the day. Another huge success with the small organising committee very pleased with the result.	Community Services delivered another very successful Family Picnic Day on 21 May 2022. The day itself delivered less than perfect weather however this did not detract from the event with many families braving the cold to enjoy the day. The committee were delighted with the dedication of stall holders and entertainers. A wide range of family services were on display with entertainment, food, drink, merchandise and gift bags all very much appreciated by the crowd.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

CS 3.5.3: Advocate for and collaborate with other community organisations to encourage attendance at parenting programs to improve skills and resilience, potentially offering a trial session at the Pool House.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.5.3.5	Work collaboratively with local organisations including Glen Innes Family and Youth Support and Hunter New England Health to develop, promote and present two (2) parenting programs annually.	Manager of Community Services	Progressing	25%	Staffing at Council and various partnered agencies has affected the delivery of this action. The planned delivery of one (1) parenting class during the final quarter of the year from the Children, Youth and Family Services team failed to eventuate due to additional internal staff shortages and availability of presenters.	Staffing at Council and various partnered agencies has prevented the delivery of this action.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

CS 3.5.4: Participate and support the Northern Tableland Cooperative Library Services Agreement on an ongoing basis.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.5.4.3	Support the Northern Tableland Cooperative Library Services (NTCLS) network through their meetings, initiatives, resource transfers and staff training.	Manager of Library and Learning Centre	Completed	100%	A new Northern Tablelands Cooperative Library Service 2022-2025 Service Level Agreement was signed off on 22 June 2022.	Membership in the Northern Tablelands Cooperative Library Service (NTCLS) with four (4) regional libraries services has enormous potential for additional services and budget service advantages. Through the NTCLS membership, the Glen Innes Severn Public Library has gained access to e-Resources subscriptions in e-Audios, e-Books, e-Magazines and e-Newspapers which would have been unachievable without the Cooperative. Further advantages are achieved through networking, sharing of initiatives and grant opportunities.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**CS 3.7: Complete actions within the Disability Inclusion Action Plan 2017/21.**

CS 3.7.01: Promote a welcoming and inclusive community that strengthens positive attitudes and behaviours towards people of all abilities.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.7.1.9	Provide support of 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	Completed	100%	Council continues to provide support to the Community Access Committee by way of administrative/secretarial assistance and a strong presence on the committee. The committee is very proactive and whilst community walks and all ability access assessments have been unavoidably postponed during the reporting period, they are scheduled for July 2022 and will result in updated current advice for the community.	Council's new Disability Inclusion Action Plan 2022-2025 (DIAP), will coincide with the current term of office for Local Government in NSW and aligns with the three (3) year Glen Innes Severn Delivery Program. Council reaffirms its commitment to building a strong and equitable community for people of all abilities within the new DIAP. We are committed to role modelling this as a positive position for everyone in the community.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.7.1.10	Maintain Council's mobility brochure so that it includes only current information related to venue accessibility with the LGA.	Manager of Community Services	Progressing	50%	The brochure has not been updated this reporting period. The community access committee have a role in providing information for the updating of the brochure. The annual 'abilities' walk by the committee which identifies and provides information has been cancelled the past two (2) years due to COVID-19. The committee have planned an all ability walk for July 2022. The results of the walk and the newly created Disability Inclusion Action Plan (DIAP) will assist in updating the brochure.	The brochure has not been updated this reporting period. The community access committee have a role in providing information for the updating of the brochure. The annual 'abilities' walk by the committee which identifies and provides information has been cancelled the past two (2) years due to COVID-19. The committee have planned an all ability walk for July 2022. The results of the walk and the newly created Disability Inclusion Action Plan (DIAP) will assist in updating the brochure.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

CS 3.7.07: Explore the feasibility of establishing a covered bus and vehicle set down point in Grey Street to support people requiring mobility assistance to transfer under cover.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.7.7.2	Investigate the feasibility of a covered bus and vehicle set down point in Grey Street suitable for people who need mobility assistance.	Manager of Community Services	Completed	100%	The action has been completed during the 2020-2021 period. It was determined not feasible to establish the covered set down point.	The action has been completed during the 2020-2021 period. It was determined not feasible to establish the covered set down point.	Anna Watt

CS 3.7.08: Advocate for a supportive community that creates opportunities for learning and employment for people of all abilities.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.7.8.5	Promote and advocate for opportunities of employment for people of all abilities throughout the community.	Manager of Community Services	Completed	100%	It is mandatory for all staff engaged in recruitment activities on behalf of Council to adopt EEO principles. Council does not currently offer disability specific employment positions.	Whilst Council does not offer disability specific employment positions, it does actively practice Equal Employment Opportunity (EEO) as outlined in the EEO Policy. It is mandatory for all staff engaged in recruitment activities on behalf of Council to adopt EEO principles.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

CS 3.7.11: Facilitate and/or identify a diverse range of activities that are inclusive of people who are older and people who have a disability.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.7.11.5	Review the list of diverse activities available locally for people of all abilities and promote the list within the LGA.	Manager of Community Services	Completed	100%	Actions listed in the DIAP 2017-2021 have been met according to available budgeting. Actions contained within the DIAP 2022-2025 are specific to community feedback regarding activities available for people of all abilities. The Glen Innes Community Access Committee are proactive and supportive of new incentives and infrastructure that support the goal of inclusion.	Community consultation was afforded to the community during preparation of the DIAP 2022-2025. Activities are listed in the Glen Innes Highlands Visitor Guide however not all are suitable for people of all abilities. Additional activities will become available as the actions within the DIAP 2022-2025 are achieved facilitating greater access for people of all abilities.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

CS 3.7.12: Support people who are older, people who have a disability and children and families receiving services from Council to maintain independence and choice within budgetary limits, whilst achieving their goals.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.7.12.5	Proactively seek feedback from consumers and participants about their experiences, goal achievements and the degree of choice available to them.	Manager of Community Services	Completed	100%	The quarterly LC-SS Newsletter and annual consumer surveys provide opportunity for feedback from consumers on choice, experiences and achievements. Lifestyle Support Facilitators and Direct Support staff compliment the feedback process by conducting regular reviews, telephone and in person audits of service delivery.	Feedback is proactively sought from consumers and participants regarding their individual experiences and goal achievements. Trends are identified and used for continuous improvement plans for overall service delivery however the nature of aged and disability supports demands individualised assessments and plans to enhance, promote and improve the quality of life for each person. The aged and disability support teams at LC-SS are very experienced and creative when working with customers to maintain or improve their independence.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**CS 3.8: Work with the community to address drug and alcohol issues.**

CS 3.8.1: Play a more proactive role in the Community Drug Action Team (CDAT), including promotion to increase membership, whilst continuing to add and review relevant information on Council's website and have more local activities.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 3.8.1.5	Advocate for continued support of local CDAT groups with the new management authority. Maintain two (2) community services staff as members of the Glen Innes CDAT and proactively work towards increasing community awareness of the harm associated with drug and alcohol misuse.	Manager of Community Services	Completed	100%	Council representatives remain the driving force for the local CDAT. Two (2) Council staff and CDAT members attended the State Conference in Sydney during June and the committee have received addition funding for the second half of 2022. A presence is planned for NAIDOC celebrations during September at 'The Willows'.	Council representatives remain the driving force for the local CDAT. The committee has had another successful year delivering the safety message around Drugs and Alcohol to the community.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**CS 4: Promote transport accessibility, between villages and towns, particularly for vulnerable groups.**

**CS 4.1: Advocate for increased transport services within the LGA.**

CS 4.1.7: Provide a Country Link Booking Service for residents of the LGA through the Visitor Information Centre.

The TrainLink Booking Service is provided at the Visitor Information Centre during operating hours.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 4.1.7.5	Continue to provide a TrainLink Booking Service for residents of the LGA through the Visitor Information Centre.	Manager of Economic Development	Completed	100%	The TrainLink Booking Service was provided to the community.	The TrainLink Booking Service was provided to the community.	Dennis McIntyre



## Annual Review of the 2020/2021 Operational Plan

**CS 5: Celebrate and encourage community committees (volunteerism).**

**CS 5.1: Promote partnerships between the community and Council in achieving this objective.**

CS 5.1.1: Provide annual training workshops for volunteers on Council Community Committees and where possible extend invitations to other Non-Council Community Committees.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 5.1.1.5	Provide annual training workshops for volunteers on Council Community Committees and where possible extend invitations to other Non-Council Community Committees.	Director of Corporate and Community Services	Completed	100%	Code of Conduct training conducted by Emma Broomfield from Locale Consulting was provided to 355 Committees on Tuesday, 26 April 2022.	Code of Conduct training conducted by Emma Broomfield from Locale Consulting was provided to 355 Committees on Tuesday, 26 April 2022. As this training was specific to Council committees an invitation was not extended to non-Council committees.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

CS 5.1.2: Provide a Grants Officer on a permanent part-time basis.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 5.1.2.10	Provide a Permanent Part-Time Grants Officer.	Manager of Economic Development	Completed	100%	Richard Quinn remaining in position as the Grants Officer.	Richard Quinn remaining in position as the Grants Officer.	Dennis McIntyre

CS 5.1.3: Identify and communicate opportunities for grants by providing a regular grants newsletter to Community Groups.

Quarter One: July, August and September 2021 and Quarter Two: October, November and December 2021 monthly "Bid Blast: Newsletters compiled and uploaded to gleninneshighlands.com. emailed to all 355 committees, Councilors and Council staff by Richard Quinn, Grants Officer. Grant Opportunities sent in group emails to community and sporting organisations during Quarter One and Two.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 5.1.3.5	Distribute a grants newsletter to relevant community groups and organisations	Manager of Economic Development	Completed	100%	The Grants Officer (GO) produced three (3) bid blasts. Distribution channels include Glen Innes Highlands news page; emailed to 355 committees of Council; Councilors; All staff; email to community organisations database.	A total of 12 bid-blasts were delivered throughout the year by the Grants Officer (GO). Distribution channels include Glen Innes Highlands news page; emailed to 355 committees of Council; Councilors; All staff; email to community organisations database.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**CS 6: Promote community spirit and foster pride.**

**CS 6.1: Promote community events, including family oriented entertainment, culture and arts.**

CS 6.1.1: Promote family oriented and youth activities through the Glen Innes Severn Library Centre Marketing Plan action plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 6.1.1.4	Promote family oriented and youth activities from the Glen Innes Severn Library and Learning Centre Marketing Plan's Action Plan.	Manager of Library and Learning Centre	Completed	100%	January through to June 2022 was a difficult period due to staff shortages and sickness which placed pressure on the remaining permanent and casual Library staff. Managing this situation was problematic and caused several cancellations of services at the village libraries during this period.	Following two (2) years of COVID Pandemic and a difficult six (6) months of staffing issues at the commencement of 2022, there is a light at the end of the tunnel with the appointment of a new Library Assistant on the 16 May 2022 and the commencement of School Holiday activities and a new service called Savvy Seniors - Technology Awareness in July 2022.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

CS 6.1.3: Provide a dedicated Christmas tree for Grey Street, Glen Innes and undertake a review of the purchase of suitable, cost effective other Christmas decorations.

Council Christmas decorations include the dedicated Christmas tree, wish sign and elf. Due to reduced allocated Revenue and Expenditure Budget 2021 - 2022, no new decorations can be purchased this financial year. A partnership with Mr & Mrs Hill lighting has been established to provide further decorations for 2021-2022.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 6.1.3.7	Council to provide an annual allocation of \$10,000 for Christmas Street Decorations and Christmas in the Highlands event in the Operational Plan and Budget for the 2021/2022 Financial Year.	Manager of Economic Development	Completed	100%	Council provided the dedicated Christmas Tree in Grey Street by 30 November 2021 as well as Mr and Mrs Hill Lighting providing a Christmas Tree lighting installation on the Bourke Street roundabout on the 15th of December. A delay due to an unforeseen issue with the electrical supply on the roundabout.	Council provided the dedicated Christmas Tree in Grey Street by 30 November 2021 as well as Mr and Mrs Hill Lighting providing a Christmas Tree lighting installation on the Bourke Street roundabout on the 15th of December. A delay due to an unforeseen issue with the electrical supply on the roundabout.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 6.1.3.8	Deliver Christmas in the Highlands event with relevant local collaborations.	Manager of Economic Development	Completed	100%	The Christmas in the Highlands event was delivered in conjunction with the Red Cross Christmas Display and the Spend in Glen Promotion sponsored by the Glen Innes and District Services Club. The event was promoted under GISC and Glen Innes Highlands brands and channels. A great turnout of traders at the event with a few last minute cancellations due to the weather.	The Christmas in the Highlands event was delivered in conjunction with the Red Cross Christmas Display and the Spend in Glen Promotion sponsored by the Glen Innes and District Services Club. The event was promoted under GISC and Glen Innes Highlands brands and channels. A great turnout of traders at the event with a few last minute cancellations due to the weather.	Dennis McIntyre

CS 6.1.4: Investigate the provision of dedicated Christmas trees in Emmaville and Deepwater into the future.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 6.1.4.2	Provide a dedicated Christmas tree in RSL Park, Emmaville.	Manager of Recreation and Open Spaces	Progressing	5%	This is one of the agenda items once a committee is formed at Emmaville for the Beautification Projects. Plans are to try to use an existing tree, or the possible purchase of a purpose removal Christmas tree.	This is one of the agenda items once a committee is formed at Emmaville for the Beautification Projects. Plans are to try to use an existing tree, or the possible purchase of a purpose removal Christmas tree.	Kane Duke



## Annual Review of the 2020/2021 Operational Plan

**CS 7: To have a safe community.****CS 7.1: Provide safe community spaces.**

CS 7.1.4: Provide an effective regulatory service by way of suitably qualified and trained staff.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 7.1.4.5	Provide an effective regulatory service by way of suitably qualified and trained staff.	Manager of Regulatory and Planning Services	Completed	100%	All staff employed in the regulatory service team have completed training required to undertake their role. Staff have completed self-enforcing infringement notice scheme (SEINS) online training, illegal dumping, investigating and interviewing courses offered through New England Regional Waste (NIRW).	Regulatory service staff have been provided for the Ranger, Waste and Environmental Management Officer and Building and Environmental Officers roles and ongoing training has been provided to provide an effective service.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

CS 7.1.5: Provide a Category Two (2) service in accordance with the NSW Food Authorities Food Regulation Partnership.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 7.1.5.7	Council continues to provide a Category Two (2) service in accordance with the NSW Food Authorities Food Regulation Partnership.	Manager of Regulatory and Planning Services	Completed	100%	Category Two (2) service has been completed in accordance with the NSW Food Authorities Food Regulation Partnership. 97% of food business inspected in 2021/2022 financial year. 100% of improvement notices issued and subsequent reinspection will be undertaken as per the regulation. All scores on doors certificates have been completed and will be distributed by the end of July 2022.	A Category Two (2) service in accordance with the NSW Food Authorities service has been provided. 100% of food inspections completed and scores on doors certificates have been distributed to 100% of all businesses within the Glen Innes Severn Council Local Government Area.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**CS 8: To have a healthy community.****CS 8.1: Encourage the community to be more physically active.****CS 8.1.5: Promote regular messages regarding the value of team sports within the community.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 8.1.5.5	Promote regular messages regarding the value of sport within the community.	Manager of Recreation and Open Spaces	Completed	100%	Council has regularly promoted regular messages regarding the value of team sports within the community. This has been undertaken in the Aquatic Centres and the new Sports Stadium.	Messages have been distributed for the Aquatic Centres and the activities that are available throughout the season. There has also been an increase in numbers for Learn to swim classes at Glen Innes with the promotion of the available Government vouchers. A trial for men's aqua was held with mixed results. Meetings have been held with possible users of the new Sports Stadium and the updates on this project.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

CS 8.1.6: Support and provide Life Choices - Support Services' current healthy lifestyle programs.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
CS 8.1.6.5	Review the level of healthy lifestyle programs delivered to the community and ensure they meet current needs.	Manager of Community Services	Progressing	75%	Healthy Lifestyle programs remain very much in demand and well attended. The Coordinator Activity and Lifestyle Support is currently preparing a community survey to ascertain demand for Healthy Lifestyle Program delivery from Council's Community Services department.	The community has been fortunate to have privately operated Exercise Physiology commence business and classes during this year. The private classes complement existing Community Services Healthy Lifestyle classes and provide additional choice for community members. A community survey is planned to review Council operated Healthy Lifestyle Service demand.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**2: Economic Development**

OBJECTIVE: FACILITATE A GROWING LOCAL ECONOMY BY CONTINUING TO SUPPORT AN ATTRACTIVE BUSINESS CLIMATE.

**ED 1: Facilitate market and business opportunities.**

**ED 1.1: Update the existing GISC Economic Development Strategy to reflect the current economic climate and opportunities (understanding gaps in the market and opportunities).**

ED 1.1.1: Undertake a review of the current Economic Development Strategy to ensure Council is capitalising on economic development opportunities in the LGA.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.1.1.3	Implement the Glen Innes Highlands Economic Development Strategy and Action Plan.	Manager of Economic Development	Completed	100%	Partnerships - Six (6) of the seven (7) tasks have been delivered to date and the remaining in progress and/or ongoing. People - Nine (9) of the thirteen tasks have been delivered to date and the remaining in progress and/or ongoing. Place - Eleven of the eighteen tasks have been delivered to date and the remaining in progress and/or ongoing. Prosperity - Twelve (12) of the twenty-two tasks have been delivered to date and the remaining in progress and/or ongoing.	The detailed EOFY report is attached and positive results to the FY2021-2022 FY from the 2016 baseline metrics. Highlights include: Average Household Income - 11% increase Estimated Resident Population up 0.1% increase and DPI projections up 35.8% Residential and non-residential building approvals up 5.2% Visitors up 2% Unemployment rate decreased 17.7% Local jobs - stable Industry Sector Output - overall increase 10.5% Business Counts per industry - stable Average Visitor Domestic Stay - 3 nights - increase 50%	Dennis McIntyre



## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.1.1.4	Leverage the GROW Glen Innes Think Tank (GGITT) to seek community consultation on 2021/2022 action items from the Glen Innes Highlands Economic Development Strategy and Action Plan.	Manager of Economic Development	Completed	100%	The Manager of Economic Development (MED) held a Grow Glen Innes Think Tank (GGITT) on Community Wealth Building.	As at the EOFY there are 58 registered Grow Glen Innes Think Tankers (GGITT's). There were three (3) GGITT's in the financial year including: Disused and Underutilised Assets; 2100 Vision for Glen Innes Highlands; Community Wealth Building.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**ED 1.2: Maintain the Significant Development Committee as an important gateway to listen to and welcome new business proposals.**

ED 1.2.1: Provide an internal development pathway to facilitate development.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.2.1.5	Provide an internal development pathway to facilitate development.	Manager of Regulatory and Planning Services	Completed	100%	Internal pathway is provided to facilitate development.	Significant Development committee is available when required to facilitate major development in the Local Government Area. An allocated time is provided weekly to allow development advice to be provided at weekly Development Control Unit meetings for any proposed development enquiry.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**ED 1.3: Review tourism opportunities and promotion with a particular focus on strengthening accessibility and providing incentives to draw visitors into the Glen Innes Highlands.**

ED 1.3.1: Provide a well resourced Tourism and Events section, acknowledging the Visitor Information Centre as the vital hub for tourism.

The Visitor Information Centre (VIC) retained all permanent and permanent part-time employees throughout the NSW travel restrictions and lockdowns during the quarter. Casual staff were not rostered due to reduced visitor numbers and lockdown restrictions during the quarter.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.3.1.20	Provide a well resourced Tourism and Events section, acknowledging the Visitor Information Centre as the vital hub for tourism and utilising volunteers where available.	Manager of Economic Development	Completed	100%	Staffing levels have been maintained during the quarter however there is an identified need for additional permanent staff and casual staff to manage the operations, events and activities as they continue to grow year on year.	Staffing levels have been maintained during the year however there is an identified need for additional permanent staff and casual staff to manage the operations, events and activities as they continue to grow year on year. In addition, there the full time Tourism Assistant is taking 7 weeks long service leave which with creative a shortage of staff.	Dennis McIntyre
ED 1.3.1.21	Continue to utilise volunteers to assist with staffing of the Visitor Information Centre.	Manager of Economic Development	Completed	100%	Visitor information Centre had three (3) volunteers however they have all returned to the workforce.	Volunteers are an ongoing challenge across Council and needs a wholistic and shared approach across all areas of Council.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.3.1.22	Maintain a clean and pleasant atmosphere at the Visitor Information Centre by ensuring that the washrooms, toilets, building and garden are maintained to a high standard.	Manager of Economic Development	Completed	100%	There continues to be some major asset works needed at the VIC to improve the atmosphere at the Visitor Information Centre (VIC).	There continues to be some major asset works needed at the VIC to improve the atmosphere at the Visitor Information Centre (VIC). General cleaning and maintenance has been delivered and gardens kept neat and tidy with a particular effort prior to the Australian Celtic Festival.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.3.1.23	Provide regular updates on Tourism and Events to the Glen Innes Highlands Visitor Association (GIHVA) and communicate any opportunities, initiatives or collaboration to attract the Visitor Economy.	Tourism and Events Officer	Completed	100%	Attended monthly meetings with GIHVA Committee, reported on Tourism and Events, reported on relevant grant funding opportunities through Bid Blast, Tourism and Events are also sent to GIHVA which contain all grant funding opportunities, updated events, new tourism product, latest economic development news, tourism opportunities and business support through NSW Government, Destination NSW and Destination Country and Outback.		Margot Davis



## Annual Review of the 2020/2021 Operational Plan

ED 1.3.2: Provide an annual budget allocation to promote the visitor economy to the LGA.

An annual allocation of \$40,000 in the Operational Plan and Budget for the 2021/2022 Financial Year for the implementation of the key actions as identified in the DMP.

An allocation of \$100,000 was provided in the 2021/2022 Operating budget which was \$50,000 less than the previous year presenting challenges to maintain momentum with our campaigns across the three (3) pillars of Visit, Live and Invest.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.3.2.9	Council to provide an annual allocation of \$40,000 in the Operational Plan and Budget for the 2021/2022 Financial Year for the implementation of the key actions as identified in the Destination Management Plan by 30 June 2022.	Manager of Economic Development	Completed	100%	Projects delivered against the budget include: Geotourism scoping studies; Highlands Hub Digital migration; Powerhouse Museum Expression of Interest; Goodness Gravel event incubation; DMP consultancy; Boulderling content; Glen Innes Highlands content and marketing consultancy; Part of Livability Assessment; Community Wealth Building Capital Program.	Projects delivered against the budget include: Geotourism scoping studies; Highlands Hub Digital migration; Powerhouse Museum Expression of Interest; Goodness Gravel event incubation; DMP consultancy; Boulderling content; Glen Innes Highlands content and marketing consultancy; Part of Livability Assessment; Community Wealth Building Capital Program.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.3.2.10	Provide opportunities for local businesses and subscribers to leverage Glen Innes Highlands information, activity and opportunities.	Manager of Economic Development	Completed	100%	Communication with GIH databases and social media audiences continued monthly via our email campaigns, articles on the GIH website news page and organic social media posts. The Highlands Hub - re-launched in May 2022 to add Community and Careers to Business. The Highlands Business funded under the Bushfire Local Economic Development Fund (BLER) with the fit-out in progress with an opening date of September 2022. The Community and Business Engagement Officer (CBEO) was appointed.	Regular newsletters are sent to databases sharing information on how local businesses can leverage the Glen Innes Highlands and the New England High Country Brands. The Highlands Hub digital platform was relaunched to include Business, Community and Careers. The Highlands Hub co-working space fit-out is well underway and will launch in September 2022. A Community and Business Engagement Officer (CBEO) was appointed out of grant funding on a contractual basis.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

ED 1.3.7: Monitor the New England and Gwydir Highway traffic numbers to provide perspective regarding the potential business flow.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.3.7.5	Arrange collection of traffic counts on the Gwydir Highway and New England Highway at fixed locations, to supplement periodic vehicle counts published on the Transport for NSW online Traffic Volume Viewer.	Manager of Infrastructure Delivery	Completed	100%	Traffic counts on both highways were completed in conjunction with the 2022 Australian Celtic Festival.	Traffic counts on both highways were completed in conjunction with the 2022 Australian Celtic Festival.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

**ED 1.4: Advocate for the decentralisation of State Government agencies including the Roads and Maritime Services and Department of Primary Industries.**

ED 1.4.1: Advocate to the State and Federal Members of Parliament for further decentralisation of Government departments.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 1.4.1.5	Advocate and lobby the local State and Federal Members of Parliament for the decentralisation of Government departments to the LGA.	General Manager	Completed	100%	The General Manager has lobbied both the State and Federal member for the decentralisation of State and Federal government agencies to Glen Innes. The General Manager will continue to advocate to both members, especially as the Federal election is in early 2022 and the State election is in early 2023.	The General Manager has lobbied both the State and Federal member for the decentralisation of State and Federal government agencies to Glen Innes. The General Manager will continue to advocate to both members, especially as the Federal election is in early 2022 and the State election is in early 2023.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**ED 2: Develop a strong brand for Glen Innes Severn Highlands.****ED 2.1: Support and promote the new Glen Innes Highlands destination branding.****ED 2.1.1: Adopt an economic development brand.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 2.1.1.5	Ensure Glen Innes Highlands Brand is utilised to promote Glen Innes as a place to VISIT, LIVE, INVEST	Manager of Economic Development	Completed	100%	The Glen Innes Highlands (GIH) annual marketing plan was delivered to encourage people to Visit, Live and Invest with the following results achieve in leveraging our strengths, opportunities, and assets. Detailed results can be reviewed in the EOFY Economic Development Report attached.	The Glen Innes Highlands (GIH) annual marketing plan was delivered to encourage people to Visit, Live and Invest with the following results achieve in leveraging our strengths, opportunities, and assets. Detailed results can be reviewed in the EOFY Economic Development Report attached.	Dennis McIntyre



## Annual Review of the 2020/2021 Operational Plan

**ED 3: Facilitate growth and support business development.****ED 3.1: Be responsive and proactive to business interest/receptive to innovation and relocation.**

ED 3.1.1: Support "Business in Glen" and the "Glen Innes Severn Tourist Association" to ensure a consistent approach to encouraging development within the LGA, and to provide for a regular discussion opportunity with Council staff.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 3.1.2.5	Promote and seek applications by July 2021 to deliver the Local Economic Development Support Fund Policy and provide the community with access to financial assistance in alignment with the criteria.	Manager of Economic Development	Completed	100%	Council promoted the Local Economic Development Support Fund via all available channels.	Council promoted the Local Economic Development Support Fund via all available channels. Applications close on 31 July 2022 for the following financial year.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

ED 3.1.4: Hold "Development Assessment Unit" meetings with developers to provide them with an opportunity to discuss their developments with key Council staff before the actual Development Applications are lodged.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 3.1.4.9	Provide the opportunity for a weekly Development Assessment Unit meeting to provide developers with the opportunity to discuss proposed developments prior to the lodgment of a Development Application.	Manager of Regulatory and Planning Services	Completed	100%	Development Assessment Unit meetings are allocated each week on Thursdays with key Council staff, both face to face or digitally to provide development advice as requested prior to lodging applications.	Council provided opportunity to the community to attend weekly Development Assessment Unit meetings prior to lodging development applications.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 3.1.4.10	Promote Council's Development Assessment Unit as an opportunity for applicants to discuss proposed developments prior to the lodgment of a Development Application.	Manager of Regulatory and Planning Services	Completed	100%	Development Assessment Unit service promoted on Council's website and through the Church Street office.	Applicants were provided with advice on proposed development and encouraged to attend Development Assessment Unit meetings offered by Council prior to lodging any new development application.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

ED 3.1.5: Provide a Planning and Accreditation Service.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 3.1.5.5	Maintain a minimum service level of 2.5 Full Time Equivalent (FTE) Accredited Building Surveyors and one (1) FTE Town Planner within the organisational structure.	Manager of Regulatory and Planning Services	Progressing	90%	Along with a fulltime employed building surveyor, the Ranger is currently applying for A4 Accreditation with the Department of Fair Trading to provide additional staffing. The Acting Director Development Planning and Regulatory Services has current A1 Accreditation to complete commercial certification required. The Acting Manager of Planning and Regulatory Services is a qualified Town Planning and the Town Planner has enrolled in a Town Planning Graduate Diploma course.		Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**ED 4: Recognise and support the agricultural sector as the most significant local industry within the LGA.**

**ED 4.1: Have a particular focus on the maintenance and renewal of Council's rural local roads network.**

**ED 4.1.1: Develop and maintain advanced Asset Management Plans for the local road network.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 4.1.1.5	Develop and maintain advanced Asset Management Plans for public transport infrastructure, integrated with Council's Long Term Financial Plan.	Technical Services Coordinator	Completed	100%	The suite of asset management planning documents were fully reviewed and adopted by Council in accordance with IPRF requirements.	The suite of asset management planning documents were fully reviewed and adopted by Council in accordance with IPRF requirements.	Keith Appleby



## Annual Review of the 2020/2021 Operational Plan

ED 4.1.2: Maintain a routine inspections program for the road network.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 4.1.2.5	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	Completed	100%	The annual inspection of the sealed road network has been completed by external providers ARRB. The road network has been further inspected due to floods in March, July and November. The road network will continue to be monitored due to the rapid change of road condition.	The annual inspection of the sealed road network has been completed by external providers ARRB. The road network has been further inspected due to floods in March, July and November. The road network will continue to be monitored due to the rapid change of road condition.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

ED 4.1.3: Manage the maintenance and renewal of the rural sealed road network according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 4.1.3.9	Organise and implement the re-sealing and heavy patch program for Council's sealed road assets.	Manager of Infrastructure Delivery	Progressing	40%	Heavy patching and resealing were completed on Waterloo, Emmaville, Red Range and Ranger's Valley Roads. The heavy patch team has been diverted to flood recovery works.	Heavy patching and resealing were completed on Waterloo, Emmaville, Red Range and Ranger's Valley Roads. The heavy patch team has been diverted to flood recovery works.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 4.1.3.10	Organise and implement a rehabilitation program, heavy patching program and reseal program for Council's road infrastructure to maintain and improve the road user's experience.	Manager of Infrastructure Delivery	Progressing	50%	An independent contractor has mapped out roads that need to be resealed, rehabilitated and heavy patched in preparation for the new delivery plan. The heavy patch team has progressed works on Maybole Road, Red Range Road and Rangers Valley Road. Resealing works have been completed on Waterloo Road and Emmaville Road. Rehabilitation works on Furracabad Road rehabilitation have commenced. Flood recovery efforts have delayed a number of capital projects.	An independent contractor has mapped out roads that need to be resealed, rehabilitated and heavy patched in preparation for the new delivery plan. The heavy patch team has progressed works on Maybole Road, Red Range Road and Rangers Valley Road. Resealing works have been completed on Waterloo Road and Emmaville Road. Rehabilitation works on Furracabad Road rehabilitation have commenced. Flood impacts have delayed a number of capital projects.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

ED 4.1.4: Manage the maintenance and renewal of the rural unsealed road network according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 4.1.4.5	Maintain a network of roads that provide optimum access for livestock freight movements.	Manager of Infrastructure Delivery	Completed	100%	Council's Maintenance teams and contractors are working on roads across the LGA to provide access for landholders given the extraordinary seasonal conditions. Natural disaster funding has also been used to repair roads after four separate natural disaster events.	Council's Maintenance teams and contractors are working on roads across the LGA to provide access for landholders given the extraordinary seasonal conditions. Natural disaster funding has also been used to repair roads after four separate natural disaster events.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

ED 4.1.5: Manage the maintenance and renewal of the rural road drainage network according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
ED 4.1.5.6	Maintain rural drainage network using a dedicated team comprising three (3) staff, two (2) backhoes and a tip truck.	Manager of Infrastructure Delivery	Completed	100%	The drainage team continues to be deployed in natural disaster recovery efforts.	The drainage team has largely been deployed in natural disaster recovery efforts. Drainage renewal and upgrade works were also undertaken in conjunction with road pavement rehabilitation projects.	Keith Appleby



## Annual Review of the 2020/2021 Operational Plan

**3: Infrastructure Management**

OBJECTIVE: AS A PRIORITY, PROVIDE ADEQUATE INFRASTRUCTURE AND FACILITIES FOR THE EXISTING AND FUTURE POPULATION.

**IM 1: Ensure there are optimal services.**

IM 1.1: Continue to engage with the community through established Community Committees to ensure their needs are understood.

IM 1.1.1: Support the existing Roads Committee and Access Committee.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.1.1.5	Facilitate the function of the Roads Consultative Committee.	Personal Assistant - Director Infrastructure Services	Completed	100%	Roads Consultative Committee meetings are productive and well-structured with actions being captured and tracked through Infocouncil. Agendas are produced and circulated well in advance and minutes are prepared promptly after each meeting to ensure accuracy of content.	Roads Consultative Committee meetings are productive and well-structured with actions being captured and tracked through Infocouncil. Agendas are produced and circulated well in advance and minutes are prepared promptly after each meeting to ensure accuracy of content.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

IM 1.1.2: Support the existing Open Spaces Committee, Glen Innes and District Sports Council, Cemetery Committee, Australian Standing Stones Management Board, Emmaville and Deepwater Village Beautification Committees, and Emmaville Mining Museum committees.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.1.2.9	Council provides staff representation to the monthly Australian Standing Stones Management Board (ASSMB) meetings.	Director Development, Planning and Regulatory Services	Completed	100%	Cr L Gresham, Cr R Banham, Tourism and Events Officer delegated to attend Australian Standing Stones Management Board at Council meeting 11 January 2022 (8.01/22 Resolution).		Dennis McIntyre
IM 1.1.2.10	Council's delegate attends the Open Spaces, Glen Innes and District Sports Council, Glen Innes Severn Cemetery Committee, Emmaville and Deepwater Beautification Committee Meetings.	Manager of Recreation and Open Spaces	Completed	100%	Meetings are being attended as Required. There has been some impact on having meetings due to COVID-19 or lack of quorums.	Meetings are being attended as Required. There has been some impact on having meetings due to COVID or lack of quorums.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**IM 1.2: Ensure there is timely response and clear communication regarding infrastructure customer service requests.****IM 1.2.1: Maintain an up to date register of customer requests.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.2.1.5	Maintain customer requests for Infrastructure issues in a managed register and respond in a timely manner.	Personal Assistant - Director Infrastructure Services	Completed	100%	All written correspondence is tracked via ECM and verbal correspondence, received via telephone or in person, is registered in the directorate's Maintenance Works & Enquiries Register. All matters referred to senior staff in the infrastructure directorate are followed up until complete and accurate record keeping is practiced.	All written correspondence is tracked via ECM and verbal correspondence, received via telephone or in person, is registered in the directorate's Maintenance Works & Enquiries Register. All matters referred to senior staff in the infrastructure directorate are followed up until complete and accurate record keeping is practiced. Natural disaster issues have created an abnormal workload and response times have not been within normal KPI's for much of the year.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

**IM 1.3: Maintain appropriate levels of service across the LGA.**

IM 1.3.01: Implement Capital Roads infrastructure works according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.1.5	Implement and complete the Capital Works Program for the 2021/2022 financial year.	Manager of Infrastructure Delivery	Progressing	60%	The capital works program is underway however natural disaster events and contractor shortages have delayed progress. All works crews with the exception of the Construction team have been re-tasked to natural disaster recovery during the fourth quarter.	The capital works program is underway however natural disaster events and contractor shortages have delayed progress. New bitumen seals have been created on approximately 60km of previously unsealed roads.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

IM 1.3.02: Implement Capital Bridge infrastructure works according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.2.4	Implement and complete all planned Capital Bridge Infrastructure works for the 2021/2022 financial year.	Manager of Infrastructure Delivery	Progressing	50%	A tender for supply of components has been accepted during the fourth quarter. Planning is underway for delivery of four bridges by Council's bridge team, while a local contractor continues to construct the Shannon Vale Rd bridge over the Mann River.	A small bridge on Rockadooie Creek was installed by Council's bridge team. Planning is underway for delivery of four major bridges by Council's bridge team, while a local contractor continues to construct the Shannon Vale Rd bridge over the Mann River. The bridge over the Mann River on Old Grafton Rd was opened to traffic in November 2021.	Keith Appleby



## Annual Review of the 2020/2021 Operational Plan

IM 1.3.03: Implement maintenance infrastructure works according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.3.5	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	Completed	100%	Monitoring of the quality of work is undertaken by the works coordinator who reports to the MID for areas that need improving. Maintenance work progress is reported monthly to Council.		Keith Appleby

IM 1.3.04: Manage water functions according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.4.5	Manage water functions according to adopted service levels.	Manager of Integrated Water Services	Completed	100%	The water business unit has operated in accordance with all requirements, including 100% compliance with the Australian Drinking Water guideline requirement	The water business unit has operated in accordance with all requirements, including 100% compliance with the Australian Drinking Water guideline requirement	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.4.6	Manage Water Function according to adopted service levels.	Manager of Integrated Water Services	Progressing	40%	The onsite visit by consultants developing the Integrated Water Cycle Management Plan has been completed with the majority of the data collection now obtained. The initial draft report is now being prepared for the first stage of this project which is planned over two years.	This project is a 2 year project. Initial delays for data collection were caused with the COVID restrictions, but this has now been completed. The contractor is preparing the first stage report for council to review and will continue progressing the project.	Keith Appleby

IM 1.3.05: Manage wastewater functions according to adopted service levels.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.5.5	Operate the Glen Innes Sewer system in accordance with Environmental Protection Authority (EPA) licence conditions.	Manager of Integrated Water Services	Completed	100%	The wastewater system is functioning appropriately with 100% compliance with Environment Protection Authority (EPA) licence conditions. Recent wet weather has impacted the system at the moment and work has been completed to rectify this issue	The wastewater system is functioning appropriately with 100% compliance with Environment Protection Authority (EPA) licence conditions	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

IM 1.3.06: Provide adequate plant and fleet levels for excellence in service delivery.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.6.5	Manage the acquisition, maintenance and disposal of plant and fleet assets in accordance with Council policies and procedures, and adopted capital and operational budgets.	Manager of Asset Services	Progressing	90%	The plant and fleet capital procurement program is near complete. A number of items will not be delivered until approximately September 2022 due to supply issues.	The plant and fleet capital procurement program is near complete. A number of items will not be delivered until approximately September 2022 due to supply issues.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

IM 1.3.07: Maintain an engineering oversight and customer service delivery function.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.7.5	Maintain a full complement of staff in the Department of Infrastructure Services' adopted structure.	Director of Infrastructure Services	Completed	100%	The Directorate is recruiting staff to vacant positions as required. The Manager Assets Services role has been vacant for an extended period as no applications were received in the recruitment process for a maternity relief position.	The Directorate is recruiting staff to vacant positions as required. An effort has been made throughout the year to reduce recruitment timeframes. Attracting a pool of qualified applicants remains a challenge particularly for short term roles such as maternity relief.	Dennis McIntyre

IM 1.3.08: Oversee Emergency Services within the LGA.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.8.10	Coordinate and provide administrative support for three (3) Local Emergency Management Committee meetings each year.	Technical Services Coordinator	Completed	100%	July, October, and February meetings were held successfully for the 2022 financial year.	July, October, and February meetings were held successfully for the 2022 financial year.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.8.11	Provide support for the NSW Rural Fire Service (RFS) and State Emergency Service (SES) in accordance with legislative requirements and service level agreements.	Technical Services Coordinator	Completed	100%	Council provided support for RFS in accordance with the service level agreement.	Council provided support for RFS in accordance with the service level agreement.	Keith Appleby



## Annual Review of the 2020/2021 Operational Plan

IM 1.3.11: Deliver on the action plan of the Strategic Marketing Plan for branch libraries at Deepwater, Emmaville and Glencoe.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.11.5	Continue to survey the community for feedback on current and future services needs and satisfaction levels.	Manager of Library and Learning Centre	Completed	100%	Comments, feedback, evaluation of services and levels of satisfaction have been used in the Draft Glen Innes Severn Learning Strategic Plan 2022-2025.	Surveying the Glen Innes Severn community is a valuable strategic tool which allow us to continue to be informed about the changing environment and needs of the people we serve. The COVID Pandemic, droughts, fires, floods and economic downturn all impact on our communities and change their environment and needs, so it is important we stay informed and responsive to their needs.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

IM 1.3.12: Maintain and/or further develop advanced Asset Management Plans across all asset classes.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.3.12.4	Develop and maintain advanced Asset Management Plans across all asset classes, integrated with Council's Long Term Financial Plan.	Technical Services Coordinator	Completed	100%	The suite of asset management planning documents were fully reviewed and adopted by Council in accordance with IPRF requirements.	The suite of asset management planning documents were fully reviewed and adopted by Council in accordance with IPRF requirements.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

**IM 1.4: Advocate for reliable telecommunications infrastructure across the LGA.****IM 1.4.1: Submit mobile black spot funding applications when the opportunity arises.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 1.4.1.5	Review mobile telephone coverage and competition within the local government area, develop proposals, and submit applications for telecommunications Infrastructure funding under the Australian Government's Mobile Black Spots Program.	Manager of Economic Development	Completed	100%	MED advises advocating for Renewable Energy Zone (REZ) projects to include more benefit to local communities including funding of additional mobile towers and opportunities for consumer benefit to reduce energy household costs.	MED advises advocating for Renewable Energy Zone (REZ) projects to include more benefit to local communities including funding of additional mobile towers and opportunities for consumer benefit to reduce energy household costs.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**IM 2: Continue to systematically reduce the infrastructure backlog.****IM 2.1: Pursue and deliver the Fit for the Future Action Plan.****IM 2.1.2: Identify and investigate opportunities for Council to supplement its Own Source Revenue.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 2.1.2.5	Identify and investigate opportunities for Council to extend its Own Source Revenue when preparing the 2022/2023 Annual Fees and Charges as part of the Annual Operational Plan and Budgeting process.	Chief Financial Officer	Progressing	60%	This needs to be a continual focus across council. Fees and charges need to be reviewed to ensure that where applicable cost recovery is achieved. Opportunities for own source revenue need to be identified and investigated.	This needs to be a continual focus across council. Fees and charges need to be reviewed to ensure that where applicable cost recovery is achieved. Opportunities for own source revenue need to be identified and investigated.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

IM 2.1.3: Target annual asset renewal expenditure to ensure the infrastructure backlog is addressed within the next 10 to 15 years.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 2.1.3.9	Target annual asset renewal expenditure to ensure the Infrastructure backlog is addressed within the next 10 years.	Chief Financial Officer	Completed	100%	Annual Asset renewal expenditure has been impacted by multiple flood events. Borrowings have been included as part of the LTFP to help address infrastructure backlog.	Annual Asset renewal expenditure has been impacted by multiple flood events. Borrowings have been included as part of the LTFP to help address infrastructure backlog.	Anna Watt
IM 2.1.3.10	Ensure Operating Surpluses are sufficient to address Infrastructure backlog requirements.	Chief Financial Officer	Progressing	95%	Operating surplus projections monitored as part of QBR - need to complete the updating of the last QBR into Practical.	Operating surplus projections monitored as part of QBR	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

**IM 2.2: Set and communicate the delivery of annual infrastructure backlog targets.****IM 2.2.1: Develop and implement an Infrastructure Backlog Management Plan.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 2.2.1.4	Develop and implement an 'Infrastructure Backlog Management Plan'.	Technical Services Coordinator	Completed	100%	Condition data and modelling was completed in detail for the roads asset class. The Integrated Asset Management Strategy has been reviewed and adopted.	Condition data and modelling was completed in detail for the roads asset class. The Integrated Asset Management Strategy has been reviewed and adopted.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

IM 2.2.2: Continue to achieve annual operating surpluses sufficient to meet the reduction in infrastructure backlog targets.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 2.2.2.5	Continue to achieve annual operating surpluses sufficient to meet the reduction in Infrastructure backlog targets, as determined by the Infrastructure Backlog Management Plan.	Chief Financial Officer	Completed	100%	Annual Asset renewal expenditure has been impacted by multiple flood events. Borrowings have been included as part of the LTFP to help address infrastructure backlog.	Annual Asset renewal expenditure has been impacted by multiple flood events. Borrowings have been included as part of the LTFP to help address infrastructure backlog.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**IM 3: Ensure proper management of infrastructure and assets.**

IM 3.1: Optimise the management of assets, with a focus on Council's road network and drainage.

IM 3.1.2: Provide a supply of affordable and optimal gravel for the sheeting of unsealed roads.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.1.2.5	Maintain adequate supplies of unsealed road gravel at various locations around the local government area to facilitate gravel road re-sheeting.	Quarry Manager	Completed	100%	This action will be ongoing and will fluctuate as material is moved out for road construction and replacement of that material is coordinated into the work plan.	Gravel supplies have been maintained over the last twelve months. New pits have been identified for upcoming work required on the road network but will require planning to coordinate with crushing at Glen Innes Aggregates.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

IM 3.1.3: Return an annual profit from Glen Innes Aggregates to provide additional funding for the ongoing management of the local road network.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.1.3.5	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	60%	See annual comment	Flood damage repair work has seen high demand for drainage rock and scalps material. Production difficulties were experienced with the unexpected loss of our contracted crushing operator in November 2021. Existing stockpiles have not been able to be accessed due to waterlogging resulting in short term supply issues.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

**IM 3.2: Develop and implement best operational practices, including the empowerment of staff to take ownership of outcomes.****IM 3.2.1: Develop and maintain a culture of community stewardship among field staff.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.2.1.5	Maintain regular meetings with team leaders to discuss working standards and expectations.	Manager of Infrastructure Delivery	Progressing	75%	Team leader meetings are held monthly. The meeting is a run down on the works schedule and a platform for the teams to voice issues or concerns that they might have.	Team leader meetings are held on a monthly basis. The meeting includes a run down on the works schedule and provide a platform for the teams to voice current issues or raise suggestions for improved practices.	Keith Appleby



## Annual Review of the 2020/2021 Operational Plan

IM 3.2.2: Implement best practice techniques for road management.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.2.2.9	Unsealed roads that are not remaining in a satisfactory condition between grades are prioritised for gravel re-sheeting and drainage upgrades to ensure water damage is not contributing to early failure of the Unsealed Road network.	Manager of Infrastructure Delivery	Completed	100%	Unsealed roads that are not remaining in satisfactory condition have been included in the 2022/2023 Operational Plan and Budget. These include Nine Mile Rd, Bullock Mountain Rd, Caerleon Rd and Haymarket Rd.	Unsealed roads that are not remaining in satisfactory condition have been included in the 2022/2023 Operational Plan and Budget. These include Nine Mile Rd, Bullock Mountain Rd, Caerleon Rd and Haymarket Rd.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.2.2.10	The quality standards for maintenance staff are internally audited and maintained at best practice.	Manager of Infrastructure Delivery	Completed	100%	Regular audits are carried out on works staff to ensure best practice is kept. All teams have been recently audited by the Works Coordinator	Regular audits are carried out on works staff to ensure best practice is kept. All teams have been recently audited by the Works Coordinator	Keith Appleby

IM 3.2.3: Implement a street lighting maintenance program within Glen Innes and the villages.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.2.3.5	Manage the maintenance, renewal and upgrade of street lighting assets in accordance with service level agreements and operational plan budgets.	Manager of Asset Services	Completed	100%	Streetlighting reports from Essential Energy have been received and reviewed. Additional lights have been requested in Emmaville.	Streetlighting reports from Essential Energy have been received and reviewed. Additional lights have been requested in Emmaville.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

## IM 3.2.4: Implement the Asset Management Plan for car parks.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.2.4.5	Complete planned maintenance on car parks for the 2021/2022 financial year.	Manager of Infrastructure Delivery	Completed	100%	All council car parked are routinely monitored and maintained as required.	All council car parked are routinely monitored and maintained as required.	Keith Appleby

## IM 3.2.5: Implement the Asset Management Plan for footpaths.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.2.5.5	Complete all planned maintenance and capital works involving footpaths for the 2021/2022 financial year.	Manager of Infrastructure Delivery	Completed	100%	The annual footpath inspections were completed in May 2022, and all required footpath maintenance grinding works completed in June.	The annual footpath inspections were completed in May 2022, and all required footpath maintenance grinding works completed in June.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

## IM 3.2.6: Implement the Asset Management Plan for bridges.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 3.2.6.5	Complete all works identified in the asset management plan for bridges in the 2021/22 financial year.	Manager of Infrastructure Delivery	Progressing	50%	Some bridge projects are behind schedule due to supply issues including Mount Mitchell Road - Mann River Bridge and Mount Mitchell Road - Yarrow Creek Bridge. Rockadooie Bridge is complete, Shannon Vale over Mann is underway with an expected completion pushed out to December 2022.	Some bridge projects were delayed due to supply issues. These included Mount Mitchell Road - Mann River Bridge and Mount Mitchell Road - Yarrow Creek Bridge. Rockadooie Bridge was completed, Shannon Vale over Mann is underway with an expected completion pushed out to December 2022.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

**IM 4: Strive for adequate funding for infrastructure and assets.****IM 4.1: Optimise funding and service delivery.**

IM 4.1.2: Consider implementing a "Special Rate Variation" if surpluses generated do not provide sufficient funds to meet the community's expectations.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 4.1.2.5	Determine the ability of Council to meet service levels expected of the community particularly in the area of roads maintenance and renewal.	Chief Financial Officer	Completed	100%	Additional Rate Variation (ARV) applied for and received. Consideration needs to be given to an SRV in future years. Given the current level of inflation it is unlikely that Council will have sufficient funds to meet service levels.	ARV applied for and received. Consideration needs to be given to an SRV in future years. Given the current level of inflation it is unlikely that Council will have sufficient funds to meet service levels.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

**IM 5: Ensure proper freight transport planning.****IM 5.1: Optimise the road network for freight access to adopted service levels.**

IM 5.1.1: Identify key heavy transport routes within the LGA and also those connecting the area externally, including key works and pinch points that need to be addressed.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
IM 5.1.1.4	National Heavy Vehicle Regulator requests for approval of over-mass and over-dimension vehicles are processed in a timely manner.	Manager of Infrastructure Delivery	Completed	100%	The MID role has routinely scheduled NHVR database work every work day to ensure approvals are completed without delay.	The MID role has routinely scheduled NHVR database work every work day to ensure approvals are completed without delay.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

**4: Environment Heritage**

OBJECTIVE: MANAGE THE NATURAL VALUES OF OUR LOCAL AREA AND CONSERVE OUR HERITAGE TO ENSURE THAT IT IS ENJOYED BY THE COMMUNITY, VISITORS AND FUTURE GENERATIONS.

***EH 1: Continue to be a leader in environmental sustainability.*****EH 1.1: Maintain road side environmental areas.**

EH 1.1.2: Continue to maintain environmental weed control on "High Conservation Value" roadsides.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 1.1.2.5	Maintain environmental weed control on 10 kilometres of "High Conservation Value" roadsides.	Manager of Regulatory and Planning Services	Completed	100%	Council have engaged the services of New England Weeds Authority to completed environmental weed control within the Glen Innes Severn Council Local Government Area.		Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**EH 1.2: Develop a Waste Management Strategy with a particular focus on green waste and promoting industry accepted best recycling practices.**

EH 1.2.3: Decrease contamination levels in existing recycling to an acceptable industry standard.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 1.2.3.9	Decrease contamination levels in existing recycling to an acceptable industry standard of eight percent (8%) by 30 June 2022.	Manager of Regulatory and Planning Services	Completed	100%	A Waste Management Strategy was adopted by Council at February 2022 (resolution number 26.02/22) Council meeting. Recycling contamination is being reported by JR Richards in a monthly report for action.		Kane Duke

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 1.2.3.10	Collaborate with JR Richards and Sons to identify areas within the Local Government Area where high levels of recycling contamination exists and provide a stronger education and enforcement presence within these areas.	Manager of Regulatory and Planning Services	Completed	100%	Quarterly meetings are conducted to raise any issues with the garbage and recycling service provided by JR Richards. A monthly report is provided to Council to provide details on any contamination that may be caused in the recycling collection area.		Kane Duke

## Annual Review of the 2020/2021 Operational Plan

EH 1.2.4: Develop and promote a waste education and a recycling program within the LGA.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 1.2.4.4	Develop a Waste Management Strategy incorporating future landfill and recycling requirements within the LGA that is adopted by Council by 31 December 2021.	Manager of Regulatory and Planning Services	Completed	100%	The Waste Management Strategy was adopted by Council on the 24 February 2022.		Kane Duke



## Annual Review of the 2020/2021 Operational Plan

**EH 1.4: Promote energy efficiency and the use of renewable resources across Council facilities and assets.**

EH 1.4.2: Investigate Council fleet vehicles that are suitable for replacement with hybrid and/or electric vehicles.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 1.4.2.7	Consider the acquisition of hybrid and/or electric vehicles for Council's vehicle fleet, subject to effectiveness and a review of life-cycle costs, and within available resources.	Manager of Asset Services	Completed	100%	Council's first electric vehicle has been procured. Hybrid vehicles have also been selected to replace a number of Life Choices support vehicles and are awaiting delivery.	Council's first electric vehicle has been procured. Hybrid vehicles have also been selected to replace a number of Life Choices support vehicles and are awaiting delivery.	Keith Appleby

## Annual Review of the 2020/2021 Operational Plan

EH 1.4.4: Continue to monitor and audit energy use across Council facilities.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 1.4.4.5	Implement a minimum of one (1) key short term action identified in the adopted Renewable Energy Action Plan by the 30 June 2022.	Manager of Regulatory and Planning Services	Completed	100%	All lighting at the Emmaville Mining Museum has been replaced with LED lights in accordance with the short term action plan in the Renewable Energy Action Plan 2020.		Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**EH 2: Support conservation efforts in relation to heritage.**

**EH 2.2: Better utilise existing heritage grant budget provisions and advocate for additional funding and/or supplement funding from Council's funds.**

EH 2.2.1: Provide/lobby for additional heritage funding for the upgrade of heritage facades in the Glen Innes CBD.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 2.2.1.8	Continue to provide heritage funding for the upgrade of heritage facades in the Glen Innes CBD.	Manager of Regulatory and Planning Services	Completed	100%	3 applications were funded in the 2021-2022 annual heritage assistance program with a value of \$5,750 distributed between the three projects.		Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**EH 2.3: Monitor the built environment around existing heritage places.**

EH 2.3.1: Ensure that an adequate number of planning and compliance staff are employed by Council.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 2.3.1.5	Ensure all works undertaken on heritage items are carried out in accordance with the provisions of the NSW Planning Legislation and the Glen Innes Severn Local Environmental Plan 2012.	Manager of Regulatory and Planning Services	Completed	100%	100% of all DA's lodged on heritage listed sites were referred to Council's Heritage Advisor to ensure all works undertaken on heritage items are carried out in accordance with the provisions of the NSW Planning Legislation and the Glen Innes Severn Local Environmental Plan 2012.		Kane Duke

Annual Review of the 2020/2021 Operational Plan

**EH 3: Improve opportunities for passive recreation around our natural and heritage assets.**

**EH 3.2: Advocate for the development of a rail trail to promote pedestrian and cycle connectivity.**

EH 3.2.1: Engage with the community and the New England Rail Trail Group (Guyra) to undertake a review of the feasibility, cost and economic benefit to develop a rail trail in the LGA.

The Trail Plan and Business Case for the New England Rail Trail were completed and funding received for the construction of the Glen Innes to Ben Lomond Section secured.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 3.2.1.5	Engage with Armidale Regional Council, the community and the New England Rail Trail Group (Guyra) to advocate for the Rail Trail.	Manager of Economic Development	Completed	100%	The NSW Rail Trails Framework was released in June 2022 which helps clarify the process for establishing a Rail Trail, the proposal, Planning pathways and approval processes, as well as providing guidance for its operation and maintenance. The NSW Rail Trails Evaluation Summary Report released at the same time details lessons learned from the two pilot projects, key social and economic outcomes and avenues to optimise the success of future Rail Trail projects.	The amendment to the Transport Administration Act 1988 (no 109) was tabled to Parliament in June 2022 and Council await an outcome prior to progressing with the Funding Deed. Council will need to review the NSW Rail Trails Framework and Evaluation Summary released in June 2022 and ensure alignment.	Dennis McIntyre



Annual Review of the 2020/2021 Operational Plan

**EH 4: Work with existing organisations to enhance the environment.**

EH 4.1: Identify opportunities to collaborate with local and regional environmentally focused organisations.

EH 4.1.1: Maintain membership of GLENRAC.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 4.1.1.4	Council provides staff representation to GLENRAC Executive meetings so as to ensure Council has input into environmental initiatives in the Local Government Area (LGA).	Director Development, Planning and Regulatory Services	Completed	100%	Meetings attended as required - subject to staff availability.		Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

***EH 5: Further pursue the creation of innovative public art attractions and the establishment of an artistic culture and ambiance within Glen Innes.***

**EH 5.1: Liaise and work with the Glen Innes arts community to establish a Master Plan for future public art locations and themes.**

**EH 5.1.1: Continue membership and support of Arts North West.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 5.1.1.5	Continue financial membership and support of Arts North West, ensuring that Council continues to be represented on the Board of Arts North West.	Director of Corporate and Community Services	Completed	100%	Council's Director of Corporate and Community Services is Council's representative to the Arts North West Strategic Advisory Committee (SAC); from this forum Anna has been elected by the SAC to the Arts North West Board. Council has paid its 2021/2022 membership to Arts North West. Anna attended the Board meetings held in May 2022. At the Annual General Meeting held in May 2022 Anna was re-elected as the Chair of the Board.	Council's Director of Corporate and Community Services is Council's representative to the Arts North West Strategic Advisory Committee (SAC); from this forum Anna has been elected by the SAC to the Arts North West Board. Council has paid its 2021/2022 membership to Arts North West. Anna attended the Board meetings held in August and November 2021 as well as February and May 2022. At the Annual General Meeting held in May 2022 Anna was re-elected as the Chair.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

***EH 6: Improve the entrances to Glen Innes and villages that are representative of its proud and environmentally conscious community.***

**EH 6.1: Provide for the necessary budgetary provisions to upgrade and maintain all the entrances to Glen Innes and for villages beautification.**

**EH 6.1.1: Develop entrance landscape plans for the four (4) main approaches to Glen Innes.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 6.1.1.5	Implement the adopted entrance landscape and maintenance plans for the four (4) main approaches to Glen Innes.	Manager of Recreation and Open Spaces	Completed	100%	The entrances into Glen Innes are being maintained through the use of a Contractor for the mowing of the road verges where accessible. The areas immediately around the entrance signs to Glen Innes are being maintained by Council Open Space & Recreation Staff.	The entrances into Glen Innes are being maintained through the use of a Contractor for the mowing of the road verges where accessible. The areas immediately around the entrance signs to Glen Innes are being maintained by Council Open Space & Recreation Staff.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

EH 6.1.2: Further develop the beautification plans for Emmaville and Deepwater.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
EH 6.1.2.11	Complete the implementation of the 2021/2022 Beautification Program as adopted by the Emmaville Beautification Committee.	Manager of Recreation and Open Spaces	Not Progressing	0%	No committee has been organised at Emmaville to oversee the organisation of the beautification projects at Emmaville for 2021-2022. The monies from this year were reassigned to the Glen Innes and District Sports Council.	No committee has been organised at Emmaville to oversee the organisation of the beautification projects at Emmaville for 2021-2022. This committee will be done in the upcoming 2022-2023 as monies has been allowed in the new operational Plan for Emmaville Beautification. The monies from this year were reassigned to the Glen Innes and District Sports Council.	Kane Duke
EH 6.1.2.12	Complete the implementation of the 2021/2022 Beautification Program as adopted by the Deepwater Beautification Committee.	Manager of Recreation and Open Spaces	Progressing	85%	The mural was completed on the toilet block in Apex Park Deepwater, due to supply issues the display boards were not received but this will continue into the 2022-2023 operational year projects plan. After discussion with the committee several dead trees were removed from the log park at the southern entrance to Deepwater preparing for new plantings in summer 2022.	The mural was completed on the toilet block in Apex Park Deepwater, due to supply issues the display boards were not received but this will continue into the 2022-2023 operational year projects plan. After discussion with the committee several dead trees were removed from the log park at the southern entrance to Deepwater preparing for new plantings in summer 2022.	Kane Duke

## Annual Review of the 2020/2021 Operational Plan

**5: Council Sustainability, Transparency and Communication**

OBJECTIVE: CONTINUE TO BE A SUSTAINABLE AND INDEPENDENT COUNCIL, AND FOSTER TRANSPARENCY THROUGH CLEAR COMMUNICATION WITH BOTH INTERNAL AND EXTERNAL CUSTOMERS.

**STC 1: Continue to improve Council communication with the community, including celebrating successes and achievements.**

**STC 1.1: Consistently communicate the role of Council to the community (i.e. what Council does and does not do).**

**STC 1.1.1: Provide regular, timely media releases on topical issues as they arise to ensure the community is informed.**

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.1.1.5	Provide regular, timely media releases on topical issues as they arise to ensure the community is well informed.	Media and Communications Officer	Completed	100%	This is an ongoing action which has been improved by reading through the Business Paper prior to the Council meeting, preparing a list of potential media items, attending the meeting to obtain information first-hand, and preparing media releases in accordance with the outcome of meetings.	The process in respect of media releases will be boosted with the new trading terms negotiated with the Glen Innes Examiner - they agree to publish up to four (4) media releases per month in addition to the weekly OUR COUNCIL feature. Council therefore has a guarantee that the GIE will publish prepared releases. The attendance at Council meetings by the MCO, the preparation of a list of potential media items from the Business Paper prior to the meeting, are improvements to the process for ensuring media releases are prepared.	Dennis McIntyre



## Annual Review of the 2020/2021 Operational Plan

STC 1.1.2: Provide four (4) quarterly resident newsletters per year.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.1.2.5	Provide four (4) quarterly resident newsletters during the year.	Media and Communications Officer	Completed	100%			Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**STC 1.2: Provide clear messaging of Council's achievements, strategic objectives and actions.**

STC 1.2.1: Provide access to the Community Strategic Plan, Delivery Program, Annual Operational Plan and Budget (along with associated resourcing documents) on Council's website for viewing or downloading by the public.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.2.1.5	Provide access to the Community Strategic Plan, Delivery Program and Annual Operational Plan and Budget (along with associated resourcing documents) on Council's website for viewing or downloading by the public.	Director of Corporate and Community Services	Completed	100%	All of Council's Integrated Planning and Reporting Framework documents are available on Council's website.	All of Council's Integrated Planning and Reporting Framework documents are available on Council's website.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

STC 1.2.2: Provide quarterly updates to the community on progress against the Delivery Program and Annual Operational Plan objectives and actions, and report on Council's achievements.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.2.2.5	Provide bi-annual updates to the community on its progress against the Delivery Program and annual Operational Plan objectives and actions, as well as report on Council's achievements.	Director of Corporate and Community Services	Completed	100%	This action has been changed from quarterly to bi-annual. During June 2022, staff are updating the commentary on their actions for a report to be prepared for Council in August 2022.	This action has been changed from quarterly to bi-annual. A report was presented to Council in February 2022 for the first six months of the year. During June 2022, staff are updating the commentary on their actions for the second half of the year as well as an annual comment. A report with the later information is being prepared for Council in August 2022.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**STC 1.3: Further develop social media as a key messaging platform, supported by Council's website.**

STC 1.3.1: Focus increasingly on using social media as a communication tool with the community for Council announcements.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.3.1.5	Focus on using Council's Facebook site as a communication tool to update the community.	Media and Communications Officer	Completed	100%			Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**STC 1.4: Provide greater transparency around rates, revenue and expenditure including detail on where the funds are spent (urban, village and rural).**

STC 1.4.1: Mail an information pamphlet to residents as part of the annual Operational Plan development process.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.4.1.5	Mail an information pamphlet to residents as part of the annual Operational Plan process, communicating points of interest from the Operational Plan and Budget for the 2022/2023 Financial Year.	Chief Financial Officer	Completed	100%	Pamphlet was prepared and distributed May/June 2022.	Pamphlet was prepared and distributed May/June 2022.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

**STC 1.7: Strive for excellence in all customer service areas.**

STC 1.7.2: Upgrade ICT systems and associated procedures to streamline and further improve internal and external customer service, in accordance with actions set out in Council's ICT Strategic Plan.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.7.2.31	Maintain an ICT helpdesk support service that is responsive to Council's and employees' needs.	Manager of Administration and Human Resources	Completed	100%	Council continues to receive excellent service from its external ICT helpdesk provider, with no significant issues or complaints highlighted.	Council continues to receive excellent service from its external ICT helpdesk provider, with no significant issues or complaints highlighted.	Anna Watt
STC 1.7.2.32	Upgrade / replace all desktop computers, mobile ICT devices and associated equipment in accordance with identified needs.	Manager of Administration and Human Resources	Completed	100%	All desktop computers, mobile ICT devices and associated equipment were replaced at the required intervals throughout the year.	All desktop computers, mobile ICT devices and associated equipment were replaced at the required intervals throughout the year.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.7.2.33	Engage an independent consultant to conduct penetration / phishing attack testing of Council's internal IT network to identify security vulnerabilities. (ICT Strategic Plan / Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	CTRL Cyber Security completed website penetration testing and phishing / vishing testing in June 2022. The results of the testing will be available in July.	CTRL Cyber Security completed website penetration testing and phishing / vishing testing in June 2022. The results of the testing will be available in July.	Anna Watt
STC 1.7.2.34	Organise and deliver end user security training to all staff who use computers and mobile ICT equipment, as part of Council's annual Corporate Training Plan. (Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	This training was delivered by totalCyber in mid June and was attended by almost 70 staff and Councillors. The program will be ongoing and will resume in 2022/2023.	This training was delivered by totalCyber in mid June and was attended by almost 70 staff and Councillors. The program will be ongoing and will resume in 2022/2023.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.7.2.35	Develop and implement comprehensive approval processes to grant access to ICT systems for staff who are commencing, exiting or changing roles, and equivalent systems to remove users. (Enterprise Risk Management)	Manager of Administration and Human Resources	Progressing	60%	This is already happening to a large degree, with checklists generated and distributed to ensure that new and existing staff have their access to systems granted or removed. Further work needs to be done with employees who are changing roles. Council's new Policy Lite system, scheduled to be finalised soon, will provide a much more structured framework around this.	This is already happening to a large degree, with checklists generated and distributed to ensure that new and existing staff have their access to systems granted or removed. Further work needs to be done with employees who are changing roles. Council's new Policy Lite system, scheduled to be finalised soon, will provide a much more structured framework around this.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.7.2.36	Develop an internal training program based on Council's new Policy Lite system for computer and mobile device users and deliver the training to staff. (Enterprise Risk Management)	Manager of Administration and Human Resources	Progressing	50%	Council has yet to adopt the Policy Lite system, with the final workshop held on 4 March 2022. A few questions remain to be answered before the policy system can be finalised and put to Council for adoption, which has been delayed by the demands on staff time created by the Community Strategic Plan process and the roll out of Open Office. Given the delays, this training will not be held until the new financial year.	Council has yet to adopt the Policy Lite system, with the final workshop held on 4 March 2022. A few questions remain to be answered before the policy system can be finalised and put to Council for adoption, which has been delayed by the demands on staff time created by the Community Strategic Plan process and the roll out of Open Office. Given the delays, this training will not be held until the new financial year.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.7.2.37	Implement Azure Disaster Recovery and cloud backups and / or upgrade Council's main tape backup system with a new tape drive and tapes capable of dealing with current data levels. (ICT Strategic Plan / Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	Azure Disaster Recovery / cloud backup has been fully implemented to protect all of Council's critical data. Although not strictly necessary, a new tape drive has also been purchased and will be installed, adding another layer of protection.	Azure Disaster Recovery / cloud backup has been fully implemented to protect all of Council's critical data. Although not strictly necessary, a new tape drive has also been purchased and will be installed, adding another layer of protection.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 1.7.2.38	Upgrade equipment at the Glen Innes Severn Library / William Gardner Conference Room to include a managed system for both public and secure wi-fi systems and current video conferencing equipment. (ICT Strategic Plan / Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	Three new wi-fi access points have been installed and configured, one (1) in the William Gardner Conference Room, another in the general Library area, and a third in the Library staff area. Both public and secure wi-fi systems have been configured for greater security and to allow them to be remotely managed by Council's network support service. A new conference trolley has been purchased, with an 85" smart TV, audio visual conference bar and dedicated PC.	Three new wi-fi access points have been installed and configured, one (1) in the William Gardner Conference Room, another in the general Library area, and a third in the Library staff area. Both public and secure wi-fi systems have been configured for greater security and to allow them to be remotely managed by Council's network support service. A new conference trolley has been purchased, with an 85" smart TV, audio visual conference bar and dedicated PC.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**STC 2: Ensure ongoing organisational sustainability.****STC 2.1: Continue to be a financially sustainable and independent Council.**

STC 2.1.01: Ensure that the Long Term Financial Plan includes all identified savings and revenue and expenditure increases and identifies a profit before and after capital items.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.1.9	Ensure that the Long Term Financial Plan (LTFP) is annually reviewed and updated to include all identified savings and revenue increases and has an operating profit before and after capital items.	Chief Financial Officer	Completed	100%	The LTFP was prepared and passed by Council in May 2022. No submissions were received during public exhibition. The format will be changed to LG Solutions during the 2022-23 year.	The LTFP was prepared and passed by Council in May 2022. No submissions were received during public exhibition. The format will be changed to LG Solutions during the 2022-23 year.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.1.10	Review the Long Term Financial Plan to include all identified savings and revenue increases and identifies an operating profit before and after capital items for each year.	Chief Financial Officer	Completed	100%	LTFP updated in May/June and passed by council resolution 9/5/2022. There were no public submissions. The LTFP will need to be converted to the LG Solutions software in 2022/23	LTFP updated in May/June and passed by council resolution 9/5/2022. There were no public submissions. The LTFP will need to be converted to the LG Solutions software in 2022/23	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

STC 2.1.03: Pay Debt Guarantee Fees from the Water, Sewer and Quarry Funds to the General Fund in accordance with National Competition Principles and best practise guidelines.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.3.5	Ensure maximum allowable water and sewer dividends are transferred to the General Fund and that the Integrated Water Cycle Management Plan (IWCM) and Best Practice Requirements are completed.	Chief Financial Officer	Not Progressing	0%	CFO needs to have further discussions with DIS on this matter during the Financial Statement preparations.	CFO needs to have further discussions with DIS on this matter during the Financial Statement preparations.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

STC 2.1.04: Ensure that fees and charges are set based on cost recovery where allowable and reasonably affordable.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.4.5	Review fees and charges annually as part of the Operational Plan and Budget process to ensure that they are set based on cost recovery where allowable and reasonably affordable.	Chief Financial Officer	Completed	100%	Fees and Charges have been adopted for the 2022/23 year. Planning department need to put some late changes to Council at the July meeting. These will need to go on Public Exhibition before adoption.	Fees and Charges have been adopted for the 2022/23 year. Planning department need to put some late changes to Council at the July meeting. These will need to go on Public Exhibition before adoption.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

STC 2.1.05: Budget for ongoing capital expenditure over and above the required amount to continue addressing the infrastructure backlog.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.5.5	Ensure that the amount budgeted each year for capital expenditure is such that it addresses the Infrastructure backlog.	Chief Financial Officer	Completed	100%	Annual Asset renewal expenditure has been impacted by multiple flood events. Borrowings have been included as part of the LTFP to help address infrastructure backlog.	Annual Asset renewal expenditure has been impacted by multiple flood events. Borrowings have been included as part of the LTFP to help address infrastructure backlog.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

STC 2.1.06: Use the Local Infrastructure Renewal Scheme funding of \$5million to address the entire bridge infrastructure backlog and \$1million in road infrastructure backlog.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.6.4	Complete identified bridge capital works in accordance with the funding guidelines for the Local Infrastructure Renewals Scheme (LIRS).	Director of Infrastructure Services	Completed	100%			Dennis McIntyre

STC 2.1.07: Review the existing financial accounting software and investigate potential alternative software solutions to ensure that the finance system meets requirements in respect of organisational reporting and asset management.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.7.4	Start the implementation of Council's new integrated computer management system.	Director of Corporate and Community Services	Completed	100%	Council is moving to the Open Office software platform.	Council is moving to the Open Office software platform.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

STC 2.1.10: Strengthen working relationships and cooperation with neighbouring councils by understanding opportunities associated with the proposed New England Joint Organisation (NEJO) in terms of (1) Regional Strategic Planning and Priority Setting, (2) Intergovernmental Collaboration, and (3) Regional Leadership, and potentially (4) Strategic Capacity Building, (5) Shared Service Delivery and (6) Other Functions.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.10.5	Regularly attend meetings of and participate in the New England Joint Organisation's functions with the view of identifying opportunities for potential cost savings for Council and better regional collaboration and advocacy.	General Manager	Completed	100%	The General Manager attended NEJO meetings during the quarter.	The General Manager attended NEJO meetings throughout the year.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

STC 2.1.11: Strengthen working relationships and cooperation with neighbouring councils by maintaining and nurturing relationships with State and Federal Government agencies, NEGOC/NEJO member councils, and Northern Inland Regional Development Australia (RDANI).

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.11.5	Attend meetings of and participate in the activities of the New England Joint Organisation on a regular basis; through which contact with Government Agencies and Regional Development Australia within the regional context will be maintained.	General Manager	Completed	100%	The General Manager attended NEJO meetings in the quarter.	The General Manager attended NEJO meetings throughout the year.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

STC 2.1.12: Be a leading NSW Council with regard to procurement strategies and processes.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.12.5	Ensure that Council and the Procurement Committee are well informed of Local Government Procurement (LGP) initiatives and maintain close relationships with Local Government Procurement staff.	Chief Financial Officer	Completed	100%	Procurement statistics were reported monthly to the Management Executive Team (MANEX).	Procurement statistics were reported monthly to the Management Executive Team (MANEX).	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

## STC 2.1.13: Implement Council's Enterprise Risk Management System.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.13.5	Provide ongoing training and support to staff in the use of the Pulse Enterprise Risk Management system to promote the effective use of the system.	Manager of Governance, Risk and Corporate Planning	Completed	100%	Support was provided to the Governance, Risk and Corporate Planning Officer (GRCPO) during the quarter.	Throughout the year various one on one and small team workshops were held to assist in the ongoing training of ERM.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.13.6	Provide a Risk Management training and workshop day focusing on risk identification, assessment, causes, consequences, mitigation and controls and understanding the Risk Matrix. (GHCAP2 - 2.1 Risk Management)	Manager of Governance, Risk and Corporate Planning	Progressing	10%	This action has been deferred. A Governance, Risk and Corporate Planning Officer (GRCPO) was employed and has been engaged in a project to review ERM and Council's enterprise risk maturity rating and then determine a strategy and action plan to improve Council's risk maturity rating based on realistic objectives. This will likely involve a complete overhaul of ERM and multiple workshops will be required.	This action has been deferred. A Governance, Risk and Corporate Planning Officer (GRCPO) was employed and has been engaged in a project to review ERM and Council's enterprise risk maturity rating and then determine a strategy and action plan to improve Council's risk maturity rating based on realistic objectives. This will likely involve a complete overhaul of ERM and multiple workshops will be required. With the Manager of Governance, Risk and Corporate Planning (MGRCP) now in the Interim General Manager role, and the GRCPO acting in the MGRCP role a timeline for completion of this new project is yet to be determined.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

STC 2.1.15: Pursue the strategic and operational actions within the Work Health and Safety Plan to further improve Council's WHS standards and ensure a safe and productive work environment.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.15.22	Commission a three (3) year legal compliance and WHS management review by external WHS legal experts to assess compliance of the Glen Innes Severn Council WHS management system against WHS laws and best practice (including a review of the Due Diligence Framework). Distribute the report to Officers as soon as practicable after completion. (WHS Management Plan)	Manager of Administration and Human Resources	Completed	100%	Audit completed by StateCover during June 2022. The report will be available in August or September 2022.	Audit completed by StateCover during June 2022. The report will be available in August or September 2022.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.15.23	Review Council's Emergency Preparedness Plan(s) in accordance with AS 3745 "Planning for Emergencies in Facilities", identifying all potential emergency situations throughout Council and specifying procedures, equipment, training and other relevant information. (WHS Management Plan)	Manager of Administration and Human Resources	Progressing	70%	This project is taking longer to complete than expected and is dependent on the external consultant completing the preparation of emergency plans for the works depot. Despite delays at this site, the plans for all other sites are also due for review and work hasn't commenced on these at this stage. Council does, however, have existing plans in place at other permanent worksites.	This project is taking longer to complete than expected and is dependent on the external consultant completing the preparation of emergency plans for the works depot. Despite delays at this site, the plans for all other sites are also due for review and work hasn't commenced on these at this stage. Council does, however, have existing plans in place at other permanent worksites.	Anna Watt
STC 2.1.15.24	Review the Personal Protective Equipment (PPE) Policy and Procedures to ensure that PPE is suitable for the nature of the work and associated hazards, fits well and is comfortable, is maintained, repaired and replaced to keep it in good condition, and is worn and used when necessary.	Manager of Administration and Human Resources	Completed	100%	The Personal Protective Equipment (PPE) Policy and Procedures were updated and adopted by Council in November 2021.	The Personal Protective Equipment (PPE) Policy and Procedures were updated and adopted by Council in November 2021.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.15.25	Improve job and work task design for all high risk workers in Council's mature age workforce category (50+), through sound ergonomic management and the elimination or mitigation of poor work practices that lead to injury. (Mature Age Workforce Program / WHS Management Plan)	Manager of Administration and Human Resources	Completed	100%	The contractor Recovre was engaged to complete this work in June. It will include plant ergonomics, task assessments (including seating), Job Demand Analyses, and exercises. The initial focus will be on outdoor staff, with up to 30 staff in the mature age bracket. SafeWork NSW will also assist Council to implement the PErforM program as an ongoing program for hazardous manual tasks.	The contractor Recovre was engaged to complete this work in June. It will include plant ergonomics, task assessments (including seating), Job Demand Analyses, and exercises. The initial focus will be on outdoor staff, with up to 30 staff in the mature age bracket. SafeWork NSW will also assist Council to implement the PErforM program as an ongoing program for hazardous manual tasks.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

STC 2.1.16: Pursue the strategic and operational actions within the Records Strategic / Operational Plan to further improve Council's record keeping procedures and achieve compliance with required standards.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.16.14	Provide an effective records management service, including the effective management of electronic and hard copy records and the provision of timely and knowledgeable service to customers. (Records Strategic / Operational Plan)	Manager of Administration and Human Resources	Completed	100%	The records management service continues to be delivered effectively, with monthly reports now going to MANEX to highlight achievements or areas for closer scrutiny.	The records management service continues to be delivered effectively, with monthly reports now going to MANEX to highlight achievements or areas for closer scrutiny.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.16.15	Develop and implement a formal program to monitor / audit record keeping compliance, addressing shortfalls identified in Council's Final Internal Audit Report: Information Security - Records Management Process (ECM). (Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	Auditing of record keeping is happening on an ongoing basis and the results are being reported to MANEX monthly. This process is highlighting any deficiencies or exceptions, which are being addressed through follow up by the Records Supervisor and ongoing targeted training.	Auditing of record keeping is happening on an ongoing basis and the results are being reported to MANEX monthly. This process is highlighting any deficiencies or exceptions, which are being addressed through follow up by the Records Supervisor and ongoing targeted training.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.16.16	Develop and deliver an ongoing program of record keeping training and staff awareness and education initiatives, which will aim to address shortfalls identified in Council's Final Internal Audit Report: Information Security - Records Management Process (ECM). (Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	All new employees currently receive copies of Council's 'ECM Hints and Tips' manual and the 'Records Management Policy'. They also receive face-to-face training in records management principles and ECM use. Training for existing staff is also provided on an ad hoc or as needed basis. This training is updated as required to keep it current.	All new employees currently receive copies of Council's 'ECM Hints and Tips' manual and the 'Records Management Policy'. They also receive face-to-face training in records management principles and ECM use. Training for existing staff is also provided on an ad hoc or as needed basis. This training is updated as required to keep it current.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.1.16.17	Develop a comprehensive operational training manual for all records management tasks including the administration of ECM. (Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	An 'ECM Hints and Tips' manual has been developed and is issued to staff, which covers standard ECM user requirements. An administrator's manual has also been completed and distributed to relevant staff.	An 'ECM Hints and Tips' manual has been developed and is issued to staff, which covers standard ECM user requirements. An administrator's manual has also been completed and distributed to relevant staff.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**STC 2.2: Pursue the attraction of external grants (in addition to FAGs, R2R or block grant funding) in order to improve services, infrastructure and initiatives otherwise not attainable.**

STC 2.2.1: Seek funding opportunities to assist in offsetting annual Operational Plan expenditure.

Grant funding awarded include:

2017-2018 - 12 grants approved to the value of \$1,051,535

2018-2019 - 29 grants approved to the value of \$11,005,216

2019-2020 - 11 grants approved to the value of \$4,504,252

2020-2021 - 20 grants approved to the value of \$25,495,688

2021-2022 - 0 grants approved to date (21.10.2021)

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 2.2.1.5	Council's Grants officer seeks funding opportunities to assist in offsetting annual Operational Plan expenditure.	Manager of Economic Development	Progressing	75%	Overall, across all Council departments the 2021/2022 Financial Year has been a busy and successful period for grants and funding activity. Twenty-one (21) grant applications that were submitted by Council were approved for a total of \$14,181,465 Ex GST. Council is currently awaiting decision on a further two (2) applications to the value of \$3,285,298 Ex GST. Council was unsuccessful with three (3) grant applications for a total of \$1,011,369 Ex GST potential funding.	Across all Council departments the 2021/2022 Financial Year has been a busy and successful period for grants and funding activity. Twenty-one (21) grant applications that were submitted by Council were approved for a total of \$14,181,465 Ex GST. Council is currently awaiting decision on a further two (2) applications to the value of \$3,285,298 Ex GST. Council was unsuccessful with three (3) grant applications for a total of \$1,011,369 Ex GST potential funding.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**STC 3 : Attract, retain and value a highly skilled and committed workforce.**

**STC 3.1:** Engage and empower staff to develop ownership and responsibility for outcomes with a 'can do' attitude.

STC 3.1.1: Undertake two (2) "all of staff" meetings annually where information from Manex members can be relayed to the full staff complement.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.1.5	Undertake two (2) "all of staff" meetings during the year, where information from Manex members is relayed to the full staff complement.	Director of Corporate and Community Services	Completed	100%	An all of staff meeting was held on Wednesday, 1 June 2022.	Three all of staff meetings was held during the year, in November, March and June.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

STC 3.1.2: Distribute six (6) bi-monthly staff newsletters each year with topical information about current projects and new/departing staff members.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.2.5	Distribute six (6) informative bi-monthly staff newsletters each with topical information about current / upcoming projects and new or departing staff members.	Manager of Administration and Human Resources	Progressing	85%	Five newsletters were produced and distributed to staff throughout the year. Due to unexpected staff shortages in the first half of the year, one newsletter was missed.	Five newsletters were produced and distributed to staff throughout the year. Due to unexpected staff shortages in the first half of the year, one newsletter was missed.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

STC 3.1.3: Pursue the strategic and operational actions within the Workforce Plan to further establish Council as an employer of choice.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.35	Implement and review the approved staff well-being program (efficiency, effectiveness and appropriateness), ensuring that the program is informed by critical WHS, workers compensation, injury management and well-being issues and focused on education and awareness. (Workforce Plan)	Manager of Administration and Human Resources	Completed	100%	The staff well-being program has been carried over from 2020/2021 and is continuing to be rolled out; however, action on this item has slowed due to staff shortages in the HR team. It will be picked up again in 2022/2023 now that vacancies within the team have been filled.	The staff well-being program has been carried over from 2020/2021 and is continuing to be rolled out; however, action on this item has slowed due to staff shortages in the HR team. It will be picked up again in 2022/2023 now that vacancies within the team have been filled.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.36	Review recruitment and induction / onboarding procedures to ensure that they are culturally appropriate and meet the targets and actions set out in Council's Aboriginal Employment Strategy. (Aboriginal Employment Strategy)	Manager of Administration and Human Resources	Complete	100%	This action is no longer required, due to Council rescinding the Aboriginal Employment Strategy; however, Council will continue to review its induction and onboarding processes to ensure that they meet the needs of all new staff.	This action is no longer required, due to Council rescinding the Aboriginal Employment Strategy; however, Council will continue to review its induction and onboarding processes to ensure that they meet the needs of all new staff.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.37	Provide information sessions on the Aboriginal Employment Strategy and cross cultural awareness training for all sections of Council. (Aboriginal Employment Strategy)	Manager of Administration and Human Resources	Complete	100%	This action is no longer relevant, due to Council rescinding the Aboriginal Employment Strategy; however, Council will continue to deliver cultural awareness training in future years.	This action is no longer relevant, due to Council rescinding the Aboriginal Employment Strategy; however, Council will continue to deliver cultural awareness training in future years.	Anna Watt
STC 3.1.3.38	Review Council's procedures for conducting probationary performance reviews to ensure that the process is consistent, timely and effective. (Enterprise Risk Management / Workforce Plan)	Manager of Administration and Human Resources	Completed	100%	Processes have been put in place to ensure that reviewers are reminded when reviews fall due. The review form itself has been reviewed and is now delivered in an electronic format, making it easier for reviewers to complete and submit. This process will be subject to continued refinement.	Processes have been put in place to ensure that reviewers are reminded when reviews fall due. The review form itself has been reviewed and is now delivered in an electronic format, making it easier for reviewers to complete and submit. This process will be subject to continued refinement.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.39	Provide training in bullying / harassment prevention, dealing with grievances and implementing EEO for supervisors and all staff. (EEO Management Plan / Enterprise Risk Management)	Manager of Administration and Human Resources	Completed	100%	Due to competing work demands, this training will not be rolled out in the current year. Instead, it has been included as part of Council's 2022-2023 training plan.	Due to competing work demands, this training will not be rolled out in the current year. Instead, it has been included as part of Council's 2022-2023 training plan.	Anna Watt
STC 3.1.3.40	Develop training plans and registers for each individual directorate and integrate the information into the Pulse Human Capital Management Learning Module. (Workforce Plan)	Manager of Administration and Human Resources	Completed	100%	A detailed Training Plan for 2022-2023 has been developed and adopted by Council in conjunction with the Annual Operational Plan and Budget, which identifies training by Directorate. This information will be loaded into Pulse HCM if required.	A detailed Training Plan for 2022-2023 has been developed and adopted by Council in conjunction with the Annual Operational Plan and Budget, which identifies training by Directorate. This information will be loaded into Pulse HCM if required.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.41	Provide ongoing training in leadership / management and review the eligibility criteria to ensure that EEO target groups have equal access to such training and are assisted to participate. (Workforce Plan / EEO Management Plan / Aboriginal Employment Strategy)	Manager of Administration and Human Resources	Completed	100%	The first group of participants in Council's leadership program have progressed satisfactorily; however, there is no specific budget item for this training to continue in 2021-2022 or 2022-2023. Therefore this program will not be completed this year.	The first group of participants in Council's leadership program have progressed satisfactorily; however, there is no specific budget item for this training to continue in 2021-2022 or 2022-2023. Therefore this program will not be completed this year.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.42	Review Council's Grievance Resolution Policy and Grievance Resolution Procedures to ensure that they provide an effective mechanism for addressing internal workforce grievances. (EEO Management Plan)	Manager of Administration and Human Resources	Completed	100%	Due to unexpected work interruptions in the final weeks of the year, the review of the Grievance Resolution Policy and Grievance Resolution Procedures has been delayed and will be completed in 2022/2023.	Due to unexpected work interruptions in the final weeks of the year, the review of the Grievance Resolution Policy and Grievance Resolution Procedures has been delayed and will be completed in 2022/2023.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.43	Review Council's Equal Employment Opportunity plans, policies and programs to ensure that they meet legislative requirements and are effective in facilitating EEO across Council's operations. (Workforce Plan / EEO Management Plan)	Manager of Administration and Human Resources	Completed	100%	Due to unexpected work interruptions in the final weeks of the year, the review of the Equal Employment Opportunity Management Plan has been delayed and will be completed in 2022/2023.	Due to unexpected work interruptions in the final weeks of the year, the review of the Equal Employment Opportunity Management Plan has been delayed and will be completed in 2022/2023.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.44	Conduct a survey within the mature age workforce target group to determine how many employees intend to retire over the next one to five years, five to 10 years, etc., and what occupations will be most affected by reported retirement intentions. (Mature Age Workforce Program)	Manager of Administration and Human Resources	Progressing	50%	The survey has been conducted; however, the results are yet to be analysed and actioned. This action will be carried over to 2022/2023 and completed then.	The survey has been conducted; however, the results are yet to be analysed and actioned. This action will be carried over to 2022/2023 and completed then.	Anna Watt



## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.45	Establish a Re-Entry Employment Policy and Register to cater for former employees who are interested in future temporary, casual or contracted employment opportunities, open to interested former employees of all ages and particularly targeting skilled retirees. (Mature Age Workforce Program)	Manager of Administration and Human Resources	Progressing	30%	A survey of the mature age workforce has been conducted to determine requirements; however, work has yet to commence on the Policy and Register. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over to 2022-2023 due to competing work priorities.	A survey of the mature age workforce has been conducted to determine requirements; however, work has yet to commence on the Policy and Register. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over to 2022-2023 due to competing work priorities.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.1.3.46	Develop a Voluntary Reduced Job Level Policy and Procedures for retirees, providing options to voluntarily work in a job at a lower level as a flexible retirement option. (Mature Age Workforce Program)	Manager of Administration and Human Resources	Progressing	30%	A survey of the mature age workforce has been conducted to determine potential requirements; however, work has yet to commence on the Policy and Procedures. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over into 2022-2023 due to competing work priorities.	A survey of the mature age workforce has been conducted to determine potential requirements; however, work has yet to commence on the Policy and Procedures. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over into 2022-2023 due to competing work priorities.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

**STC 3.2: Instill with staff the culture to deliver quality work the first time; for things to be done once and done right – acknowledging the impact of budgetary constraints on this policy direction.**

STC 3.2.2: Introduce regular Quality Audits across community services to ensure compliance with all standards in order to meet funding and support requirements.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.2.2.5	Encourage Life Choices - Support Services (LC-SS) staff to reference and remain compliant with the LC-SS Procedure Manual within their daily duties. With regular audits completed monthly to ensure compliance.	Manager of Community Services	Completed	100%	The procedure manual has been reviewed following the November 2021 International Standards Audit. Recommendations from the auditor and other relevant changes will be included in a revised copy of the manual which is currently under preparation.	LC-SS staff reference the Procedure manual as a matter of course within their daily duties. The LC-SS Administration and Quality Officer has prepared a Quality Policy for LC-SS which will complement the Procedure Manual and provide additional guidance for staff.	Anna Watt

## Annual Review of the 2020/2021 Operational Plan

STC 3.2.3: Improve the quality and quantity of work completed by the Directorate of Infrastructure Services teams by holding them accountable.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 3.2.3.6	Improve the quality and quantity of work being completed by the Infrastructure Services department by holding work teams accountable for their actions.	Director of Infrastructure Services	Completed	100%	Staff performance is monitored through regular review by supervisors. Customer feedback is regularly received and reviewed.	Staff performance is monitored through regular review by supervisors. Customer feedback is regularly received and reviewed.	Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

**STC 5: Optimise the use of Council's main administrative buildings.****STC 5.1: Explore options relating to the potential consolidation of the administration offices and the redevelopment of the Town Hall.**

STC 5.1.1: Investigate the upgrade and refurbishment of the Town Hall, maximising the existing office space and the potential of co-locating the Church Street Office to the Town Hall Office.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 5.1.1.5	Construction has commenced on the preferred option to co-locate staff from the Church Street, Life Choices and Town Hall offices by 30 June 2022.	Director Development, Planning and Regulatory Services	Not Progressing	0%	A Councillor Workshop was held on 16 September 2021 to present an option for Council offices in the Mackenzie building. Councillors were not supportive of this proposal so this action is unable to progress until such time as Council decides on a co-location option. Awaiting further information about NSW State Government 358 Grey Street, Glen Innes is available as an option.		Dennis McIntyre

## Annual Review of the 2020/2021 Operational Plan

STC 5.1.4: Undertake an investigation on the potential to refurbish the Town Hall so as to create greater community use and accessibility, in conjunction with the co-location of offices.

Action Code	Action Name	Responsible Officer Position	Status	Progress	Comments	Annual Comment	Authorising Officer
STC 5.1.4.2	1. Establish a community based working group by the 30 September 2021 to develop a long term plan for the future use and refurbishment of the Town Hall. 2. The Working Group provides Council a long term plan for the future use of the Town Hall for Council's consideration by 30 March 2022.	Director Development, Planning and Regulatory Services	Not Progressing	0%	Expression of interest for the Working Group were called on two (2) occasions with only three (3) community representatives expressing an interest in participating. Council minutes 28.10/21 resolved to wait for Council staff to develop a list of options for the Co-location. Awaiting further information about NSW State Government 358 Grey Street, Glen Innes is available as an option.		Dennis McIntyre



Annual Review 2021/2022 Operational Plan - Not yet complete actions							
Code	Action	Responsible Officer	Authorising Officer	Progress	Status	Comment	Annual Comment
STC 5.1.4.2	1. Establish a community based working group by the 30 September 2021 to develop a long term plan for the future use and refurbishment of the Town Hall. 2. The Working Group provides Council a long term plan for the future use of the Town Hall for Council's consideration by 30 March 2022.	Kane Duke	Dennis McIntyre	0	Not Progressing	Expression of interest for the Working Group were called on two (2) occasions with only three (3) community representatives expressing an interest in participating. Council minutes 28.10/21 resolved to await for Council staff to develop a list of options for the Co-location. Awaiting further information about NSW State Government 358 Grey Street, Glen Innes is available as an option.	
EH 6.1.2.11	Complete the implementation of the 2021/2022 Beautification Program as adopted by the Emmaville Beautification Committee.	Graham Archibald	Kane Duke	0	Not Progressing	No committee has been organised at Emmaville to oversee the organisation of the beautification projects at Emmaville for 2021-2022. The monies from this year were reassigned to the Glen Innes and District Sports Council.	No committee has been organised at Emmaville to oversee the organisation of the beautification projects at Emmaville for 2021-2022. This committee will be done in the upcoming 2022-2023 as monies has been allowed in the new operational Plan for Emmaville Beautification. The monies from this year were reassigned to the Glen Innes and District Sports Council.
STC 5.1.1.5	Construction has commenced on the preferred option to co-locate staff from the Church Street, Life Choices and Town Hall offices by 30 June 2022.	Kane Duke	Dennis McIntyre	0	Not Progressing	A Councillor Workshop was held on 16 September 2021 to present an option for Council offices in the Mackenzie building. Councillors were not supportive of this proposal so this action is unable to progress until such time as Council decides on a co-location option. Awaiting further information about NSW State Government 358 Grey Street, Glen Innes is available as an option.	
STC 2.1.3.5	Ensure maximum allowable water and sewer dividends are transferred to the General Fund and that the Integrated Water Cycle Management Plan (IWCMP) and Best Practice Requirements are completed.	Ann Newsome	Anna Watt	0	Not Progressing	CFO needs to have further discussions with DIS on this matter during the Financial Statement preparations.	CFO needs to have further discussions with DIS on this matter during the Financial Statement preparations.
CS 6.1.4.2	Provide a dedicated Christmas tree in RSL Park, Emmaville.	Graham Archibald	Kane Duke	5	Progressing	This is one of the agenda items once a committee is formed at Emmaville for the Beautification Projects. Plans are to try to use an existing tree, or the possible purchase of a purpose removal Christmas tree.	This is one of the agenda items once a committee is formed at Emmaville for the Beautification Projects. Plans are to try to use an existing tree, or the possible purchase of a purpose removal Christmas tree.

Annual Review 2021/2022 Operational Plan - Not yet complete actions							
Code	Action	Responsible Officer	Authorising Officer	Progress	Status	Comment	Annual Comment
STC 2.1.13.6	Provide a Risk Management training and workshop day focusing on risk identification, assessment, causes, consequences, mitigation and controls and understanding the Risk Matrix. (GHCAP2 - 2.1 Risk Management)	Dennis McIntyre	Anna Watt	10	Progressing	This action has been deferred. A Governance, Risk and Corporate Planning Officer (GRCP) was employed and has been engaged in a project to review ERM and Council's enterprise risk maturity rating and then determine a strategy and action plan to improve Council's risk maturity rating based on realistic objectives. This will likely involve a complete overhaul of ERM and multiple workshops will be required.	This action has been deferred. A Governance, Risk and Corporate Planning Officer (GRCP) was employed and has been engaged in a project to review ERM and Council's enterprise risk maturity rating and then determine a strategy and action plan to improve Council's risk maturity rating based on realistic objectives. This will likely involve a complete overhaul of ERM and multiple workshops will be required. With the Manager of Governance, Risk and Corporate Planning (MGRCP) now in the Interim General Manager role, and the GRCP acting in the MGRCP role a timeline for completion of this new project is yet to be determined.
CS 3.5.3.5	Work collaboratively with local organisations including Glen Innes Family and Youth Support and Hunter New England Health to develop, promote and present two (2) parenting programs annually.	Anthony Williams	Anna Watt	25	Progressing	Staffing at Council and various partnered agencies has affected the delivery of this action. The planned delivery of one (1) parenting class during the final quarter of the year from the Children, Youth and Family Services team failed to eventuate due to additional internal staff shortages and availability of presenters.	Staffing at Council and various partnered agencies has prevented the delivery of this action.
STC 3.1.3.46	Develop a Voluntary Reduced Job Level Policy and Procedures for retirees, providing options to voluntarily work in a job at a lower level as a flexible retirement option. (Mature Age Workforce Program)	Peter Sayers	Anna Watt	30	Progressing	A survey of the mature age workforce has been conducted to determine potential requirements; however, work has yet to commence on the Policy and Procedures. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over into 2022-2023 due to competing work priorities.	A survey of the mature age workforce has been conducted to determine potential requirements; however, work has yet to commence on the Policy and Procedures. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over into 2022-2023 due to competing work priorities.
STC 3.1.3.45	Establish a Re-Entry Employment Policy and Register to cater for former employees who are interested in future temporary, casual or contracted employment opportunities, open to interested former employees of all ages and particularly targeting skilled retirees. (Mature Age Workforce Program)	Peter Sayers	Anna Watt	30	Progressing	A survey of the mature age workforce has been conducted to determine requirements; however, work has yet to commence on the Policy and Register. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over to 2022-2023 due to competing work priorities.	A survey of the mature age workforce has been conducted to determine requirements; however, work has yet to commence on the Policy and Register. The intention was to have this action completed by 30 June 2022; however, it will need to be carried over to 2022-2023 due to competing work priorities.
IM 1.3.4.6	Manage Water Function according to adopted service levels.	Samuel Price	Keith Appleby	40	Progressing	The on site visit by consultants developing the Integrated Water Cycle Management Plan has been completed with the majority of the data collection now obtained. The initial draft report is now being prepared for the first stage of this project which is planned over two years.	This project is a 2 year project. Initial delays for data collection were caused with the COVID restrictions, but this has now been completed. The contractor is preparing the first stage report for council to review and will continue progressing the project.

Annual Review 2021/2022 Operational Plan - Not yet complete actions							
Code	Action	Responsible Officer	Authorising Officer	Progress	Status	Comment	Annual Comment
ED 4.1.3.9	Organise and implement the re-sealing and heavy patch program for Council's sealed road assets.	Jacob Davis	Keith Appleby	40	Progressing	Heavy patching and resealing were completed on Waterloo, Emmaville, Red Range and Ranger's Valley Roads. The heavy patch team has been diverted to flood recovery works.	Heavy patching and resealing were completed on Waterloo, Emmaville, Red Range and Ranger's Valley Roads. The heavy patch team has been diverted to flood recovery works.
IM 3.2.6.5	Complete all works identified in the asset management plan for bridges in the 2021/22 financial year.	Jacob Davis	Keith Appleby	50	Progressing	Some bridge projects are behind schedule due to supply issues including Mount Mitchell Road - Mann River Bridge and Mount Mitchell Road - Yarrow Creek Bridge. Rockadooie Bridge is complete, Shannon Vale over Mann is underway with an expected completion pushed out to December 2022.	Some bridge projects were delayed due to supply issues. These included Mount Mitchell Road - Mann River Bridge and Mount Mitchell Road - Yarrow Creek Bridge. Rockadooie Bridge was completed, Shannon Vale over Mann is underway with an expected completion pushed out to December 2022.
STC 3.1.3.44	Conduct a survey within the mature age workforce target group to determine how many employees intend to retire over the next one to five years, five to 10 years, etc., and what occupations will be most affected by reported retirement intentions. (Mature Age Workforce Program)	Peter Sayers	Anna Watt	50	Progressing	The survey has been conducted; however, the results are yet to be analysed and actioned. This action will be carried over to 2022/2023 and completed then.	The survey has been conducted; however, the results are yet to be analysed and actioned. This action will be carried over to 2022/2023 and completed then.
STC 1.7.2.36	Develop an internal training program based on Council's new Policy Lite system for computer and mobile device users and deliver the training to staff. (Enterprise Risk Management)	Peter Sayers	Anna Watt	50	Progressing	Council has yet to adopt the Policy Lite system, with the final workshop held on 4 March 2022. A few questions remain to be answered before the policy system can be finalised and put to Council for adoption, which has been delayed by the demands on staff time created by the Community Strategic Plan process and the roll out of Open Office. Given the delays, this training will not be held until the new financial year.	Council has yet to adopt the Policy Lite system, with the final workshop held on 4 March 2022. A few questions remain to be answered before the policy system can be finalised and put to Council for adoption, which has been delayed by the demands on staff time created by the Community Strategic Plan process and the roll out of Open Office. Given the delays, this training will not be held until the new financial year.
IM 1.3.2.4	Implement and complete all planned Capital Bridge Infrastructure works for the 2021/2022 financial year.	Jacob Davis	Keith Appleby	50	Progressing	A tender for supply of components has been accepted during the fourth quarter. Planning is underway for delivery of four bridges by Council's bridge team, while a local contractor continues to construct the Shannon Vale Rd bridge over the Mann River.	A small bridge on Rockadooie Creek was installed by Council's bridge team. Planning is underway for delivery of four major bridges by Council's bridge team, while a local contractor continues to construct the Shannon Vale Rd bridge over the Mann River. The bridge over the Mann River on Old Grafton Rd was opened to traffic in November 2021.

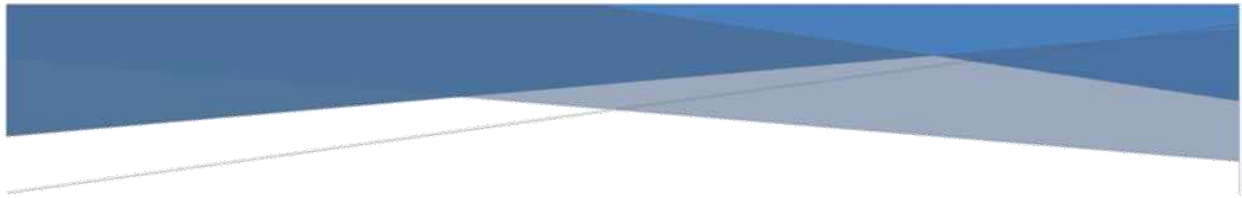
Annual Review 2021/2022 Operational Plan - Not yet complete actions							
Code	Action	Responsible Officer	Authorising Officer	Progress	Status	Comment	Annual Comment
CS 3.7.1.10	Maintain Council's mobility brochure so that it includes only current information related to venue accessibility with the LGA.	Anthony Williams	Anna Watt	50	Progressing	The brochure has not been updated this reporting period. The community access committee have a role in providing information for the updating of the brochure. The annual 'abilities' walk by the committee which identifies and provides information has been cancelled the past two (2) years due to COVID-19. The committee have planned an all ability walk for July 2022. The results of the walk and the newly created Disability Inclusion Action Plan (DIAP) will assist in updating the brochure.	The brochure has not been updated this reporting period. The community access committee have a role in providing information for the updating of the brochure. The annual 'abilities' walk by the committee which identifies and provides information has been cancelled the past two (2) years due to COVID-19. The committee have planned an all ability walk for July 2022. The results of the walk and the newly created Disability Inclusion Action Plan (DIAP) will assist in updating the brochure.
ED 4.1.3.10	Organise and implement a rehabilitation program, heavy patching program and reseal program for Council's road infrastructure to maintain and improve the road user's experience.	Jacob Davis	Keith Appleby	50	Progressing	An independent contractor has mapped out roads that need to be resealed, rehabilitated and heavy patched in preparation for the new delivery plan. The heavy patch team has progressed works on Maybole Road, Red Range Road and Rangers Valley Road. Resealing works have been completed on Waterloo Road and Emmaville Road. Rehabilitation works on Furracabad Road rehabilitation have commenced. Flood recovery efforts have delayed a number of capital projects.	An independent contractor has mapped out roads that need to be resealed, rehabilitated and heavy patched in preparation for the new delivery plan. The heavy patch team has progressed works on Maybole Road, Red Range Road and Rangers Valley Road. Resealing works have been completed on Waterloo Road and Emmaville Road. Rehabilitation works on Furracabad Road rehabilitation have commenced. Flood impacts have delayed a number of capital projects.
STC 1.7.2.35	Develop and implement comprehensive approval processes to grant access to ICT systems for staff who are commencing, exiting or changing roles, and equivalent systems to remove users. (Enterprise Risk Management)	Peter Sayers	Anna Watt	60	Progressing	This is already happening to a large degree, with checklists generated and distributed to ensure that new and exiting staff have their access to systems granted or removed. Further work needs to be done with employees who are changing roles. Council's new Policy Lite system, scheduled to be finalised soon, will provide a much more structured framework around this.	This is already happening to a large degree, with checklists generated and distributed to ensure that new and exiting staff have their access to systems granted or removed. Further work needs to be done with employees who are changing roles. Council's new Policy Lite system, scheduled to be finalised soon, will provide a much more structured framework around this.
IM 2.1.2.5	Identify and investigate opportunities for Council to extend its Own Source Revenue when preparing the 2022/2023 Annual Fees and Charges as part of the Annual Operational Plan and Budgeting process.	Ann Newsome	Anna Watt	60	Progressing	This needs to be a continual focus across council. Fees and charges need to be reviewed to ensure that where applicable cost recovery is achieved. Opportunities for own source revenue need to be identified and investigated.	This needs to be a continual focus across council. Fees and charges need to be reviewed to ensure that where applicable cost recovery is achieved. Opportunities for own source revenue need to be identified and investigated.
IM 1.3.1.5	Implement and complete the Capital Works Program for the 2021/2022 financial year.	Jacob Davis	Keith Appleby	60	Progressing	The capital works program is underway however natural disaster events and contractor shortages have delayed progress. All works crews with the exception of the Construction team have been re-tasked to natural disaster recovery during the fourth quarter.	The capital works program is underway however natural disaster events and contractor shortages have delayed progress. New bitumen seals have been created on approximately 60km of previously unsealed roads.



Annual Review 2021/2022 Operational Plan - Not yet complete actions							
Code	Action	Responsible Officer	Authorising Officer	Progress	Status	Comment	Annual Comment
IM 3.1.3.5	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.	Mark Gallagher	Keith Appleby	60	Progressing	See annual comment	Flood damage repair work has seen high demand for drainage rock and scalps material. Production difficulties were experienced with the unexpected loss of our contracted crushing operator in November 2021. Existing stockpiles have not been able to be accessed due to waterlogging resulting in short term supply issues.
STC 2.1.15.23	Review Council's Emergency Preparedness Plan(s) in accordance with AS 3745 "Planning for Emergencies in Facilities", identifying all potential emergency situations throughout Council and specifying procedures, equipment, training and other relevant information. (WHS Management Plan)	Peter Sayers	Anna Watt	70	Progressing	This project is taking longer to complete than expected and is dependent on the external consultant completing the preparation of emergency plans for the works depot. Despite delays at this site, the plans for all other sites are also due for review and work hasn't commenced on these at this stage. Council does, however, have existing plans in place at other permanent worksites.	This project is taking longer to complete than expected and is dependent on the external consultant completing the preparation of emergency plans for the works depot. Despite delays at this site, the plans for all other sites are also due for review and work hasn't commenced on these at this stage. Council does, however, have existing plans in place at other permanent worksites.
STC 2.2.1.5	Council's Grants officer seeks funding opportunities to assist in offsetting annual Operational Plan expenditure.	Margot Davis	Dennis McIntyre	75	Progressing	Overall, across all Council departments the 2021/2022 Financial Year has been a busy and successful period for grants and funding activity. Twenty-one (21) grant applications that were submitted by Council were approved for a total of \$14,181,465 Ex GST. Council is currently awaiting decision on a further two (2) applications to the value of \$3,285,298 Ex GST. Council was unsuccessful with three (3) grant applications for a total of \$1,011,369 Ex GST potential funding.	Across all Council departments the 2021/2022 Financial Year has been a busy and successful period for grants and funding activity. Twenty-one (21) grant applications that were submitted by Council were approved for a total of \$14,181,465 Ex GST. Council is currently awaiting decision on a further two (2) applications to the value of \$3,285,298 Ex GST. Council was unsuccessful with three (3) grant applications for a total of \$1,011,369 Ex GST potential funding.
CS 1.2.3.5	Implement the 2021/2022 Tree Replacement Program.	Graham Archibald	Kane Duke	75	Progressing	Several dead or heavily diseased trees have been removed in Macquarie and Bourke Streets to allow for new plantings in October 2022. The Replacement Pear trees were planted in Meade street from Hunter to the showground creek. The trees for Bourke street between Elizabeth and Church Streets have arrived and are being held over winter for planting in October 2022.	Several dead or heavily diseased trees have been removed in Macquarie and Bourke Streets to allow for new plantings in October 2022. The Replacement Pear trees were planted in Meade street from Hunter to the showground creek. Trees are purchased for Macquarie Street tree planting which will be carried out with the spring planting for 2022 - 2023 due to staff shortages and backlog of works to be addressed.
IM 3.2.1.5	Maintain regular meetings with team leaders to discuss working standards and expectations.	Jacob Davis	Keith Appleby	75	Progressing	Team leader meetings are held monthly. The meeting are a run down on the works schedule and a platform for the teams to voice issues or concerns that they might have.	Team leader meetings are held on a monthly basis. The meeting include a run down on the works schedule and provide a platform for the teams to voice current issues or raise suggestions for improved practices.

Annual Review 2021/2022 Operational Plan - Not yet complete actions							
Code	Action	Responsible Officer	Authorising Officer	Progress	Status	Comment	Annual Comment
CS 8.1.6.5	Review the level of healthy lifestyle programs delivered to the community and ensure they meet current needs.	Anthony Williams	Anna Watt	75	Progressing	Healthy Lifestyle programs remain very much in demand and well attended. The Coordinator Activity and Lifestyle Support is currently preparing a community survey to ascertain demand for Healthy Lifestyle Program delivery from Council's Community Services department.	The community has been fortunate to have privately operated Exercise Physiology commence business and classes during this year. The private classes compliment existing Community Services Healthy Lifestyle classes and provide additional choice for community members. A community survey is planned to review Council operated Healthy Lifestyle Service demand.
CS 2.1.3.3	Undertake a review of the 2010 Glen Innes Land Use Strategy, Glen Innes Severn LEP 2012 and 2014 Development Control Plan by 31 December 2021.	Kathleen Taminiau	Kane Duke	80	Progressing	Budget provided for Local Environmental Plan (housekeeping amendment no. 5) to be completed. Additional staff and or consultants required to complete the revision of the Land Use Strategy currently being undertaken. Once the land use strategy is completed the Development Control Plan can be reviewed.	Local Environmental Plan (housekeeping amendment no. 5) has been completed along with Chapters 1-3 of Land Use Strategy completed. Further funding has been provided for the land use strategy and Development Control Plan review to be undertaken after Affordable Housing strategy and update of the Land use strategy has been completed.
CS 1.2.2.7	Achieve 100% compliance of Council's Silver rated Open Spaces as specified by Council's adopted Open Spaces Hierarchy Policy.	Graham Archibald	Kane Duke	85	Progressing	Staffing challenges and a good growth season limited the silver rated open spaces areas to be fully maintained. Above average wet weather have also effected the ability to maintain some areas of open spaces. Most open space areas have been maintained with the backlog of works currently addressed.	Not all areas in the silver rated open spaces were fully maintained this year due to the extremely wet but good growth season and staff shortages. The staff area was slightly addressed with the commencement of a new staff member in January 2022. Most areas have been maintained with the backlog of works being currently addressed.
STC 3.1.2.5	Distribute six (6) informative bi-monthly staff newsletters each with topical information about current / upcoming projects and new or departing staff members.	Peter Sayers	Anna Watt	85	Progressing	Five newsletters were produced and distributed to staff throughout the year. Due to unexpected staff shortages in the first half of the year, one newsletters was missed.	Five newsletters were produced and distributed to staff throughout the year. Due to unexpected staff shortages in the first half of the year, one newsletters was missed.
IM 1.3.6.5	Manage the acquisition, maintenance and disposal of plant and fleet assets in accordance with Council policies and procedures, and adopted capital and operational budgets.	Winsome Herde	Keith Appleby	90	Progressing	The plant and fleet capital procurement program is near complete. A number of items will not be delivered until approximately September 2022 due to supply issues.	The plant and fleet capital procurement program is near complete. A number of items will not be delivered until approximately September 2022 due to supply issues.
IM 2.1.3.10	Ensure Operating Surpluses are sufficient to address Infrastructure backlog requirements.	Ann Newsome	Anna Watt	95	Progressing	Operating surplus projections monitored as part of QBR - need to complete the updating of the last QBR into Practical.	Operating surplus projections monitored as part of QBR





## **Draft** Service Delivery Policy Statement Register (People Who Are Older)

Item 7.15

Annexure A

## DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		MANAGER OF COMMUNITY SERVICES (MCS)			
REVIEWED BY:		MANEX			
REVIEW DUE DATE:		August 2025			
VERSION NUMBER:		2			
DOCUMENT NUMBER:		NA			
VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
2	24/08/2022	TBC	Update purpose of the policy, applicability, outcomes, roles and responsibilities and definitions under new policy template. Update relevant acts and policies of Council and dates thereof. Reformat policy to a consistent format to aid readability and understanding. Remove/update redundant statements since last review.	Coordinator of Activity and Lifestyle Support (CALS)	Council
1	27/06/2019	13.06/19	NA	Manager of Community Services (MCS)	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:

- Provide an ethical framework to guide delivery of services of excellence that encompass a variety of options and opportunities to support consumers to achieve their goals as they choose.

## APPLICABILITY

This policy applies to:

- Consumers;
- Council Staff;
- Volunteers; and
- Contractors and Consultants.

## OUTCOMES

Glen Innes Severn Council is committed to providing consumer outcomes in which there has been an emphasis on consumer collaboration at all levels of service delivery including planning and evaluation in line with the Aged Care Quality Standards.

## ROLES AND RESPONSIBILITIES

It will be the responsibility of the MCS to induct staff into this Policy when required. Revised versions of the Policy that contain significant changes will be communicated with the relevant staff by the MCS.

## DEFINITIONS

For the purposes of this policy diversity considers those people who identify as belonging to one of the groups listed below to be from a diverse background in line with the Aged Care Diversity Framework:

- Aboriginal and Torres Strait Islander;
- From culturally and linguistically diverse (CALD) backgrounds;
- Living in rural or remote areas;

- Financially or socially disadvantaged;
- Veterans;
- Experiencing homelessness or at risk of becoming homeless;
- Care leavers;
- Parents separated from their children by forced adoption or removal;
- Lesbian, gay, bisexual, transgender and intersex;
- Experiencing mental health problems and mental illness;
- Living with cognitive impairment including dementia; and
- Living with disability.

## POLICY STATEMENT

These policies apply to the programs directly or indirectly provided by Glen Innes Severn Council through ~~Life Choices – Support Services (LC – SS)~~ **Life Choices-Support Services (LC-SS)** for people who are older (over 65 years of age or over 50 years of age for Aboriginal and Torres Strait Islanders).

### Consumer Dignity and Choice (Standard 1)

- **Consumer Outcome:** I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.
- **Organisation Statement:** Glen Innes Severn Council values inclusion and diversity and embraces a culture of respect, dignity and privacy. All consumers are encouraged to exercise choice and maintain independence wherever possible and all staff adhere to the Aged Care Quality Standards and the ~~Life Choices – Support Services LC-SS~~ Code of Ethics which underpins this statement.
- Staff will ~~treat each consumer with dignity and respect. They will:~~
  - Treat each consumer with respect, dignity and courtesy;
  - Respect the rights and individuality of each consumer and their unique family and/or social relationships;
  - Accept without judgment, the way someone is or the way in which they live their life; and
  - Respect each individual's religious and cultural identity provided that it is lawful.
- Staff will provide services and support that are culturally safe. They will:
  - Act in the best interests of the consumer;
  - Encourage each consumer to be comfortable to provide feedback, as they are entitled to do, giving due consideration to their past service experiences;
  - Acknowledge and respect the uniqueness and potential of all individuals;

- Inform each consumer and/or their representative of their right to an advocate of their choice, and opportunities for a professional advocacy service;
- Encourage the participation of individuals ~~from different diversity groups that identify as Aboriginal and Torres Strait Islanders, are from a culturally and linguistically diverse background, have dementia, mental illness, are living in a remote or isolated area, are financially or socially disadvantaged, living with disability, veterans, are homeless or at risk of being homeless and care leavers, parents separated from their children by forced adoption or removal and people who identify as lesbian, gay, bisexual, transgender or intersex,~~ and inform them of other relevant services and give them appropriate assistance to access them;
- Be sensitive to the cultural and linguistic environment of each unique consumer; ~~and~~
- Ask the consumer at intake about their specific cultural and spiritual needs and discuss how best LC-SS can cater for those needs.
- LC-SS staff will support each consumer to exercise choice and independence in the following ways:
  - Staff will empower each consumer to make their own decisions about their care and ensure that such decisions are clearly documented and communicated to all relevant staff to ensure effective implementation of such decisions during service delivery. Staff will:
    - Give each consumer the right to make informed choices about their service delivery; and
    - Encourage each consumer to be responsible for their decisions and actions.
  - LC-SS staff are cognisant of the importance of preserving family relationships, and informal social networks, however, realise that not all people wish to do this. LC-SS staff will consult each consumer at intake and at reviews about their current wishes regarding whether family, friends, carers or others should have any role in their care and document and follow these wishes. Therefore each consumer will be:
    - Encouraged and supported to maintain contact with their families, friends and other networks that are important to them, for example, clubs and hobby groups.
  - Each consumer's decisions and preferences regarding their service delivery will be communicated in:
    - All support plans;
    - All Consumer Support Details; and
    - All care plans.



- Each consumer will be supported to connect with others and maintain relationships of their choice, including to maintain and/or develop intimate consensual relationships if they so choose. Staff will:
    - Assist consumers with transport options to support meetings, outings or more private visits as required and requested;
    - Listen and support a consumer who wishes to discuss their feelings about forming or progressing an intimate relationship with another person; and
    - Appreciate that consumers who are older have a right to sexual expression and to develop and maintain consensual sexual relationships.
  - Glen Innes Severn Council respects the right of every consumer to self-determination, independence and dignity. These rights need to be considered alongside other issues raised by the duty of care. Each consumer is supported to take risks to enable them to live the best life they can. To achieve this:
    - Staff, volunteers and contractors must meet their legal duty of care to consumers, while recognising each consumer's right to make informed choices and take calculated risks;
    - Risk minimisation strategies will be discussed with the consumer then implemented and the consequences of a proposed action will be explained in full to the consumer; and
    - Written consent will be obtained for any activities that still pose a risk following risk assessment and risk minimisation strategy implementation.
  - Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice:
    - Each consumer (and/or their representative) is provided with relevant and timely information to assist them to make informed service choices. They have the right (and LC-SS the responsibility) to be consulted, supported and respected to enable them to make choices that they feel will best suit their situation;
    - Appropriate communication methods will be used and may include written, verbal, sign, symbol or an interpreter for another language including Auslan. Where possible ensure that the consumer is able to exercise their right to choose in the way that they can understand. For example, visual menu choices or photo roster schedules;
    - Consumers and/or their representative should be informed of their right to an advocate of their choice, and opportunities for a professional advocacy service such as the Seniors Rights Service; and
    - Consumers and/or their representative need to be informed of service flexibility, including choice of staff, service delivery times and their right to alter the planned schedule on the day should they prefer to utilise the staff for a different activity or task.
-



- Each consumer's privacy is respected and their personal information kept confidential and secure through:
  - Compliance with the requirements of the *NSW Privacy and Personal Information Protection Act 1998*, the *NSW Health Records and Information Privacy Act 2002* and the *Government Information Public Access Act 2009 (GIPA)*;
  - Consumers will be made aware of circumstances where their personal information is shared and with whom, that it will only be used and stored for the relevant purpose it was collected and for which the consumer's consent was given;
  - All staff, stakeholders and consumers will be made aware of their rights and responsibilities in regard to personal or health information provided to Council;
  - Access to the information held about consumers will be provided without undue delay, unless such access is deemed to be one of the exceptions mentioned in the legislation;
  - A Privacy Statement will be issued and explained to consumers at intake;
  - Security of records will be maintained with password protected access to electronic records and protocols for access outlined, including consumers' freedom to access their personal records (exceptions outlined in Privacy Statement); and
  - Consumers and/or their representative will be informed that they have the right to withdraw that consent.

Evidence Link (to be used for audit purposes).

#### **Ongoing Assessment and Planning with Consumers (Standard 2)**

- **Consumer Outcome:** I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.
- **Organisation Statement:** Glen Innes Severn Council undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. The assessment and planning has a focus on optimising health and wellbeing for the consumer in accordance with their needs, goals and preferences.
- Glen Innes Severn Council demonstrates the following:
  - Assessment and planning, including consideration of risks to the consumer's health and wellbeing, ensures the delivery of safe and effective care and services by:
    - A Support Facilitator will review and action the referral and support plan prepared by the **Rural Assessment (RAS)** team and sent via **My Aged Care (MAC)**;
    - An intake/consent form is prepared with the consumer to receive more detailed information about their needs, health, goals, preferences such as dietary, staff, service times, and enablement/reablement options; and

- A pre-visit **Work Health Safety (WHS)** form is completed prior to visiting the home, and individual WHS assessments (workplace for the environment/home, personal care where applicable and an individual risk assessment, a home maintenance assessment for minor modifications, a gardening/mowing for outdoors and a venue risk assessment for individual or group outings) are completed to identify and minimise any risks to the consumer and/or staff.
- Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning options, if the consumer wishes, in the following ways:
  - Support Facilitators explain advocacy and advance care planning and offer assistance with this documentation should the consumer wish to proceed; **and**
  - Legal representatives are identified and copies of documentation relating to guardianship or power of attorney are requested and filed for reference.
- Assessment and planning:
  - Is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of their care and services. Staff will:
    - Encourage the consumer and/or their representative to call their Support Facilitator whenever their needs change, they want to change their plan or they have any other concerns; **and**
    - Be available for contact according to the consumer's preference, with the frequency ranging from daily to monthly depending on their well-being and need. Reviews are completed on a needs or preference basis, however reviews are completed for all consumers annually as a minimum.
  - **Will demonstrate the** inclusion of other organisations, individuals, providers of other care and services that are involved in the care of the consumer. Staff will include anyone requested or approved by the consumer as is considered necessary for holistic assessment and planning. Representatives may include:
    - The Discharge Planner, a Registered Nurse, Physiotherapist, Speech Therapist, General Practitioner, Occupational Therapist, contractors for home modification work, suppliers of goods and equipment and brokered services; **and**
    - The consumer is central to this process and has the final say in the services and providers they wish to engage with.
- The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided. The Support Facilitator will work with the consumer and/or their representative to:

- Prepare a Support/Care Plan for the consumer identifying realistic, consumer focused, strength-based goals and the services required to achieve them. Copies will be given to the consumer and/or their carer and are documented in the consumer's case notes;
  - A Consumer Service Detail is prepared as required for Direct Support Staff or brokered services and these services are arranged in accordance with the consumer's preferences; and
  - Meetings involving consumers, their representatives or carers, and other agencies will be held when appropriate, to coordinate service delivery.
- Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer:
- Each consumer receives an initial assessment through My Aged Care to identify their needs;
  - Consumers receive regular monitoring as agreed with their Support Facilitator to ensure that services can be changed to reflect altered circumstances;
  - Each consumer has a Support/Care Plan developed in consultation with them and/or their representative if desired, which identifies their specific needs and the goals set to achieve them;
  - In partnership with their Support Facilitator all consumers and/or their representative will actively participate in the development of their individual care plan where their needs and strengths are identified. Each plan is individually tailored to the needs of that consumer and builds on the strengths inherent within the person by developing specific goals;
  - Consumers will be alerted to the inclusion of support facilitation time, or planning time within their individual package; and
  - The service encourages participation of ~~individuals from different diversity groups special needs groups (Aboriginal and Torres Strait Islanders, people from a culturally and linguistically diverse background, people with dementia, people with a mental illness, people living in a remote or isolated area, people who are financially or socially disadvantaged, people with disabilities, veterans, people who are homeless or at risk of being homeless, care leavers, parents separated from their children by forced adoption or removal and people who identify as lesbian, gay, bisexual, transgender or intersex)~~ and ensures the groups are offered appropriate assistance to achieve this participation.

Evidence Link (to be used for audit purposes).

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**Personal Care and Clinical Care (Standard 3)**

- **Consumer outcome:** I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.
- **Organisation statement:** Glen Innes Severn Council delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and wellbeing.
- Glen Innes Severn Council demonstrates the following:
  - Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
    - Is best practice:
      - Glen Innes Severn Council is committed to the delivery of safe and effective personal and clinical care which is developed according to national best practice guidelines.
    - Is tailored to their needs:
      - Each consumer's service delivery will be individually tailored to their personal, clinical, cultural, spiritual and emotional needs following due consultation with them about how they wish this to happen.
    - Optimises their health and wellbeing.
      - Staff work within a framework of wellness and reablement to promote and maximise health and wellbeing options for our consumers:
        - Wellness refers to ongoing actions that encourage and support the person to live as good a life as possible by utilising their strengths, ability, resources and their aspirations for how they wish to live their life; and
        - Reablement refers to a time limited strategy that will address a barrier (often functional) to the person's independence and thus is outlined as a goal with a timeframe and desired outcome.
      - It should be noted that some consumers choose to exercise their choice to live in ways that will not optimise their health and wellbeing and staff can only support them as they request and provide information on alternate ways that they may wish to embrace.
  - Effective management of high impact or high prevalence risks associated with the care of each consumer:
    - Risks associated with each individual consumer will be initially identified at the time of intake and revisited during reviews and or service delivery contacts. Risks include:
      - Hydration and nutrition status;

- Swallowing and choking status;
  - Medication practice, safety and management;
  - Pain management;
  - Pressure injuries;
  - Delirium;
  - Cognitive impairment;
  - Hearing loss;
  - Mobility, balance and history of falls; and
  - Urinary tract infections.
- Following consultation with the consumer and/or their representative with a clear understanding of their wishes; provision of supports responsive to their needs will be put in place in the safest, least restrictive way;
  - Continuous review of consumer choice and preference will be performed during regular service deliveries with a view to accommodating any altered consumer needs on a more regular basis; and
  - Consumers will be engaged regarding alterations to practice, and changes will be communicated both within the organisation and to other care providers as appropriate.
- The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved:
    - All consumers will be invited to complete an Advance Care Directive (formulated by the NSW Ministry of Health) at the time of intake and review;
    - Particular attention will always be afforded to the individual's spiritual and emotional care, their cultural values and the influences of those around them that are important to them;
    - Staff will maintain regular communications with consumers who are nearing the end of their life and consistently review preferences and communicate these both within the organisation and with other care providers as appropriate;
    - To facilitate maximum quality time for the consumer and optimise their time with family, an on-call arrangement can be put in place so that staff attend when it best suits the consumer and their family; and
    - Communication with each consumer and/or their representative will be provided in the language, mode of communication and terms that the consumer is most likely to understand.



- Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner:
    - Staff will closely monitor each consumer and document any signs or symptoms that indicate any deterioration of consumer health.
    - Indicators of possible deterioration in a consumer's health status that will initiate further action will be:
      - Any change noted by staff or reported by the consumer or others;
      - Any distress, particularly if this is different, more severe or unusual for the consumer;
      - Any apparent disconnect with reality, including not seeming to understand the consequences of their behaviours or actions;
      - Any loss of function or ability that was recently present;
      - Any increased risk to the consumer or others; and
      - Any sudden (acute) change in clinical symptoms or observations will be documented and reported for action to the Support Facilitator or registered nurse as a priority.
  - Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared. This happens through:
    - Obtaining consent to receive an overview of a consumer's medical history and current medications;
    - Documenting relevant information in the consumers file and using appropriately in Consumer Service Details to inform the Direct Support staff. This is done in conjunction with the identification for each service of the consumer goal that the service will be meeting;
    - Giving each consumer the right to make informed choices about their service delivery; and
    - Where possible staff should regularly seek verbal consent before performing tasks of a personal nature and ascertain the consumer's preference at that time whilst accommodating/encouraging any realignment options nominated.
  - Timely and appropriate referrals to individuals, other organisations and providers of other care and services will be accomplished by:
    - Collaboration with consumers and their health professionals about their changing needs and condition; and
    - Referrals will be discussed with the consumer on a needs basis and facilitated to other care providers and allied health professional as required and agreed by the consumer.
-



- Minimisation of infection related risks through implementing:
  - Standard and transmission based precautions to prevent and control infection:
    - Staff will adhere to National Best Practice Guidelines related to infection minimisation and control;
    - Staff are trained in and reminded to use universal precautions as part of each Consumer Service Details;
    - Specific infection control strategies are used as required to meet individual consumer needs; and
    - Safe Work Protocols will guide a relevant and supportive framework from which staff can ensure positive consumer outcomes in relation to prevention and control of infection.
  - Practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. Staff will adhere to Safe Work Practice guidelines for all instances of consumers' requiring medication assistance. Staff will only assist consumers with medications according to medical direction. Consumer antibiotic consumption will be closely monitored and documented according to protocol. Where necessary staff will consult with consumers and take advice from medical professionals in relation to any ongoing use of antibiotics.

Evidence Link (to be used for audit purposes).

#### **Services and Supports for Daily Living (Standard 4)**

- **Consumer outcome:** I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do.
- **Organisation statement:** Glen Innes Severn Council provides safe and effective services and supports for daily living that optimise the consumer's independence, health, wellbeing and quality of life.
- Glen Innes Severn Council demonstrates the following:
  - Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, wellbeing and quality of life. This happens through:
    - Setting of consumer goals in accordance with their preferences and needs;
    - Consumers needs and goals are clearly identified for each service through Consumer Service Details;
    - A Workplace Review Form and Individual Risk Assessments are completed to provide services which are safe and effective;
    - Consumers and/or their representative are encouraged to maintain financial independence wherever possible;

- Facilitating the consumer's preferred level of social independence; and
- Reablement goals being identified and encouraged by staff.
- Services and supports for daily living promote each consumer's emotional, spiritual and psychological wellbeing in the following ways:
  - Support Facilitators build a rapport with the consumers starting at intake;
  - Consumer's individual needs and how they will be met are identified, discussed and planned;
  - Services and workers are put in place that match the consumer's emotional, spiritual and psychological well-being and personal preferences; and
  - Other health professionals with consent by the consumer may be appointed to ~~the~~ provide support where required, such as, psychologists, healers and therapists.
- Services and supports for daily living assist each consumer to:
  - Participate in their community within and outside the organisation's service environment. This is effected through:
    - Services being put in place so the consumer can participate in community events of their interest; and
    - Calendars are prepared for monthly outings and day centre activities after consultation with consumers.
  - Have social and personal relationships:
    - Consumers are encouraged and supported to maintain contact with their families, friends and other networks that are important to them, for example, clubs and hobby groups and partners of choice;
    - Assisting consumers with transport options to support meetings, outings or more private visits as required and requested;
    - Listening and supporting a consumer who wishes to discuss their feelings about forming or progressing an intimate relationship with another person; and
    - Understanding that consumers who are older have a right to sexual expression and to develop and maintain consensual sexual relationships.
  - Do the things of interest to them.
    - Encourage consumers to participate in community and social events that they enjoy, wish to try, or to maintain previous connections.
    - Assist with transport to attend functions, shopping and group outings or visit friends; and

- When assistance is required roster staff chosen by the consumer, perhaps due to a shared interest, to attend these outings with the consumer.
- Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared by:
  - Documenting relevant information in the consumers file and using appropriately in Consumer Service Details to inform the Direct Support staff. This is done in conjunction with the identification for each service of the consumer goal that the service will be meeting;
  - Giving each consumer the right to make informed choices about their service delivery;
  - Direct Support staff notes are completed at all services and are read by the supervisor and the consumer's Support Facilitator;
  - Consumer Service Details are updated as required to meet changes with care needs and or preferences;
  - Registered Nurse health checks are completed regularly; and
  - Changes in condition are referred to the consumer's General Practitioner and updates appropriate to service provision are communicated to relevant staff.
- Timely and appropriate referrals to individuals, other organisations and providers of other care and services:
  - Communication to other organisations/individuals is completed within 24 hours of a consumer service review/request.
- Where meals are provided, they are varied and of suitable quality and quantity. This is facilitated by:
  - Contracting an accredited meal provider;
  - Having a winter and summer menu on a four (4) weekly rotation;
  - Giving consumer choice of meals and an alternate meal is prepared when a menu item is not what the consumer wants;
  - Dietary requirements and dislikes are notified to the contractor at implementation of each consumers meal supply plan;
  - Facilitating consumers who attend our Centre to choose their meal options for the month; and
  - Maintaining current food handling certificates for all relevant staff.
- Where equipment is provided, it is safe, suitable, clean and well maintained:
  - Equipment is recommended by a referral to and report from an Occupational Therapist or Physiotherapist;
  - Equipment is purchased specifically for consumers with the relevant funding after their assessment;

- Direct Support staff report back to the Support Facilitator if any equipment requires repair or replacement; and
- Support Facilitators check equipment purchased annually at the consumer review and arrange for a qualified person to service or check if required.

Evidence Link (to be used for audit purposes).

**Organisation's service environment (Standard 5)**

- **Consumer outcome:** I feel I belong and I am safe and comfortable in the organisation's service environment.
- **Organisation statement:** Glen Innes Severn Council provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.
- Glen Innes Severn Council demonstrates the following:
  - The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function;
    - The administration area is welcoming, accessible, clean and tidy with access to information about local services and events of interest. There are also a variety of artworks featuring but not limited to, local Aboriginal artists, local history and other items of interest to past or present consumers;
    - There are accessible interview rooms just off reception to enable privacy and prompt access to staff;
    - The My Aged Care room has a lift chair for consumers with mobility deficits, a computer and phone to enable access by the consumers should they so wish;
    - The kitchen is clean and tidy and is easy for consumers to access and engage with meal preparation and/or clean-up should they so desire;
    - Tea/coffee making facilities are easy to get to and facilitate consumer independence;
    - There is easy access to the building, accessible parking and toilets are available;
    - Consumers decide how the main activity room is set up and the items they wish to display and identify with this being their space; and
    - Reverse cycle air conditioning has been installed in the activity room and My Aged Care Room for consumer comfort in all seasons, at their request.
  - The service environment:
    - Is safe, clean, well maintained and comfortable:
      - The area is cleaned after each use;

- The temperature is regulated by ~~a gas system installed in the ceiling,~~ fans and reverse cycle air conditioning to enable consumer preference in terms of heating and cooling and to accommodate allergies and tolerance concerns of individual consumers;
- The kitchen, tables and benches are cleaned in accordance with the ~~Food Safety Act~~ Food Act 2003 (NSW) and the Food Regulation 2015 (NSW); and
- Consumers have a choice of several types of chairs to ensure that they are comfortable at all times.
- Enables consumers to move freely, both indoors and outdoors;
  - Consumers decide how ~~the~~ main activity room is set up and the items they wish to display and identify with this being their space;
  - A garden has been established off the activity room and consumers have input into what goes in the garden and often plant and water the plants in the raised garden beds;
  - There is a seamless transition to the covered outdoor area which is well utilised. Outdoor blinds have been installed at the edge of the covered area to keep it warmer and facilitate use for more of the year and to accommodate larger crowds; and
  - There is a toilet and basin easily accessed from outside the building.
- Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer:
  - There is easy clean furniture to minimise discomfort for the consumer if there are any spills;
  - Higher adjustable chairs with armrests are available as required to meet specific needs or preferences of consumers; and
  - Tables are on wheels to facilitate rearranging due to consumer preference or to accommodate movie sessions, Tai Chi classes, fashion parades and other activities as requested.

Evidence Link (to be used for audit purposes).

#### **Feedback and Complaints (Standard 6)**

- **Consumer outcome:** I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.
- **Organisation statement:** Glen Innes Severn Council regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback ~~to~~ as continuous improvements for individual consumers and the whole organisation.



- Glen Innes Severn Council demonstrates the following:
  - Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints by:
    - Making all consumers aware of their right to complain, and fully explain the complaints procedure and the use and availability of advocates;
    - Taking steps to ensure that consumers feel comfortable to continue accessing the service after making a complaint;
    - Information on the complaints procedure is included in the Information Booklet for Consumers of the Commonwealth Home Support Programme and Home Care Packages which are presented and explained to consumers at the time of entry to service. Feedback forms are also included in LC-SS Newsletters;
    - Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case. If the complaint is of a criminal nature the person should be advised to report the matter to the appropriate authorities;
    - Any comment or complaint about a service, access to service or staff member (which must be in writing) will be handled promptly, fairly and without retribution;
    - Our service encourages participation of ~~individuals from different diversity groups special needs groups (Aboriginal and Torres Strait Islanders, people from a culturally and linguistically diverse background, people with dementia, people with a mental illness, people living in a remote or isolated area, people who are financially or socially disadvantaged, people with disabilities, veterans, people who are homeless or at risk of being homeless, care leavers, parents separated from their children by forced adoption or removal and people who identify as lesbian, gay, bisexual, transgender or intersex)~~ and ensures the groups are informed in a manner they can understand of their right to complain, or give feedback;
    - All written complaints will be acknowledged in writing within ten (10) working days;
    - When a complaint cannot be resolved immediately, the complainant will be advised within ten (10) working days, that we are awaiting further information, and a maximum of a further ten (10) working days will be allowed to finalise the complaint;
    - Consumers are sent an annual survey protecting their identity with a prepaid envelope to give feedback on staff and service delivery, or invited to participate in a phone survey. Electronic survey participation is available to consumers and provides a further option with a view of ensuring anonymity; and



- Records of complaints and their resolution should be kept on the consumer's file if relating to their service delivery; if of a more general or systemic nature, they should be kept in ECM; complaints about staff will be forwarded to the Records Supervisor for filing with appropriate security in ECM.
- Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. Staff will:
  - Advise the consumer of their right to use an advocate or representative of their choice to negotiate on their behalf with Glen Innes Severn Council. This may be a family member or friend, or an agency such as the Older Persons Advocacy Network (OPAN) on 1800 700 600, the Seniors Rights Service on 1800 424 079, Interpreter Service (TIS):131 450 and TTY: 133 677 (then ask for 02 9281 3600).
- Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. Staff will:
  - Fully explain what happened, why it happened and apologise;
  - Offer to refer a consumer that is not satisfied with the outcome or how their complaint has been handled to someone more senior to do an internal review; and
  - If the consumer remains unsatisfied, advise them that the Aged Care Quality and Safety Commission can help and provide with the number 1800 951 822.
- Feedback and complaints are reviewed and used to improve the quality of care and services by:
  - Discussing with staff what happened, what was done by Council and what could be done better if it were to happen again.

Evidence Link (to be used for audit purposes).

#### **Human Resources (Standard 7)**

- **Consumer outcome:** I get quality care and services when I need them from people who are knowledgeable, capable and caring.
- **Organisation statement:** Glen Innes Severn Council has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.
- Glen Innes Severn Council demonstrates the following:
  - The workforce is planned, with the number and mix of members of the workforce deployed, to enable the delivery and management of safe and quality care and services:
    - Council has a ~~Workforce Plan 2017-21~~ Workforce Management Strategy 2022-2025; and

- The position descriptions are reviewed by the position supervisor and quality checked and edited by **Human Resource (HR)** staff prior to approval by the section Director. The new/reviewed position description is then approved for recruitment by the General Manager after reviewing a Position Justification Form along with the position description.
- Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.
- Council has a Cultural Relations Policy, and Code of Conduct **for Council Staff** and values an inclusive and diverse community. This involves the workforce:
  - Encouraging and supporting each person to contribute to social and civic life in their communities in the way they choose;
  - Collaborative program development that considers each consumer's service delivery choices relative to their cultural needs, safety, spiritualism, capacity and uniqueness; and
  - Consumers are valued for their uniqueness and individuality and this philosophy is translated into the person-centred approach that is used in all consumer interactions.
- The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. Position descriptions are developed and advertised identifying the education, skills and experience, duties and responsibilities, physical demands and work environment for every position that is advertised.
- The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. This is ensured through:
  - The recruitment process (including **Ezisuite-Scout Talent, McQuaig testing Omnia/Hogan Assessments**, Police Certificates and any other pre-employment checks with all records maintained), with access to training both compulsory and optional;
  - The HR Policy Statement Register;
  - An orientation and induction process is in place that is completed by workers including completion of the mandatory HR and WHS worker orientation programs as well as site specific and team specific orientation programs; and
  - Access to an **Employee Assistance Program (EAP)**.
- Regular assessment, monitoring and review of the performance of each member of the workforce:
  - All staff have a three (3) month probation review period;
  - Regular team meetings are held and individual meetings with a supervisor. These meetings are usually monthly;

- The Pulse (Human Capital Management module) system is used for managing staff performance through supervision, and appraisals; and
- Council is working towards staff and volunteer inductions, on-boarding, training and policy reviews and sign-offs being able to happen in Pulse.

Evidence Link (to be used for audit purposes).

#### **Organisational Governance (Standard 8)**

- **Consumer outcome:** I am confident the organisation is well run. I can partner in improving the delivery of care and services.
- **Organisation statement:** Glen Innes Severn Council demonstrates effective governance processes based on a continuous improvement approach to safe and accountable service planning and delivery with consumer input central to the process.
- Glen Innes Severn Council demonstrates the following:
  - Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement by:
    - Specifically tailoring support plans to the needs of the consumer to build on the strengths inherent within them and developing specific goals that are realistic, consumer focused, strength-based and, targeted towards maintaining or enhancing the individual's independence;
    - Identifying and pursuing opportunities in learning or social and recreational interests, membership and participation in community organisations and service clubs, or other community events or activities, where this forms part of their chosen activities; and
    - Any public activity or material published by the organisation will promote the abilities, contribution and competence of people of all abilities.
  - Glen Innes Severn Council promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery by:
    - Encouraging and supporting each person to contribute to social and civic life in their communities in the way they choose;
    - Collaborative program development that considers each consumer's service delivery choices relative to their cultural needs, safety, spiritualism, capacity and uniqueness;
    - Consumers will be valued for their uniqueness and individuality and this philosophy is translated into the person-centred approach that is used in all consumer interactions; and
    - Budgets will be developed, monitored, and managed to promote choice, value for money and transparency.

- Effective organisation wide governance systems relating to the following:
  - Information management is controlled by Council through:
    - Secure information and record-keeping systems;
    - There are systems in place for backing up electronic information;
    - Regular audits and review of information, policies and procedures;
    - Information and reports regarding operations;
    - Provision of initial training in relation to any systems and further training if there is a system change;
    - Provision of relevant and timely information to allow customers/consumers to make informed choices that best suit their situation;
    - Council's website where access to information and policies are available;
    - Monthly Council meetings that are opened to the public, Council Business Papers, annexures and minutes;
    - A ten (10) year Community Strategic Plan, a four (4) year Delivery Program and an annual Operational Plan outlining objectives, timeframes for the person responsible to achieve them and expected outcomes. These outcomes are reported quarterly to Council and an Annual Report is prepared; and
    - Fees and charges are outlined in the Operational Plan.
  - Continuous Improvement is an ongoing process for Council. A structured documentation and adherence to this concept has been in place within the Community Services sections (catering for people who are older and people with a disability) for the past 11 years with successful **International Organisation for Standardisation (ISO)** certification since that time. Strategies to achieve this include:
    - The Continuous Improvement Register;
    - The Complaints/Feedback Form;
    - Regular audits of budgets, value for money, staff performance, consumer choice and satisfaction;
    - Item on monthly meeting agendas and Management Review Meetings;
    - Whole of Council staff meetings for information gathering and/or reporting;
    - ISO Certification 9001:2015;

- Council's Continuous Improvement Policy and practises where the introduction describes '*continuous improvement as the ongoing effort to improve products, services and processes to provide excellence and added value for Council's customers, staff and community*'.
- The Quality Review process under the Aged Care Quality Commission; and
- ISO recertification.
- Financial Governance is structured and monitored by financial planning through:
  - A ten (10) year Community Strategic Plan and 10 year Long-Term Financial Plan;
  - A four (4) year Delivery Program;
  - Annual Operational Plan;
  - Annual audited financial statements;
  - Transparency and accountability;
  - A Chart of Accounts;
  - Acquittals processes are in place;
  - Delegations for Financial Authority ~~are documented in personnel file and saved by finance~~ which are overseen by the Governance, Risk and Corporate Planning department which maintains a register of all authority approvals;
  - Internal controls and external audits; and
  - Qualified Finance Staff.
- Council has robust workforce governance, including the assignment of clear responsibilities and accountabilities through:
  - ~~The employment of three (3) HR staff~~ A dedicated human resources team;
  - Position descriptions, identifying the education, skills and experience, duties and responsibilities, physical demands and work environment;
  - Recruitment Process (including ~~Ezisuite, McQuaig testing, Scout Talent, Omnia/Hogan Assessments~~, Police Certificates and any other pre-employment checks with all records maintained) with access to training both compulsory and optional;
  - Access to an **Employee Assistance Program (EAP)**;



- The ~~Workforce Plan 2017-21~~ **Workforce Management Strategy 2022-2025** with five (5) key strategic workforce planning outcomes. They are to:
  - Become an Employer of Choice;
  - Foster a One Council Culture;
  - Create a Sustainable Workforce;
  - Promote Health and Wellbeing; and
  - Resource the Future.
- The HR Policy Statement Register;
- An orientation and induction process is in place that is completed by workers including completion of the mandatory HR and WHS worker orientation programs as well as site specific and team specific orientation programs; and
- The Pulse (Human Capital Management module) system is used for managing staff performance through supervision, appraisals and working towards staff and volunteer inductions, on-boarding, training and policy reviews and sign-offs.
- Regulatory compliance is underpinned by the following processes:
  - Staff follow the ~~Life Choices – Support Services~~ LC-SS Procedure Manual;
  - Chain of Command is followed;
  - An annual Operational Plan is in place to guide Council and inform the community;
  - The Procurement Policy (informing contractual and purchasing arrangements);
  - Strategies identified in the Promoting Better Practice Review;
  - Legislative requirements, Service Delivery Policies/Statement Register;
  - Police Checks for legislative compliance and consumer safety;
  - Policy Register, and sign offs. Policies on Website, legislation is mentioned where applicable in Council reports and policies; **and**
  - Adherence to Fit for the Future reforms requires Council to add value to, and demonstrate continuous improvement in the performance of their functions.
- Feedback and complaints:
  - All consumers should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates;



- Steps should be taken to ensure that consumers feel comfortable to continue accessing the service after making a complaint;
  - Information on the complaints procedure is included in the Information Booklet for Consumers of the Commonwealth Home Support Programme and Home Care Packages, presented and explained to consumers at the time of entry to service. Feedback forms are also included in LC-SS Newsletters;
  - Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case. If the complaint is of a criminal nature the person should be advised to report the matter to the appropriate authorities;
  - Any comment or complaint about a service, access to service or staff will be handled promptly, fairly and without retribution;
  - Our service encourages the participation of ~~individuals from different diversity groups special needs groups (Aboriginal and Torres Strait Islanders, people from a culturally and linguistically diverse background, people with dementia, people with a mental illness, people living in a remote or isolated area, people who are financially or socially disadvantaged, people with disabilities, veterans; people who are homeless or at risk of being homeless and care leavers, parents separated from their children by forced adoption or removal and people who identify as lesbian, gay, bisexual, transgender or intersex~~ and ensures the groups are informed in a manner they can understand about their right to complain, or give feedback;
  - All written complaints will be acknowledged in writing within ten (10) working days;
  - When a complaint cannot be resolved immediately, the complainant will be advised within ten (10) working days that we are awaiting further information and a maximum of a further ten (10) working days will be allowed to finalise the complaint; and
  - Records of complaints and their resolution should be kept on the consumer's file if relating to their service delivery. If of a more general or systemic nature, they should be kept in ECM, complaints about staff will be forwarded to the Records Supervisor for filing with appropriate security in ECM.
- Council has effective risk management systems and practices, including but not limited to the following:
- Risk ~~and Compliance~~ staff;
  - Checklist forms for Individuals, pre-visit, venue, workplace review, internal maintenance review and external maintenance;

- Risk Management Plan;
- The **SafeHold Damstra Safety** reporting system for WHS and Pulse (Enterprise Risk Management module) for Risk Management;
- A Business Continuity Plan;
- Staff training in WHS and Risk;
- Safety interactions are conducted by senior staff at workplaces twice a year;
- Hazards, incidents and injuries are reported and discussed at staff meetings and WHS meetings; and
- Members of teams will be invited in groups, commencing with higher risk teams, to attend a WHS meeting to give feedback, gain a greater understanding of the purpose of the meetings and make suggestions to improve systems and safety.
- Council manages high impact or high prevalence risks associated with the care of consumers by:
  - The least restrictive approach is used to avoid risk and minimise impact on consumer choice, self-determination and independence; and
  - Written consent is obtained for any activities that still pose a risk following risk assessment and risk minimisation strategy implementation.
- Identifying and responding to abuse and neglect of consumers:
  - In accordance with the *Aged Care Act 1997* and amendments, and the *Aged Care Quality Standards* that outline the obligations service providers have, Glen Innes Severn Council will work to ensure that the rights of people who are older are met as equal members of society and free from abuse;
  - Glen Innes Severn Council facilitates community education and awareness of abuse;
  - All staff (including paid, unpaid staff and contractors) require National Police Certificate screening prior to employment and every three (3) years thereafter;
  - Prevention strategies include the employment of skilled staff who respect the rights of consumers, are aware of current policies and legislation pertaining to abuse and who will support consumers and their families/guardians to access complaint mechanisms and provide feedback regarding services;
  - A standard approach with clear protocols for identifying the risk indicators for abuse will be applied; and
  - People who are older will be informed of their rights, including their right to make their own decisions and to an advocate of their choice.

- Supporting consumers to live the best life they can by:
  - Fully supporting each consumer's right to autonomy and self-determination;
  - Staff work within a framework of wellness and reablement to promote and maximise health and wellbeing options for our consumers; and
  - Supporting consumers to be empowered to identify their wishes in any domain and providing relevant assistance as required to facilitate these wishes.
- Where clinical care is provided a clinical governance framework, including but not limited to the following:
  - Antimicrobial stewardship:
    - Council staff realise that antimicrobials are an integral component of health care delivery and need to be readily available and effective. Furthermore, when resistance emerges and the effectiveness is reduced there is a significant impact on an individual's treatment and the community more broadly. Council has a focus on public health and the health of the community;
    - Council staff, in particular those working with people that are older (and other vulnerable cohorts) have a sound awareness of the need for and benefit from antibiotic use. Staff also understand the risks associated with taking incomplete courses, antibiotics that have been prescribed for someone else and storing and using more than one course of antibiotics without consultation with a general practitioner; and
    - Consumer antibiotic consumption will be closely monitored and documented with particular attention given to repeat prescriptions. Staff will seek professional medical advice in relation to antibiotic use as necessary.
  - Minimising the use of restraint:
    - The least restrictive response to any behaviour should be practiced. Any strategies which impose restrictions on a consumer's rights, choice or freedoms must only be considered for implementation with legal consent;
    - These interventions have a high potential for harm and are practices that organisations can avoid with positive changes in how they assess, plan and deliver personal and clinical care for consumers. If an organisation uses restrictive practices such as physical or chemical restraint, these are expected to be consistent with best practice and used as a last resort, for as short a time as possible and to comply with relevant legislation; and



- Staff will always pursue clinical assessment and refer to the Dementia Clinical Nurse Consultant for an assessment if there has been a change or deterioration in behaviour to try and establish if the behaviour has been caused by disease, infection, mental illness, medication or is a change in cognitive function.
- Open disclosure is practised by Council, through a robust complaints policy and procedure. Staff will take timely and relevant action in response to complaints and staff readily:
  - Give a full and accurate explanation about what happened, why it happened and where Council staff could have done better and follow up with an apology;
  - Offer to refer a consumer that is not satisfied with the outcome or how their complaint has been handled to someone more senior to do an internal review; and
  - ~~If the consumer remains unsatisfied, staff advise them that the Aged Care Quality and Safety Commission can help and provide them with the number 1800 951 822. Advise the consumer that the Aged Care Quality and Safety Commission can help and provide them with the commission phone number 1800 951 822 if the consumer remains unsatisfied.~~

Evidence Link (to be used for audit purposes).

## LEGISLATION AND SUPPORTING DOCUMENTS

### Relevant Legislation, Regulations and Industry Standards include:

- *Aged Care Act 1997;*
- *Aged Care Quality and Safety Commission Act 2018;*
- *Aged Care Quality Standards;*
- *Aged Care Diversity Framework;*
- *Food Act 2003 (NSW) and the Food Regulation 2015 (NSW);*
- *NSW Privacy and Personal Information Protection Act 1998;*
- *NSW Health Records and Information Privacy Act 2002;*
- *Government Information Public Access Act 2009 (GIPA); and*
- *Quality of Care Principles 2014 (Including the Accreditation Standards).*

### Relevant Council Policies and Procedures include:

- *Code of Conduct for Council Staff;*
- *Community Strategic Plan 2022-2032;*

- Complaints Management Policy;
- Delivery Program 2022-2025;
- Human Resources Policy Statement Register;
- Incident Management and Reportable Incidents Policy for Community Services;
- LC-SS - National Police Certificate/Criminal History Check Policy;
- LC-SS - Procedure Manual;
- Pandemic Business Continuity Plan;
- Risk Management Plan;
- WHS Management Plan 2019-2022; and
- Workforce Management Strategy 2022-2025.

## VARIATION AND REVIEW

The **Service Delivery Policy Statement Register (People Who Are Older)** 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 ELGIN FEDERATION COMMITTEE**  
**MINUTES OF ANNUAL GENERAL MEETING**  
 HELD ON: 6<sup>th</sup> July 2022

**MEETING OPENED:** 6:13pm

**PRESENT:** Royce Meyer (Chairperson), Erica Dunn and Rachael Cheers (Minute Taker)

**APOLOGIES:** Kathy Bennett, Peter Donnelly, Ben Wirth and Graeme MacDougall

Moved Royce Meyer, seconded Rachael Cheers that the apologies be accepted.

**CARRIED**

**DECLARATIONS OF CONFLICT OF INTEREST:**

None

**MINUTES OF THE PREVIOUS ANNUAL GENERAL MEETING:**

Moved **Rachael Cheers**, seconded **Erica Dunn** that the minutes of the previous meeting, 07/07/21, 06/07/2022 be accepted.

**CARRIED**

Item No.	Item	Action
5	<b>REPORT FROM THE CHAIRPERSON / PRESIDENT:</b>	
Item number	President thanked all committee members for their help, support and hard work throughout the past three years and reflected on the tough times everyone has withstood; drought, fires and covid.	
6	<b>TREASURER REPORT</b>	
Item number	Opening balance of \$24089.71 Closing balance \$ 25 414.72	Moved Erica Dunn, seconded Craig Klingner
7	<b>NOMINATIONS FOR MEMBERSHIP FOR THE COMING YEAR</b>	
Item number	Kym Cheers, Peter Donnelly, Graham MacDougall, James Gresham, Daniel Cheers, Erica Dunn, Craig Klingner, Kathy Bennett, Rachael Cheers, Wayne Dunn, Julie Donnelly, Royce Meyer.	
8	<b>VOTING:</b>	
Item number	Kym Cheers Peter Donnelly (nomination received prior to meeting) Graham MacDougall (nomination received prior to meeting) James Gresham Daniel Cheers Erica Dunn Craig Klingner Kathy Bennett (nomination received prior to meeting) Rachael Cheers Wayne Dunn Julie Donnelly Royce Meyer	



Item No.	Item	Action
9	ELECTION OF OFFICE BEARERS:	
Item number	Royce Meyer nominated Wayne Dunn for President.	Accepted. All in favour.
	Rachael Cheers nominated Julie Donnelly for Secretary.	Accepted. All in favour.
	Erica Dunn nominated Kym Cheers for Treasurer.	Accepted. All in favour.
	Daniel Cheers nominated Royce Meyer for Vice President.	Accepted. All in favour.
	Wayne Dunn- President Julie Donnelly- Secretary Kym Cheers- Treasurer Royce Meyer- Vice President	
10	SETTING OF DATES, TIMES AND LOCATION FOR MEETINGS FOR THE COMING YEAR:	
	Dates to be confirmed later in the year due to wet weather.	

MEETING CLOSED: 6.46pm

NEXT MEETING: TBC

.....  
Chairman

.....  
Date

**APPENDIX 3.2: MINUTES**

**MINERAMA COMMITTEE**  
**MINUTES OF ANNUAL GENERAL MEETING**  
 HELD ON: 9 May, 2022

**MEETING OPENED:** 5.54pm

**PRESENT:** Jack Parry (standing in as returning officer for Carol Sparks) Margot Davis, Rhonda Bombell, Craig Daly, Eric Pearce, Kathleen Batten

**Minutes:** Rhonda Bombell

**APOLOGIES:** Carol Sparks, Peter Batten, Chris Wallbridge.

**DECLARATIONS OF CONFLICT OF INTEREST:**  
 None

**MINUTES OF THE PREVIOUS ANNUAL GENERAL MEETING:**

**Moved:** Craig Daly **Seconded** Kathleen Batten **NAME** that the minutes of the previous AGM accepted.  
**CARRIED**

Item No.	Item	Action
5	<b>REPORT FROM THE CHAIRPERSON / PRESIDENT:</b>	
	Meeting opened by Craig Daly - No report given by the Chairperson	No action
6	<b>TREASURER REPORT</b>	
	No report given by the Treasurer	No Action
7	<b>NOMINATIONS FOR MEMBERSHIP FOR THE COMING YEAR:</b>	
	All positions declared vacant and Returning Officer Councillor Jack Parry took chair and presided over the call from written nominations. Committee declared with the following nominated persons.  Carol Sparks Craig Daly Eric Pearce Kathleen Batten Peter Batten	No Action
8	<b>VOTING:</b>	
	Committee declared with the following nominated persons.  Carol Sparks – Councillor representative Craig Daly – seconded Kathleen Batten Kathleen Batten – seconded by Eric Pearce	No Action

**APPENDIX 3.2: MINUTES**

Item No.	Item	Action
	Eric Pearce – seconded by Kathleen Batten Peter Batten – seconded by Kathleen Batten	
<b>9</b>	<b>ELECTION OF OFFICE BEARERS:</b>	
	Nominations are called from the members of the newly elected committee and a vote will take place to elect all positions.  Chairperson – Craig Daly – seconded Kathleen Batten  No other positions taken  Returning Officer Jack Parry declared that as no remaining office bearer positions were taken a call for another AGM to be advertised and held on Wednesday 1 June at the William Gardner Room at 5.30pm.	Rhonda to send email to Media Officer to announce second AGM and call for volunteers. Book William Gardner Room
<b>10</b>	<b>SETTING OF DATES, TIMES AND LOCATION FOR MEETINGS FOR THE COMING YEAR:</b>	
	Second AGM scheduled for Wednesday 1 June at the William Gardner Room at 5.30pm.	

**MEETING CLOSED:** 6.14pm**NEXT MEETING:** AGM William Gardner Room, Wednesday 1 June, 2022 at 5.30pm



**MINUTES**  
**Annual General Meeting**  
**Minerama Committee**

**William Gardner Conference Room, Glen Innes Public Library**  
**71 Grey St, Glen Innes**  
**Wednesday, 1 June at 5:30pm**

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

- Present: Craig Daley
- Trevor Haskins
- Chris Walbridge
- Craig Hill
- Carol Sparks
- Cathy Sexton

**2. Apologies: Kathleen and Peter Batten, Eric Pearce**

**3. Minutes of previous AGM**

Minutes of the Annual General Meeting held on Monday 24 May 2021 and informal minutes from the meeting held on 9 May 2022 were read. Minutes accepted and confirmed.

**Moved: Craig Daly    Seconded: Trevor Haskins    Carried**

**4. Reports**

- Chairperson's report presented: Discussion around the committee remaining a 355 committee or reverting to a Friends of Minerama Group. Consensus was for the committee at this time to remain as a 355 committee. Cathy Sexton will contact GISC to request further information be presented at the next meeting on the issues around remaining a 355 committee.
- Treasurer's report presented

**5. Nominations for Membership**

All positions were declared vacant and the Returning Officer, Councillor Carol Sparks takes chair and called for written nominations to the Minerama Committee. All nominations forms were completed and will be returned to the GISC

The Minerama Committee was declared vacant with the following persons nominated

Nominated persons:

Chairperson : Craig Daly Seconded Trevor Haskins

Secretary Cathy Sexton Seconded Craig Daley

**6. Election of office bearers**

Nominations are called from the members from the newly elected committee and a vote will take place for all to elect all positions:

- Chairperson – Craig Daly
- Vice Chairperson (optional) –
- Treasurer – Chris Wallbridge
- Secretary – Cathy Sexton

**7. Setting of meeting dates, times and location for the coming year:**

- Monthly : 2nd Monday

**8. Next meeting:**

- Tuesday 12th July (due to conflicting room booking)

**9. Meeting closed 6.30pm**

**Minutes taken by Carol Sparks and completed by Cathy Sexton**



**Ordinary Meeting**  
**Minerama Committee**

**William Gardner Conference Room, Glen Innes Public Library**  
**71 Grey St, Glen Innes**  
**Monday 1st August, 2022 at 5:30pm**

**1. Meeting opened by Chairman Craig Daly at 5.35pm**

- **Present:** Craig Daly, Cathy Sexton, Craig Hulls, Rhonda Bombell Kathleen Batten, Peter Batten, Belinda Parkinson, Glen Little, Eric Pearce, Chris Wallbridge, Chris Sexton, Carol Sparks. Maurice Velcich.
- **Apologies:** Dione Goard. Petra Anderson
- **Minutes:** Cathy Sexton

**2. Minutes of previous Meeting:**

- Minutes of the previous meeting read and accepted. Moved Ronnie Bombell seconded Cathy Sexton.
- **ACTION:** Further discussion around the committee remaining as a 355 committee of council. A vote was called for the attending members. 6 votes to remain 355 committee 4 votes to rescind the 355 status and return full operation to council. Chris Sexton abstained from voting as he was late to the meeting and did not hear the discussion.

**3. Correspondence:** Meeting arranged with Glenrac representative regarding access to IT equipment.

• **Business arising from Correspondence:**

**ACTION:** Cathy Sexton and Craig Daly will attend a meeting with Brad Watson next Monday 11.00 am



**5. Traders Update:**

- no updates at present

**6. Field Trips:**

- To be discussed at the next Gem Club meeting later this month

**7. Marketing/Media:**

- Council has allocated \$20,000 for marketing and promotion of Minerama. There will be further discussion with the committee regarding Web Site content and other advertising. Ronda Bombell (Ronnie) moved a motion that Council commence the process to obtain quotes to rebuild the existing website. Seconded Craig Daly  
Motion accepted by all members present.

**ACTION:** Ronnie will update members at the next meeting.

- Ronnie advised the committee is not eligible to apply for Regional Events Acceleration Fund. The council grants officer will pass along any suitable grant opportunities.

**8. Workshops & Demonstrations:**

- Further discussed ideas that could be facilitated from small grant opportunities to pay for facilitators for workshops and demonstrations.

**ACTION:** Minerama Secretary to continue checking eligibility criteria of grant opportunities.

**9. Car Club Update:**

- The car club financial contribution from 2022 has been identified, it was placed in general donations

**ACTION:** Chris Sexton accepted the position of Liaison between the committee and the car club leading up to 2023 event and will be the coordinator of area activities during the event

**10. General Business:**

- Increase in children's activities was discussed –
- Cathy Sexton to contact Life Choices for further information on the Climbing Wall provided at their fun day.

- Further discussion on providing metal detector demonstrations. Cathy Sexton to contact New England Instruments regarding possible attendance and demonstration at the 2023 event.
- Craig Daly to follow up with the Maker's Shed re jewelry workshops.
- The membership and associated forms will be presented for review at the next meeting.
- The Steam Engine group will be invited to attend the 2023 event. Craig Daly to follow up.
- Ronda Bombell was asked to follow up with the council finance department the request from the previous treasurer regarding the cash reserve through the surplus funds accumulated from previous events, thought to be about \$19,000. \$10,000 dollars was requested as an operating budget for the committee from these funds and the current committee endorses this request. Ronnie advised a \$6000 dollar contingency fund has been identified and this will fund the website rebuild.
- Maurice Velcich has offered to coordinate bus requirements for 2023 event.
- Craig Hulls accepted nomination as the Treasurer, moved Craig Daly seconded Cathy Sexton.

11. Next meeting – Monday 12th September, 5.30pm at William Garner Room  
Glen Innes Library.

Meeting closed at 6.25pm



## NOMINATION FOR MEMBERSHIP FORM

<Year>

<Name of Committee>

Name: Craig Dakey

Address: **Personal Information Removed**

Phone: **Personal Information Removed**

Email: **Personal Information Removed**

Seconded: **Personal Information Removed**

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: [Signature]

Are you happy for this information to be used for purposes of being a member on this committee?

- ☒ Yes  
☐ No

**Requirements for appointment to the Community Committee:**

1. A commitment to the activities of the Committee and a willingness to be actively involved in Committee issues;
2. Community representatives nominated for the committee must be either a resident of the LGA or employee in a business with the LGA;
3. You are prepared to actively serve the Committee for a minimum of one (1) year;
4. You are prepared to operate under the Council's Code of Conduct for Council Committee Members, Delegates of Council and Council Advisors and Manual for Community Committees of Council.



## NOMINATION FOR MEMBERSHIP FORM

<Year>

<Name of Committee>

Name: Peter Batten

Address: **Personal Information Removed**

Phone: **Personal Information Removed**

Email: **Personal Information Removed**

Seconded to: **Personal Information Removed**

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: \_\_\_\_\_

Are you happy for this information to be used for purposes of being a member on this committee?

- ☒ Yes  
☐ No

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## NOMINATION FOR MEMBERSHIP FORM

<Year>

<Name of Committee>

Name: Kathleen Batten  
Address: Personal Information Removed  
Phone: Personal Information Removed  
Email: Personal Information Removed  
Seconded by: Personal Information Removed

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: \_\_\_\_\_

Are you happy for this information to be used for purposes of being a member on this committee?

- ☐ Yes  
☐ No

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4. You are prepared to operate under the Council's Code of Conduct for Council Committee Members, Delegates of Council and Council Advisors and Manual for Community Committees of Council.



## NOMINATION FOR MEMBERSHIP FORM

<Year>

<Name of Committee>

Name: Eric Pearce

Address: Personal Information Removed

Phone: Personal Information Removed

Email: Personal Information Removed

Seconded to: Personal Information Removed

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: \_\_\_\_\_

Are you happy for this information to be used for purposes of being a member on this committee?



Yes



No

*Requirements for appointment to the Community Committee:*

1. A commitment to the activities of the Committee and a willingness to be actively involved in Committee issues;
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4. You are prepared to operate under the Council's Code of Conduct for Council Committee Members, Delegates of Council and Council Advisors and Manual for Community Committees of Council.



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## NOMINATION FOR MEMBERSHIP FORM

<Year> 2022

<Name of Committee> WINERAM9

Name: Cathy Sexton  
Address: [Redacted]  
Phone: [Redacted]  
Email: [Redacted]  
Seconded: [Redacted]

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: \_\_\_\_\_

Are you happy for this information to be used for purposes of being a member on this committee?

- ☒ Yes  
☐ No

*Requirements for appointment to the Community Committee:*

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## NOMINATION FOR MEMBERSHIP FORM

<Year> 2022

<Name of Committee> Mining

Name: CRAIG HULLS

Address: Personal Information Removed

Phone: Personal Information Removed

Email: Personal Information Removed

Seconded: [Signature]

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: \_\_\_\_\_

Are you happy for this information to be used for purposes of being a member on this committee?

- ☒ Yes  
☐ No

*Requirements for appointment to the Community Committee:*

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4. You are prepared to operate under the Council's Code of Conduct for Council Committee Members, Delegates of Council and Council Advisors and Manual for Community Committees of Council.

## Appendix 11: Members Register and Nomination for Membership Forms

 **NOMINATION FOR MEMBERSHIP FORM** *Murana*  
<Year>  
<Name of Committee>  
Name: Elizabeth Kerry  
Address: **Personal Information Removed**  
Phone: **Personal Information Removed**  
Email: **Personal Information Removed**  
Seconded **Personal Information Removed**

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: \_\_\_\_\_

Are you happy for this information to be used for purposes of being a member on this committee?

- ☒ Yes  
☐ No

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**NOMINATION FOR MEMBERSHIP FORM**  
**Minerama 2022**



Name: Brad Watson

Address: Personal Information Removed

Phone: Personal Information Removed

Email: Personal Information Removed

Seconded by: Personal Information Removed

**Please note:** If under 18 years of age consent of parent or guardian is required.

Parent / Guardian consent: \_\_\_\_\_

Are you happy for this information to be used for purposes of being a member on this committee?

- ☒ Yes  
☐ No

*Requirements for appointment to the Community Committee:*

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4. You are prepared to operate under the Council's Code of Conduct for Council Committee Members, Delegates of Council and Council Advisors and Manual for Community Committees of Council.

## Annexure A

**MINUTES OF THE OPEN SPACES COMMITTEE**  
**ORDINARY MEETING HELD ON 29 JUNE 2022**

## MEETING

**OPEN:** 3.04 pm by Chairperson Deputy Mayor Troy Arandale with an Acknowledgement to Country to the Traditional Owners of the land – The Ngoorabul people.

**PRESENT:** Deputy Mayor Troy Arandale (Chairperson), Kane Duke (Acting Director of Development (minutes), Planning and Regulatory Services), Peter Croft, Mahri Koch, Richard Moon and Penelope Glennan.

**APOLOGIES:** Graham Archibald (Manager of Recreation and Open Spaces), Mayor Rob Banham and Councillor Carol Sparks.

**Moved:** Mahri Koch      **Seconded:** Richard Moon      **CARRIED**

**BUSINESS ARISING:** Nil

**CORRESPONDENCE:**

**Outgoing:-**

- Open Spaces Minutes
- Open Spaces Meeting Agenda – 29 June 2022

**Incoming:- NIL**

**PARKS WORKS PROGRAM:**

### Grant Funding

Skateboard Park funding obtained.

Applied for Graffiti removal grant.

Outdoor Mutli-purpose Courts at Sports Stadium.

Sports stadium outdoor playground – to be located behind the childcare center and back of multi-purpose courts.

**ACTION** Requested that the Playground design be sent to the Open Spaces Committee members when it becomes available.

**General fund**

Anzac Playground – will be looking for grant funding to match money allocated from general fund.

**ACTION** Requested that the Playground design be sent to the Open Spaces Committee members when it becomes available.

### Tree Planting

Chairman \_\_\_\_\_ Date \_\_\_\_\_

Page 1

Funding available for trees at Deepwater main street to be planted this financial year.

**GENERAL BUSINESS:**

**1. Hand Washing Facility in Public Restrooms – King George Oval, Anzac Park and Standing Stones**

It was recommended to install soap dispensers within the Glen Innes public toilets

**ACTION** Soap Dispensers to be installed in public toilets in King George Oval, Anzac Park and Standing Stones.

**2. Open Spaces Asset Management Plan**

It was advised that the Asset Management plan was adopted by Council and next part of the Asset Management plan was to develop an Open Spaces Asset Management Plan. It was advised that the Manager of Open Spaces was in the process of developing that plan. When the plan became available it would be provided to the Open Spaces Committee for comment.

**3. Mining within Local Area**

Some applications are lodged with Council

**Mulching of Trees**

Question was asked if trees at the showground were going to be mulched.

**Action:** Check to see with Manager of Open Spaces if mulching of trees on Bourke Street was going to be undertaken.

**4. Beady Waters Maintenance**

The Beady Waters Reserve was requested if it was being maintained by the Correctional Centre. Cr Arandale advised that they were contacted, and they are not available to provide that service at this time. Council does slash a walking path to allow the reserve to be used for walking dogs.

**5. Rail Trail**

A request was made about an updated of the rail trail. Advised that the rail corridor maybe changed to Council ownership, allowing Council to undertake the works and take on the ownership of the buildings located on the corridor.

**6. Public Art**

The general budget has \$50K allocated for public art. Suggestions for any Public Art include wind turbine art, sculpture trail app and mural on water tower.

**7. Disabled toilet App location**

.....  
Chairman

.....  
Date

Page 2



It was advised that the internet had this search available already.

**8. Deepwater Footbridge Traffic**

A request to install a footbridge over the river on the southern side of Deepwater. It was advised that the Traffic Committee had contacted the Roads and Traffic Authority to look at providing a walkway on the side of the existing bridge.

**9. New Committee member**

**MOTION:** Recommended that Peter Croft be accepted as a member of the Open Spaces Committee.

**Moved:** Mahri Koch

**Seconded:** Penelope Glennan

**CARRIED**

**Next Meeting: Wednesday 21 September 2022 – (Ordinary Meeting)**

*Meetings will be held in the William Gardner Conference Room, at the Glen Innes Learning Centre, unless communicated otherwise.*

**Meeting closed 4.00pm**

.....  
Chairman

.....  
Date

Page 3

## STONEHENGE RESERVE TRUST ANNUAL GENERAL MEETING

29<sup>th</sup> July, 2022

1. John Lynn, Chairman, opened the meeting at 9.10am
2. Present: John Lynn, Scott Grieve, Paul Wright, Phil Lynn, Jack Parry (GISC Rep)
3. Apologies: Mike Norton
4. Any Declarations of Conflict of Interest: No, but Paul Wright did say that his son Greg does have the rights to agist sheep on the Reserve, and the Board is happy with this.
5. Minutes of the last AGM were read, and accepted as a true record. Moved Paul. 2<sup>nd</sup> – Phil
6. Chairmans Report: There was no spraying of weeds done, but Council did slash the needle grass. We have spent quite a lot of money on water supply, but since Polo Cross have left, we have not been able to continue this, because the vandals have continuously damaged the facilities. Also due to vandalism, John, Phil & Mike boarded up the broadcast box to stop any entry. We also had a few meetings with Graham Archibald re water to the toilets and playground facilities. We are still looking for funding to put in a windy loo. John also said we are still looking at putting in a walking track.
7. Treasurers Report: Phil said we missed the \$2200 agistment income which came into July, but we still are cash flow positive. We have \$108,429 in cash reserves. Moved that this report be accepted. Phil Lynn, 2<sup>nd</sup> Scott Grieve – carried
8. John handed over the meeting to Jack Parry who called for nominations for Chairman.  
John Lynn nominated by Paul, 2<sup>nd</sup> Scott. There be no further nominations, John was accepted  
Mike Norton was nominated for Secretary by Scott, 2<sup>nd</sup> by John, Carried  
Phil Lynn for Treasuer was nominated by John, 2<sup>nd</sup> by Paul, carried
9. Public Officer, Phil Lynn was nominated by Paul, 2<sup>nd</sup> by Scott, carried.
10. Setting of Date for next AGM. End of June 2023.
11. Meeting closed at 9.40am



## 2022 NOMINATION FORM

### Stonehenge Reserve Trust

Name: MICHAEL NORTON  
Address: **Personal Information Removed**  
Phone: **Personal Information Removed**  
Email: **Personal Information Removed**  
Seconded: **Personal Information Removed**

#### Requirements for appointment to the Community Committee:

1. A commitment to the activities of the Committee and a willingness to be actively involved in Committee issues;
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3. You are prepared to actively serve the Committee for a minimum of one (1) year;
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## 2022 NOMINATION FORM

### Stonehenge Reserve Trust

Name: BRINDA NORTON  
Address: **Personal Information Removed**  
Phone: **Personal Information Removed**  
Email: **Personal Information Removed**  
Seconded: **Personal Information Removed**

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## 2022 NOMINATION FORM

Stonehenge Reserve Trust

Name: Phil Lynn

Address: Personal Information Removed

Phone: Personal Information Removed

Email: Personal Information Removed

Seconded: Personal Information Removed

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## 2022 NOMINATION FORM

Stonehenge Reserve Trust

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Seconded by: \_\_\_\_\_

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## 2022 NOMINATION FORM

### Stonehenge Reserve Trust

Name: Paul WRIGHT

Address:

Phone:

Email:

Seconded by:

Personal Information Removed

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## 2022 NOMINATION FORM

### Stonehenge Reserve Trust

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Seconded by: \_\_\_\_\_

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## 2022 NOMINATION FORM

### Stonehenge Reserve Trust

Name: SCOTT GRIEVE

Address: Personal Information Removed

Phone: Personal Information Removed

Email: Personal Information Removed

Seconded by: Personal Information Removed

#### Requirements for appointment to the Community Committee:

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## 2022 NOMINATION FORM

### Stonehenge Reserve Trust

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Seconded by: \_\_\_\_\_

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**2022 NOMINATION FORM**  
**Stonehenge Reserve Trust**

Name: JOHN LYNN  
Address: Personal Information Removed  
Phone: Personal Information Removed  
Email: Personal Information Removed  
Seconded: Personal Information Removed

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**2022 NOMINATION FORM**  
**Stonehenge Reserve Trust**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Seconded by: \_\_\_\_\_

*Requirements for appointment to the Community Committee:*

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CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2019/2020								
Project	Works	Status Comments as at 31 July 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	\$ 5,410,788			
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	\$ 59,599	99%	30/08/2022	
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 is scheduled to be completed August 2022.	\$ 1,889,254	\$ 6,264,763	\$ 5,254,761	93%	30/08/2022	
Bushfire Community Resilience and Economic Recovery Fund	Connectivity	Grant funding period has been extended into 2021/2022. A consultant has been engaged to develop a master plan for the airport precinct. Pending invoice processing.	\$ 100,000	\$ 100,000	\$ 96,428	50%	30/08/2022	
	Total		\$ 2,079,254	\$ 6,454,763	\$ 5,410,788			

\*Estimated as GISC aligns the old &amp; new computer system data

CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2020/2021								
Project	Works	Status Comments as at 31 July 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	\$ 2,095,721			
Local Bridges - Bridge Renewal Program	5270 Shannonvale Road, Mann River Bridge	The tender has been awarded to Weir Built. Off site construction commenced in late March 2021, with on site construction commenced. Contractor completion dates have been extended due to wet weather preventing pier footing construction in the river bed which is now complete.	\$ 1,400,000	\$ 1,400,000	\$ 342,094	50%	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	\$ 1,753,627	99%	30/07/2022	

PROJECTS FUNDED FROM WASTE RESERVE			\$ 284,065	\$ 284,065	\$ 11,898			
LANDFILL: Future Landfill Development	LANDFILL: Future Landfill Development	This project is part of the long term rehabilitation of the Landfill Site. Stage 1 is the stabilisation of the western bank on Blue Hills Road and has been completed. 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 to be undertaken by June 2023. A revised valuation has been undertaken as requested from the Department of Lands and acquisition to purchase land has been relodged for purchase. Drainage lines being installed around site to reduce surface water ingress into quarry.	\$ 284,065	\$ 284,065	\$ 11,898	70.00%	30/06/2023	
PROJECTS FUNDED FROM OTHER GRANTS & CONTRIBUTIONS			\$ 380,000	\$ 380,000	\$ 53,741			
Safer Roads Grant	Bald Nob Road	Design review completed and alternate option for drain extensions deemed to be cost prohibitive. Review of environmental factors now finalised after significant delays due to covid restrictions. Pipes procured. Construction team is scheduled to commence on completion of Emmaville Road project.	\$ 380,000	\$ 380,000	\$ 53,741	15%	30/10/2022	
Total			\$ 4,364,065	\$ 4,364,065	\$ 2,161,360			

\*Estimated as GISC aligns the old & new computer system data

<b>CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2021/2022</b>								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
<b>BRIDGE RENEWAL PROGRAM GRANT &amp; SECTION 7.11 CONTRIBUTIONS</b>			\$ 2,345,000	\$ 2,345,000	\$ 94,181			
Fixing Country Bridges	5220 Mt Mitchell Road, Yarrow Creek Bridge	Design has been procured and is complete. Works are planned to be completed by Council's bridge team.	\$ 945,000	\$ 945,000	\$ 46,807	5%	30/06/2023	
Fixing Country Bridges	5215 Mt Mitchell Road, Mann River	Design has been procured and is complete. Works are planned to be completed by Council's bridge team.	\$ 1,400,000	\$ 1,400,000	\$ 47,374	5%	30/06/2023	
<b>PROJECTS FUNDED FROM GENERAL FUND</b>			\$ 476,825	\$ 476,825	\$ 193,422			
Finance: Project Jigsaw Open Office Implementation	Finance: Project Jigsaw Open Office Implementation	Planning and Data Migration in progress. Stage 1 Go Live was July 2022. Stage 1 of the project is 80% complete.	\$ 476,825	\$ 476,825	\$ 193,422	80%	16/12/2022	
<b>PROJECTS FUNDED FROM GENERAL FUND</b>			\$ 251,000	\$ 259,619	\$ 97,711			
Glen Innes Swim Centre Upgrade	Glen Innes Swim Centre Upgrade	Design being constructed for new covered seating to be installed by 30/07/2022. Minor delays due to availability of materials. Site construction to commence 30/06/2022.	\$ 76,000	\$ 84,619	\$ 76,895	27%	31/08/2022	
CBD Roundabout Landscaping	CBD Roundabout Landscaping	Preliminary design work underway.	\$ 60,000	\$ 60,000	\$ 12,565	21%	31/08/2022	
Upgrade Signage	Upgrade Signage	Minor work carried out.	\$ 30,000	\$ 30,000	\$ 4,926	16%	31/08/2022	
Upgrade Electricity Dumaresq Street Industrial Estate	Upgrade Electricity Dumaresq Street Industrial Estate	Design being completed. Subdivision survey will also be funded in this budget allocation.	\$ 85,000	\$ 85,000	\$ 3,325	0%	31/08/2022	

CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2021/2022								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
<b>INFRASTRUCTURE PROJECTS FUNDED FROM GENERAL FUND</b>			\$ 1,578,639	\$ 1,578,639	\$ 362,559			
Roads of Strategic Importance - Council Contribution	Bald Nob Upgrade Stage 2	Survey has been undertaken by internal staff. Design has been procured externally with the 50% design submitted for review.	\$ 560,000	\$ 560,000	\$ 38,827	5%	30/06/2024	
	Footpath Renewal	Works associated with requests from Access Committee completed in Meade Street.	\$ 25,000	\$ 25,000	\$ 12,033	99%	31/08/2022	
Heavy Patching Program	Heavy Patching Program	Works completed on Maybole Road, Red Range Road, Rangers Valley Road. Works commenced on Blue Hills Road however staff have been diverted to flood recovery.	\$ 993,639	\$ 993,639	\$ 311,699	30%	30/09/2022	
<b>PROJECTS FUNDED FROM OTHER GRANTS &amp; CONTRIBUTIONS</b>			\$ 4,891,778	\$ 6,271,778	\$ 1,523,299			
Safer Roads Grant	Bald Nob Segment 20	Design review completed and alternate option for drain extensions deemed to be cost prohibitive. Review of environmental factors now finalised after significant delays due to covid restrictions. Pipes procured. Construction team is scheduled to commence on completion of Emmaville Road project.	\$ 586,500	\$ 586,500	\$ 129,398	5%	30/06/2023	
Fixing Local Roads	Lang Street/Furracabad Road	Drainage works completed. The pavement renewal project is being delivered under a full service Local Government Procurement contract by Stabilcorp Pty Ltd.	\$ 990,000	\$ 990,000	\$ 97,443	10%	30/09/2022	



<b>CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2021/2022</b>								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Local Roads and Community Infrastructure Grant	Mt Slow Gravel Resheeting	Minor works commenced. Project deferred due to natural disaster recovery.	\$ 296,000	\$ 296,000	\$ 1,565	1%	30/09/2022	
Fixing Local Roads	Round 2 New Bitumen Seals	Sealing of Maybole Road, Yarraford Roads and Mt Mitchell Road completed. West Furracabad Road completed first 2.5km. Pinkett Rd and Strathbogie Rd completed.	\$ 3,019,278	\$ 3,019,278	\$ 1,292,357	22%	30/05/2023	
Fixing Local Roads	Gulf Road	Minor works commenced. Project planned to complete Otta seal section by May 2023.	\$ -	\$ 1,380,000	\$ 2,536	1%	31/10/2022	
<b>LRCI PHASE 3</b>			<b>\$ -</b>	<b>\$ 931,854</b>	<b>\$ 52,412</b>			
Local Roads and Community Infrastructure Grant Phase 3	Local Roads and Community Infrastructure Grant Phase 3	Costs journaled out to Roads to Recovery Projects and remaining budget carried forward as WIP into 2022/2023.	\$ -	\$ 431,854	\$ 37,412	5%	30/12/2022	
Indoor Sports Stadium	Construction of Carpark	Design completed.	\$ -	\$ 500,000	\$ 15,000	3%	30/09/2022	
<b>PROJECTS FUNDED THROUGH THE PLANT FUND</b>			<b>\$ -</b>	<b>\$ 15,000</b>	<b>\$ 5,000</b>			
New Plant Program	Flail Mower	New item of plant required to provide maintenance of open drains. QBR adjustment 3rd quarter 2022.	\$ -	\$ 15,000	\$ 5,000	0%	30/09/2022	
<b>PROJECTS FUNDED FROM REGIONAL ROADS GRANTS</b>			<b>\$ 312,000</b>	<b>\$ 312,000</b>	<b>\$ 200,097</b>			
Regional Roads Block Grant	Emmaville Road segment 180	Design is complete. Project is underway.	\$ 312,000	\$ 312,000	\$ 200,097	30%	30/09/2022	
<b>PROJECTS FUNDED FROM THE SEWER FUND</b>			<b>\$ 546,972</b>	<b>\$ 555,472</b>	<b>\$ 84,593</b>			

CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2021/2022								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Sewer: Mains Renewal – Sewer Funds	Sewer - Capital Renewal	The first round of manhole repairs has been completed by FITT resources. Inspections will be carried out on the Sewer Pump stations and assessed. Relining has been delayed due to COVID restrictions and 15% of 21/22 year program completed.	\$ 536,972	\$ 546,972	\$ 77,138	15%	30/09/2023	

CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2021/2022								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
	Sewer - New Mains (Private Works)	Minor work carried out. Budget adjustment request has been included in the March QBR.	\$ 8,000	\$ 3,000	\$ 2,886	25%	30/09/2022	
	Sewer - New Services (Private Works)	Minor work carried out. Budget adjustment request has been included in the March QBR.	\$ 2,000	\$ 5,500	\$ 4,569	90%	30/09/2022	
<b>PROJECTS FUNDED THROUGH THE STORMWATER/DRAINAGE RESERVE</b>			<b>\$ 145,000</b>	<b>\$ 145,000</b>	<b>\$ 23,952</b>			
Renew Drainage – Drainage Charge Reserve	Stormwater Renewals - Glen Innes	Pipes replaced on Cherry Tree Rd. Works planned to be undertaken in Grafton Street have again been deferred due to staff being diverted to natural disaster repairs.	\$ 145,000	\$ 145,000	\$ 23,952	18%	30/09/2023	
<b>PROJECTS FUNDED FROM THE WATER FUND</b>			<b>\$ 655,000</b>	<b>\$ 1,433,532</b>	<b>\$ 885,598</b>			
Water Mains Renewal	Water - Capital Renewal	Components have been purchased for the Oliver Street Main upgrade, however work has been delayed by wet weather. Water main upgrade works at the northern end of Church Street have been completed.	\$ 651,532	\$ 651,532	\$ 248,745	25%	30/09/2022	
Water - Capital New	Water - Capital New assets	Project is anticipated to be completed under budget.	\$ 3,468	\$ 40,000	\$ 33,957	75%	30/06/2023	
Water Fund Renewals	Water - Automated Water Meter Reading	Project underway. Meter data is starting to be received. Approximately 500 automated water meters remain to be installed in Glen Innes.	\$ -	\$ 600,000	\$ 597,220	31%	30/09/2022	

CAPITAL WORKS PROGRAM CARRIED FORWARD FROM 2021/2022								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Water Fund Renewals	Truck Wash Upgrade	Effluent dosage testing completed. Procurement of dosing equipment underway.	\$ -	\$ 142,000	\$ 5,676	5%	30/06/2023	
	Total		\$ 11,202,214	\$ 14,324,719	\$ 3,522,825			

\*Estimated as GISC aligns the old & new computer system data

CAPITAL WORKS PROGRAM REVOTES - 2022								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	*Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
<b>ROADS TO RECOVERY (RTR)</b>			\$ 444,063	\$ 464,063	\$ 145,132			
Unsealed Roads Re-sheeting	Shannon Vale Road	Works commenced in May however weather continues to cause delays. Wet stockpiled material is also causing delays.	\$ 444,063	\$ 464,063	\$ 145,132	30%	30/08/2022	
<b>SRV PROGRAM</b>			\$ 573,546	\$ 573,546	\$ 500,154			
Intersection Upgrade	Wattle Vale Quarry	The contractor was engaged to construct the original intersection design subject to final approval by TfNSW. Approval has now been obtained with some minor changes. The proposal has been revised and the contractor is preparing project planning documents. Additional budget will be required to complete the revised proposal.	\$ 573,546	\$ 573,546	\$ 500,154	5%	30/09/2022	
<b>FIXING COUNTRY BRIDGES</b>			\$ 281,017	\$ 281,017	\$ 226,826			
Fixing Country Bridges	Wentworth St - Rocky Ponds	Council has entered into an MOU with Inverell and Armidale for joint delivery. Design has been procured, with review of environmental factors now completed. Fisheries permit to be obtained. A second tender for bridge components has provided a local source for components.	\$ 81,875	\$ 131,875	\$ 106,630	80%	30/06/2023	
Fixing Country Bridges	S170 - Furracabad	Council has entered into an MOU with Inverell and Armidale for joint delivery. Design has been procured, with review of environmental factors now completed. Fisheries permit to be obtained. A second tender for bridge components has provided a local source for components.	\$ 199,142	\$ 149,142	\$ 120,196	80%	30/06/2023	
	Sub Total		\$ 1,298,626	\$ 1,318,626	\$ 872,112			

\*Estimated as GISC aligns the old &amp; new computer system data

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 July 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	22/23 stage of project is yet to commence.	\$ 776,225	\$ 776,225	\$ -	5%	30/05/2024	
5170 Furracabad Rd over Furracabad Creek	5170 Furracabad Rd over Furracabad Creek	22/23 stage of project is yet to commence.	\$ 800,858	\$ 800,858	\$ -	5%	30/05/2024	
INFRASTRUCTURE PROJECTS FUNDED FROM GENERAL FUND			\$ 987,713	\$ 987,713	\$ -			
Heavy Patching Program		22/23 stage of project is yet to commence.	\$ 797,713	\$ 797,713	\$ -	0%	30/06/2023	
New cycleways / shared path		Project yet to commence.	\$ 50,000	\$ 50,000	\$ -	0%	30/06/2023	
Kerb & Gutter Installation - Railway Street		Project yet to commence.	\$ 40,000	\$ 40,000	\$ -	0%	30/06/2023	
Kerb & Gutter Installation - Hunter Street		Project yet to commence.	\$ 30,000	\$ 30,000	\$ -	0%	30/06/2023	
Kerb & Gutter Installation - Emmaville		Project yet to commence.	\$ 20,000	\$ 20,000	\$ -	0%	30/06/2023	
Causeway renewal		Works are underway on Gulf Rd Emmaville.	\$ 50,000	\$ 50,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM BORROWINGS			\$ 300,000	\$ 300,000	\$ -			
Infrastructure Backlog Projects		Project yet to commence.	\$ 300,000	\$ 300,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM GENERAL FUND			\$ 431,720	\$ 431,720	\$ -			
Signage Upgrades		Project yet to commence.	\$ 50,000	\$ 50,000	\$ -	0%	30/06/2023	
Public Art Projects		Project yet to commence.	\$ 50,000	\$ 50,000	\$ -	0%	30/06/2023	
Replacement of Emmaville Pool Covers		Project yet to commence.	\$ 8,950	\$ 8,950	\$ -	0%	30/11/2022	
Replacement of Anzac Park Playground equipment		Project yet to commence.	\$ 200,000	\$ 200,000	\$ -	0%	30/06/2023	
G I Aquatic Centre 25mt and LTS pools reapply top coat		Project yet to commence.	\$ 45,000	\$ 45,000	\$ -	0%	30/09/2022	



CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
Carpet for William Gardner Conference Room		Project yet to commence.	\$ 22,770	\$ 22,770	\$ -	0%	31/12/2022	
LC-SS Outdoor Furniture Settings x 2		Project yet to commence.	\$ 5,000	\$ 5,000	\$ -	0%	31/12/2022	
CAFS Sun Shade for playground equipment		Project yet to commence.	\$ 50,000	\$ 50,000	\$ -	0%	31/12/2022	
PROJECTS FUNDED FROM OTHER GRANTS & CONTRIBUTIONS			\$ 11,068,529	\$ 11,068,529	\$ -			
Roads of Strategic Importance	Bald Nob Upgrade	22/23 stage of project is yet to commence.	\$ 2,550,000	\$ 2,550,000	\$ -	3%	30/06/2023	
Local Roads and Community Infrastructure Grant	Bitumen Reseals	Project yet to commence.	\$ 154,416	\$ 154,416	\$ -	0%	30/06/2023	
Airport runway renewal	Local Government Recovery Grants Program	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		Project yet to commence.	\$ 251,310	\$ 251,310	\$ -	0%	30/06/2023	
Pathways linking Indoor Sports Stadium to existing pathways		Project yet to commence.	\$ 266,466	\$ 266,466	\$ -	0%	30/06/2023	
Pathway from Indoor Sports Stadium to High School		Project yet to commence.	\$ 266,466	\$ 266,466	\$ -	0%	30/06/2023	
Emmaville War Memorial Hall Upgrades		Project yet to commence.	\$ 131,651	\$ 131,651	\$ -	0%	30/06/2023	
Centennial Parklands Skywalk		Tenders have been called for construction and are under assessment.	\$ 700,000	\$ 700,000	\$ -	0%	30/05/2023	
Centennial Parklands - Amenities and Outdoor Area constructio		Project yet to commence.	\$ 402,485	\$ 402,485	\$ -	0%	30/05/2023	
Skate Park redevelopment and new shared pathways		Project yet to commence.	\$ 221,557	\$ 221,557	\$ -	0%	30/06/2023	
BSBR000316 Indoor Sports Stadium Stage Two		Project yet to commence.	\$ 124,178	\$ 124,178	\$ -	0%	30/06/2023	

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
PROJECTS FUNDED FROM REGIONAL ROADS GRANTS			\$ 590,000	\$ 590,000	\$ 16,850			
Traffic Facilities		Guard Rail installed at Camerons Creek.	\$ 70,000	\$ 70,000	\$ 16,850	25%	30/06/2023	
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		Project yet to commence.	\$ 200,000	\$ 200,000	\$ -	0%	30/06/2023	
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	\$ -			
Unsealed Roads Resheeting - Nine Mile Road		Resheeting works have been conducted on Nine Mile Rd.	\$ 281,400	\$ 281,400	\$ -	50%	02/09/2022	
Unsealed Roads Resheeting - Bullock Mountain Road		Project yet to commence.	\$ 437,360	\$ 437,360	\$ -	0%	30/06/2023	
Unsealed Roads Resheeting - Haymarket Road		Project yet to commence.	\$ 120,000	\$ 120,000	\$ -	0%	30/06/2023	
Unsealed Roads - Caerleon Road		Project yet to commence.	\$ 50,440	\$ 50,440	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM THE GLEN INNES AGGREGATES SURPLUS			\$ 300,000	\$ 300,000				
New Bitumen Seals - Blue Hills/Rodgers Road		Project yet to commence.	\$ 300,000	\$ 300,000	\$ -	0%	30/06/2023	
PROJECTS FUNDED FROM THE SEWER FUND			\$ 641,117	\$ 641,117	\$ 1,174			
Capital Renewal (Matches depreciation plus 30%)		Project yet to commence.	\$ 621,117	\$ 621,117	\$ -	0%	30/06/2023	
New Mains		Project yet to commence.	\$ 10,000	\$ 10,000	\$ -	0%	30/06/2023	
New Service		Project will be ongoing throughout the year.	\$ 10,000	\$ 10,000	\$ 1,174	12%	30/06/2023	
PROJECTS FUNDED FROM THE WATER FUND			\$ 711,854	\$ 711,854	\$ 527			
Capital Renewal		Project yet to commence.	\$ 591,854	\$ 591,854	\$ -	0%	30/06/2023	
Capital new		Project yet to commence.	\$ 100,000	\$ 100,000	\$ -	0%	30/06/2023	

CAPITAL WORKS PROGRAM 2022/2023								
Project	Works	Status Comments as at 31 July 2022	Adopted Budget	Revised Budget	* Project Actual + Committed	Project Percentage Complete	Proposed Completion Date	Actual Completion Date
New Mains		Project yet to commence.	\$ 10,000	\$ 10,000	\$ -	0%	30/06/2023	
New Service		Project will be ongoing throughout the year.	\$ 10,000	\$ 10,000	\$ 527	0%	30/06/2023	
PROJECTS FUNDED THROUGH THE PLANT FUND			\$ 1,108,000	\$ 1,108,000	\$ 39,082			
Heavy Plant Replacement Program	Bogie Tipper Truck & Dog Trailer	Project yet to commence.	\$ 420,000	\$ 420,000	\$ -	0%	30/06/2023	
Heavy Plant Replacement Program	Hino Ranger 14 FM1JLPM	Project yet to commence. This is a replacement and a corresponding sale of plant will occur. Disposing plant item 1107.	\$ 285,000	\$ 285,000	\$ -	0%	30/06/2023	
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)	Completed.	\$ 40,000	\$ 40,000	\$ 39,082	100%	28/07/2022	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			
Rural Drainage Renewals		Second-hand excavator purchased.	\$ 282,471	\$ 282,471	\$ 54,400	20%	30/06/2023	
Urban Drainage Renewals		Project yet to commence.	\$ 146,529	\$ 146,529	\$ -	0%	30/06/2023	
Totals			\$ 19,534,216	\$ 19,534,216	\$ 112,033			

\*Estimated as GISC aligns the old &amp; new computer system data

**From:** Cheryl Thorley  
**Sent:** Thu, 8 Apr 2021 07:07:08 +1000  
**To:** Council Email; Emma A. Murphy  
**Subject:** Boundary Rationalisation  
**Attachments:** map.jpg

Good Morning

I have had interest from the owner of Lot 107 DP 753292 in purchasing the entire Crown road, within and adjoining their Lot. (Shown as purple on the attached map)  
This creates an issue in that the section marked by yellow in the attached diagram is the only portion of the land on their property in a separate LGA. (In this case, Inverell)

Is there a possibility for agreement between both LGA's to make a joint submission to the Boundaries Commission to have the boundary rationalised?  
It seems illogical to make the landholder potentially pay 2 sets of rates because of this very small area.

I look forward to your responses as it will have an affect on decisions made in this case.

Kind regards

*Cheryl Thorley*

Senior Business Centre Officer

Crown Lands

NSW Department of Planning, Industry and Environment

49 - 51 Victoria St Grafton NSW 2460 | PO Box 2185 Dangar NSW 2309

T: 02 6640 3943 | E: [cheryl.thorley@crowland.nsw.gov.au](mailto:cheryl.thorley@crowland.nsw.gov.au)

W: [www.crownland.nsw.gov.au](http://www.crownland.nsw.gov.au) [www.industry.nsw.gov.au](http://www.industry.nsw.gov.au)

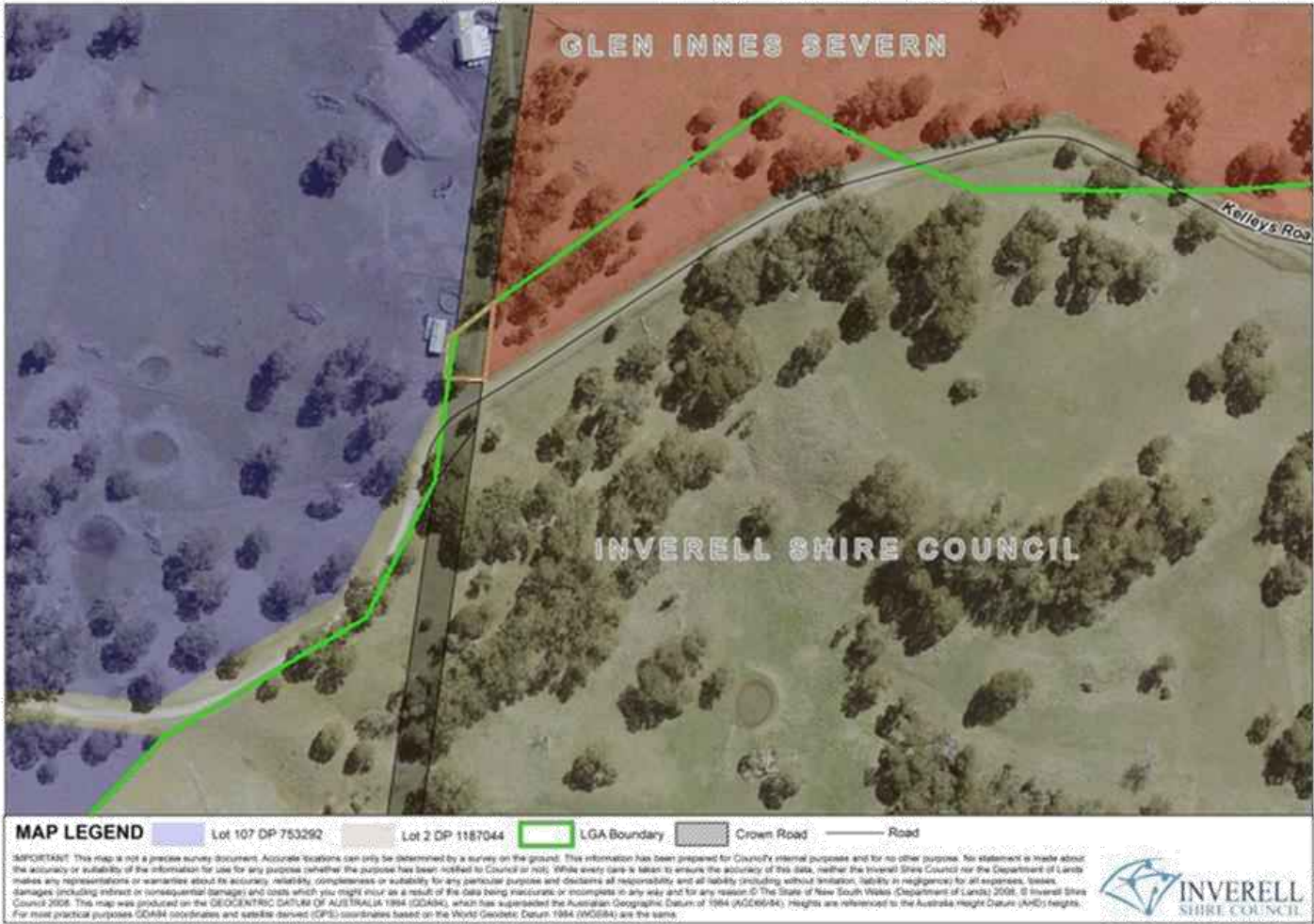


Planning,  
Industry &  
Environment



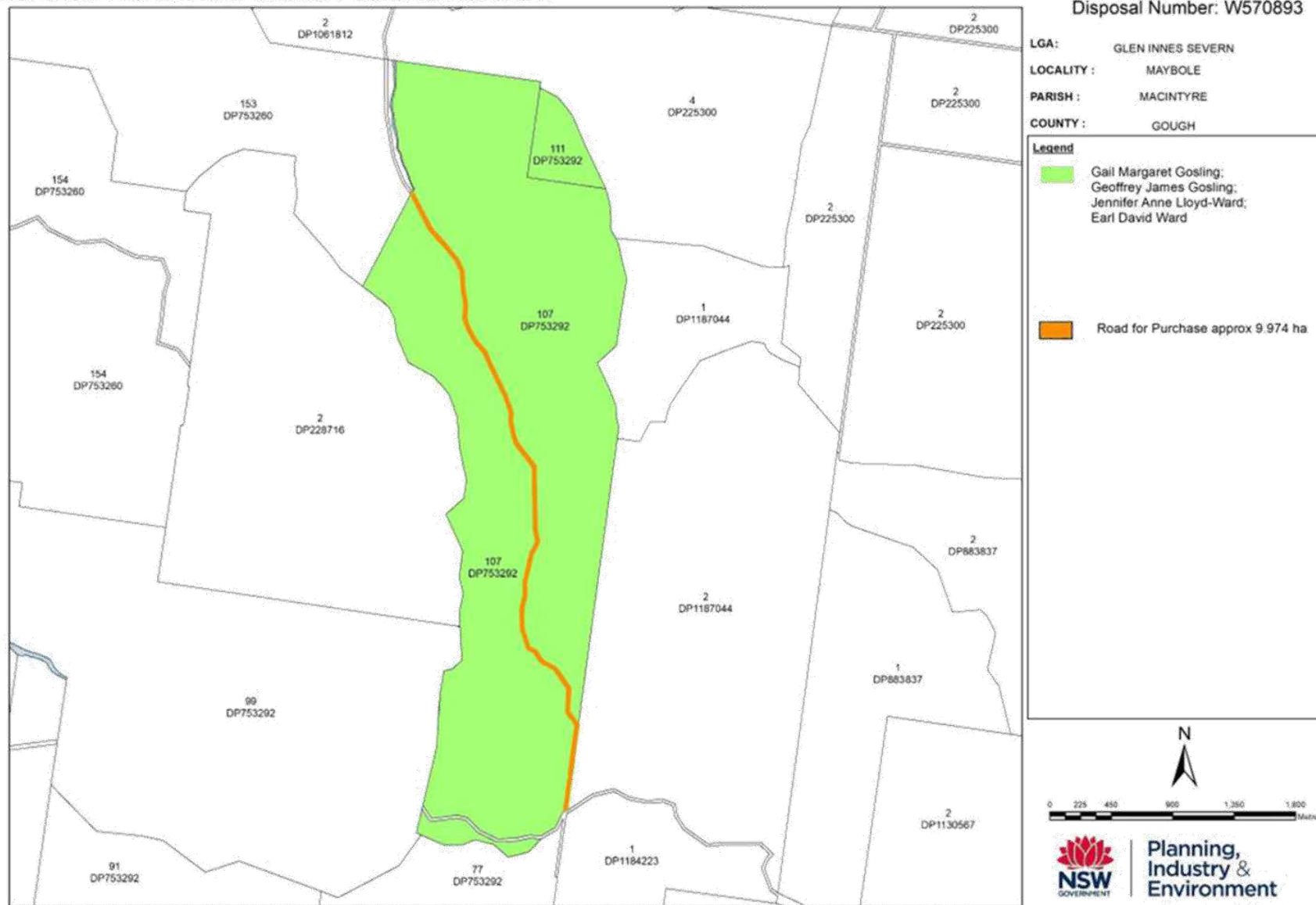








Case Officer: THORLEC Date: 12/08/2021 Cluster Number: 618347



Annexure A  
Item 7.28



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:	01-07-2022 - 31-07-2022
Source:	All		
Sample Site:	All		

Sample Count: 5

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	0.0100	0.0100	0.0000	0.01	0.01	1	0	0.01	0.01	100.00
	Antimony	0.0030	mg/L	0.0001	0.0001	0.0000	0.00005	0.00005	1	0	0.00005	0.00005	100.00
	Arsenic	0.0100	mg/L	0.0005	0.0005	0.0000	0.0005	0.0005	1	0	0.0005	0.0005	100.00
	Barium	2.0000	mg/L	0.0065	0.0065	0.0000	0.0065	0.0065	1	0	0.0065	0.0065	100.00
	Boron	4.0000	mg/L	0.0041	0.0041	0.0000	0.0041	0.0041	1	0	0.0041	0.0041	100.00
	Cadmium	0.0020	mg/L	0.0001	0.0001	0.0000	0.00005	0.00005	1	0	0.00005	0.00005	100.00
	Calcium	10000.0000	mg/L	27.4000	27.4000	0.0000	27.4	27.4	1	0	27.4	27.4	100.00
	Chloride	250.0000	mg/L	13.0000	13.0000	0.0000	13	13	1	0	13	13	100.00
	Chromium	0.0500	mg/L	0.0005	0.0005	0.0000	0.0005	0.0005	1	0	0.0005	0.0005	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
Chemistry	Copper	2.0000	mg/L	0.0080	0.0080	0.0000	0.008	0.008	1	0	0.008	0.008	100.00
	Fluoride	1.5000	mg/L	0.0500	0.0500	0.0000	0.05	0.05	1	0	0.05	0.05	100.00
	Iodine	0.5000	mg/L	0.0100	0.0100	0.0000	0.01	0.01	1	0	0.01	0.01	100.00
	Iron	0.3000	mg/L	0.0100	0.0100	0.0000	0.01	0.01	1	0	0.01	0.01	100.00
	Lead	0.0100	mg/L	0.0002	0.0002	0.0000	0.0002	0.0002	1	0	0.0002	0.0002	100.00
	Magnesium	10000.0000	mg/L	16.5600	16.5600	0.0000	16.56	16.56	1	0	16.56	16.56	100.00
	Manganese	0.5000	mg/L	0.0018	0.0018	0.0000	0.0018	0.0018	1	0	0.0018	0.0018	100.00
	Mercury	0.0010	mg/L	0.0004	0.0004	0.0000	0.0004	0.0004	1	0	0.0004	0.0004	100.00
	Molybdenum	0.0500	mg/L	0.0004	0.0004	0.0000	0.0004	0.0004	1	0	0.0004	0.0004	100.00
	Nickel	0.0200	mg/L	0.0012	0.0012	0.0000	0.0012	0.0012	1	0	0.0012	0.0012	100.00
	Nitrate	50.0000	mg/L	0.5000	0.5000	0.0000	0.5	0.5	1	0	0.5	0.5	100.00
	Nitrite	3.0000	mg/L	0.0500	0.0500	0.0000	0.05	0.05	1	0	0.05	0.05	100.00
	pH	6.5 - 8.5		7.9000	7.9000	0.0000	7.9	7.9	1	0	7.9	7.9	100.00
	Selenium	0.0100	mg/L	0.0035	0.0035	0.0000	0.0035	0.0035	1	0	0.0035	0.0035	100.00
	Silver	0.1000	mg/L	0.0001	0.0001	0.0000	0.0001	0.0001	1	0	0.0001	0.0001	100.00
	Sodium	180.0000	mg/L	31.0000	31.0000	0.0000	31	31	1	0	31	31	100.00
	Sulfate	500.0000	mg/L	54.0000	54.0000	0.0000	54	54	1	0	54	54	100.00
	Total Dissolved Solids (TDS)	10000.0000	mg/L	206.0000	206.0000	0.0000	206	206	1	0	206	206	100.00
	Total Hardness as CaCO3	10000.0000	mg/L	136.6000	136.6000	0.0000	136.6	136.6	1	0	136.6	136.6	100.00
	True Colour	15.0000	Hazen Units (HU)	1.0000	1.0000	0.0000	1	1	1	0	1	1	100.00
	Turbidity	5.0000	NTU	0.3000	0.3000	0.0000	0.3	0.3	1	0	0.3	0.3	100.00
	Uranium	0.0170	mg/L	0.0001	0.0001	0.0000	0.00005	0.00005	1	0	0.00005	0.00005	100.00
	Zinc	3.0000	mg/L	0.1300	0.1300	0.0000	0.13	0.13	1	0	0.13	0.13	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
	pH	6.5 - 8.5		7.9367	7.9700	0.0850	7.84	8	3	0	8	7.84	100.00
	Temperature	30.0000	C	11.9667	12.1000	1.5044	10.4	13.4	3	0	13.4	10.4	100.00
	Total Chlorine	5.0000	mg/L	1.7667	1.6600	0.2386	1.6	2.04	3	0	2.04	1.6	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	0.2790	0.2830	0.0631	0.214	0.34	3	0	0.34	0.214	100.00

Cr Carol Sparks  
Glen Innes Severn Council

11 August 2022

Mr Dennis McIntyre  
Interim General Manager  
Glen Innes Severn Council  
PO Box 61  
GLEN INNES NSW 2370

Dear Dennis

**Re: Notice of Motion to Alter Resolution 5.07/22**

Notice is hereby given that I wish to alter point 1 of Resolution 5.07/22 of the Glen Innes Severn Council Ordinary Meeting held on Thursday, 28 July 2022, Item 7.2 "2022 Local Government NSW Annual Conference":

**7.2 2022 Local Government NSW Annual Conference**

**REPORT FROM: GENERAL MANAGER'S OFFICE**  
**Author: Debbie Duffell - Executive Assistant (Mayor and General Manager)**

Moved Cr A Parsons      Seconded Cr T Alt

**5.07/22 RESOLUTION**

THAT Council:

1. Nominates Councillors Cr Arandale and Cr Sparks to attend the 2022 Local Government NSW Annual Conference, which is being held at the Crowne Plaza Hunter Valley from Sunday, 23 October 2022 until Tuesday, 25 October 2022, in addition to the Mayor and the General Manager.
2. Determines whether it would like to submit any motions in accordance with the requirements listed in Annexure B of this report and that Councillors wishing to propose any motions forward any proposed motions to the General Manager by close of business on Monday, 22 August 2022.

**CARRIED**

**MOTION:**

1. *That Council nominates Councillor T Arandale and Councillor J Parry to attend the 2022 Local Government Annual Conference, which is being held at the Crowne Plaza Hunter Valley from Sunday, 23 October 2022 until Tuesday, 25 October 2022, in addition to the Mayor and the General Manager.*


**RATIONALE:**


Upon further consideration, I have decided to decline the offer to attend the 2022 LGNSW Annual Conference and note that instead it is my preference to attend the Australian Local Government Women's Association Conference this financial year.

Discussions have been held with Councillor Parry who has indicated that he would be happy to attend the 2022 LGNSW Annual Conference in my place.

Yours sincerely

  
.....  
**Cr Carol Sparks**  
**COUNCILLOR**

  
.....  
**Cr Rob Banham**  
**MAYOR**

  
.....  
**Cr Troy Arandale**  
**DEPUTY MAYOR**



**Aboriginal Consultative Committee**  
**MINUTES OF ORDINARY MEETING**  
**HELD ON: 27 June 2022**

1. **OPEN / WELCOME TO COUNTRY:** 2.15pm with the Welcome to Country by Philip Winzer
2. **PRESENT:** Troy Arandale (Deputy Mayor – GISC) (Chairperson), Anna Watt (Director of Corporate and Community Services – GISC), Kerry Faiers, Debbie McCowen, Julia Morgillo (Aboriginal Community representative), Karen Potter (Local Aboriginal Corporation), Philip Winzer (Local Aboriginal Lands Council) and Anthony Williams (Manager of Community Services - GISC) (minutes).
3. **APOLOGIES:** Rob Banham (Mayor - GISC) (Chairperson), Councillor Carol Sparks (Councillor – GISC), Teniah Villiers (Cooramah Aboriginal Corporation), Inspector James Parsons (Glen Innes Local Police) and Elena Weatherall (Aboriginal Community representative) - late apology.

*Moved Philip Winzer, seconded Karen Potter that the apologies be accepted.*

**CARRIED**

4. **MINUTES OF THE PREVIOUS MEETING:** As this was the first committee meeting held since late 2020 there were no previous minutes to be endorsed.

Item No.	Item	Action
5	<b>BUSINESS ARISING:</b>	
	As this was the first committee meeting held since late 2020 there was no business arising.	Nil.
6	<b>CORRESPONDENCE:</b>	
	Letter from Council's Director Corporate and Community Services confirming the Council resolution to approve the nominated committee from the AGM.  <i>Moved Philip Winzer seconded Karen Potter that the correspondence be accepted</i>	Nil.  Carried
7	<b>REPORTS:</b>	
7.1	<u>Glen Innes Local Aboriginal Lands Council</u> Grant applications being worked on include: <ul style="list-style-type: none"> <li>• land vitalisation;</li> <li>• cultural activities at the Willows; and</li> <li>• an endangered turtle species.</li> </ul> Funding was received for mental health first aid – White Rock Wind Farm grant.  The NAIDOC march is coming up on Wednesday, 6 July 2022 from Grey Street to the Lands Council Office where a BBQ is being organised. The main function will be held at the Willows in September over three (3) days with local schools being invited, storytelling, cultural information then market stalls and entertainment as part of an open day on the third day.  Works are being carried out at the Willows preparing for NAIDOC celebrations and the summer.	

Item No.	Item	Action
	Meeting with Margot (GISC) regarding the skywalk which was a very informative discussion. Looking to include Aboriginal stories and information in augmented audio.  Art works also discussed with Philip to consider a plan during the next month.	
7.2	<u>Cooramah Aboriginal Corporation</u> As an apology was submitted no report was provided.	
7.3	<u>Boorabee Aboriginal Corporation</u>  This item was discussed later in the meeting as the Boorabee representative was running late.  Discussion around a board meeting held where information on meetings and structure were discussed. Currently there are five (5) families with five (5) members (one (1) member from each family on the board).	
7.4	<u>Armajun Health Service</u>  Debbie McCowen arrived late and advised she had not received notification of the meeting. Discussion ensued regarding attendees at the AGM and the committee that was forwarded to Council for adoption, only those committee members were contacted regarding the meeting.  Additional discussion regarding Debbie being included on the committee as an Armajun representative and Kerry Faiers as a community representative. Both candidates will be forwarded a nomination form and then a further report prepared for Council to endorse the two (2) additional members.  Doctor shortages discussed. Armajun have arranged two (2) Armidale Doctors to attend Glen Innes each Monday and an Inverell Doctor on Wednesday's. They are looking to provide services on a Thursday.  Attract Connect Stay members are seeking options through Rural Vocational Training Scheme promotion for more Doctors. A Doctor was contacted but said Glen Innes is too far away.  NAIDOC Inverell have planned a street march on Monday, 4 July 2022 and a park fun day on Wednesday, 6 July 2022	<b>Anna to provide nomination forms to Debbie and Kerrie.</b>  <b>Anna to ensure a report is submitted to Council to endorse the two (2) additional members.</b>
7.5	<u>Glen Innes Severn Council</u>  Report attached to the minutes. Discussions around The Youth Booth followed by conversation around medical services and possible venues / funding options.  Members discussed Cooramah / Lands Council having space for a medical centre. Anna suggested members to attend and address the Council meeting when the report is put up for discussion in July as well as participate in the community survey.	<b>Anna to provide the form to speak at Council meetings to members with the minutes.</b>
7.6	<u>Healthwise</u>  No representative in attendance.	

Item No.	Item	Action
7.7	<u>Pathfinders</u> No representative in attendance.	
7.8	<u>Family and Community Services</u> No representative in attendance.	
7.9	<u>Glen Innes Police</u> Anna advised the representative was unable to attend today, with no-one else able to attend in his place. He will attend the next meeting and provide an update.	
	Julia asked if community representatives give reports to the committee. Anna advised no, only the service providers.	
8	<b>GENERAL BUSINESS:</b>	
8.1	<u>Draft Terms of Reference</u> Discussion commenced around youth members which are still vacant. Phil commented he will seek interest through his avenue. Anna added that Council will advertise with the High School newsletter. <b>Motion:</b> The draft Terms of Reference be endorsed by the Committee to go to Council for adoption. <i>Moved: Phil Seconded: Deb. (vote = 5 for, 1 against) Carried. Julia M abstained from voting.</i> <b>Recommendation to Council: That the Draft Aboriginal Terms of Reference be adopted.</b> Upon discussions between Anna and her Personal Assistant after the meeting it was flagged the time of the meetings is during school hours. It was decided this was not the best option. Council would put a post on their Facebook page instead.	Philip and Anna to promote the vacant youth positions through their avenues.
	<u>Agenda items and General Business items</u> Phil requested items to be able to be added at the start of the meeting. Anna and Troy advised this is not the correct process to accept late items, however that it could be possible.	
	<u>Reconciliation Plans</u> Julia enquired if Council have a reconciliation plan. Anna advised no. Discussion commenced with Phil commenting he thought in 2005 there was conversations held. Karen added there was discussions between the Lands Council and Council. It was mentioned that Councils such as Dubbo, Tamworth and Blacktown have these plans in place. Deb mentioned Reconciliation Australia have templates that could be used.	Committee members if they wish can research Reconciliation Plans.



Item No.	Item	Action
	<u>NAIDOC</u> The Lands Council are holding a meeting on Wednesday, 20 July 2022 at 11am. It was discussed that a Council representative would attend. Tony indicated that he would attend.	

**MEETING CLOSED:** 3.05pm

**NEXT MEETING:** Monday, 22 August 2022 at 2pm at the Cooramah Cultural Centre

.....  
Chairman

.....  
Date

## General Meeting 16/06/2022

### Emmaville Mining Museum Committee

**Meeting Opened:** 3.05 pm.

**Attendance:** Ron Jillett, Evan Brown, Margaret Haar, Margaret Lynn, Dell Brown, Mark Green, Heather Green, Bill Johnson, Rob Banham, Rhonda Bombell.

**Apologies:** Danny Andrews, Margot Davis.

**Previous Minutes:** Minutes of the previous meeting were read by the Secretary.

"That the minutes are a true and accurate record "Moved: Margaret Lynn, seconded: Heather Green. Carried.

**Business Arising:** 1) Telstra direct debit ongoing.

2) A cheque for \$100.00 was presented to the NSW Cancer Council.

3) Side security gate ongoing.

4) Store room re vamp proceeding.

5) Lighting upgrade to be commenced next week.

**Treasurers Report:** The Treasurer tabled his report for the period 17th February 2022 to 16th June 2022 (copy attached) Showing an opening balance of \$20,859.04, sales and donations of \$5,382.90, Expenditure of \$4,574.30, giving a closing balance of \$21,667.64.

That the Treasurers 'report be accepted, moved: Evan Brown, seconded: Mark Green, Carried

**Correspondence: In:** 1) Telstra bill dated 17/4/22

2) Chubb invoices via email, no originals received.

3) Statement and invoice from Museums and Galleries re upcoming training.

4) Brochure from Glen Innes Visitors Ass.

5) Telstra bill Dated 2/6/22

**Out:** 1) Cheques for Chubb and Telstra

2) Email to Museums and Galleries requesting invoice for upcoming course.

**Publicity Officer Report:** Rhonda reported that she is currently working with Museums and Galleries to finalise the training itinerary. The new brochures are currently being designed and will include details of the new Military room. Rhonda will also investigate outsourcing our social media requirements.

**Presidents' Report:** The President tabled his report (copy attached)

**General Business:** 1) Telstra direct debit still ongoing.

2) The treasurer requested that Heather Green be added as a signatory to the Museum bank account to better facilitate electronic payment of accounts, as neither Ron nor Bill wish to be involved with electronic transfers.

"That Heather Green be added as a signatory" moved: Evan Brown, seconded: Margaret Lynn, carried.

3) Side gate. When time permits.

4) Dell Brown asked whether the monies raised from the sale of the books donated by the Glen Innes Services Club could be donated to an organization that helps returned servicemen. The issue was discussed and it was agreed that it would be simpler to make a one-off annual donation at the end of each year. Charity to be decided.

"That a one-off annual donation be made to a suitable organization to assist returned servicemen," Moved: Dell Brown, seconded: Margaret Lynn, carried.

5) The museum banking arrangements with the Commonwealth Bank were discussed, and it was agreed to investigate changing to the Regional Australia Bank, as they are more user friendly and return part of their profits to the community. Treasurer to obtain relevant information from the Glen Innes branch.

6) EFTPOS choices were discussed with the best option seeming to be Zeller. It was decided to check the Regional Bank options before proceeding.


7) The Emmaville Club Hotel donated the proceeds of their weekly meat raffle to the museum in the amount of \$157.00. The Hotel has indicated that it will run a monthly raffle to assist the museum. It was agreed to give the hotel a certificate of appreciation for their generosity.


8) Margaret Lynn requested that her name be removed from the Chubb Security response list. Evan Brown offered to be added to the list of responders.

9) Margaret Haar asked where the foldup bags in the sales area had come from. Heather Green informed that they had been added to the sales items from the stock room

There being no further business, the meeting was declared closed at 3.55pm.

Next meeting: August 18<sup>th</sup> 2022 at 3.00pm.

 (President)

 (Secretary)

## Glen Elgin Federation Sports Committee General Meeting

July 6<sup>th</sup> 2022

Meeting opened: 6:00 pm

Present: Royce Meyer, Erica Dunn, Rachael Cheers, David White, Craig Klingner, Julie Donnelly, Robyn Macdougall, Craig Klingner, David White, James Gresham, Lara Gresham, Daniel Cheers,

Apologies: Kathy Bennett, Peter Donnelly, Ben Wirth,

Correspondence:

-Model Code of Conduct For Local Councils in NSW

-Case Summary- Tapp vs ABCRA

Previous general meeting minutes: Read by Rachael Cheers

Treasurers Report: Presented by Erica Dunn

Opening Balance: \$ 20 747.72

Closing balance: \$25 414.72

Read by Erica Dunn sec Royce Meyer

Business arising from last meetings minutes:

Glenrac Funding: Spoken to Jennie Coldham- She will email.

General business:

Working bee to be scheduled when it dries out.

Daniel and Royce attended 355 workshop.

Meeting closed: 6:15 pm

## Glen Innes Community Access Committee Minutes

<b>Date 4-7-2022</b>	<b>Meeting Location: William Gardner Conference Room 71 Grey Street, Glen Innes</b>	<b>Time: 12.03pm-1:05pm</b>
<b>Item</b>	<b>Issues/Discussion</b>	<b>Action.</b>
<b>Present</b>	David Thomas (Deputy Chair), Kerrie McIntosh (minutes), Keith Appleby, Allan Culbert, Tony Williams, Maryann Brockfield. Mitch Orchard, Councillor Carol Sparks, Lyn Cregan, Julie Teal, Leonie Lee, Joan Jones	
<b>Apologies</b>	Kerrie Sturtridge (chair)	
<b>Minutes</b>		
<b>Minutes of the last meeting</b>	An accurate record of the Minutes for meeting held 2 May 2022 Moved: Councillor Carol Sparks      Seconded – Joan Jones	
<b>Business Arising</b>		
1.	<p><b>Life Choices – Support Services carpark -</b></p> <p><b>13-12-2021</b> - Sam Price mentioned having the same garden beds as Town Hall</p> <p><b>7-2-2022</b> - Discussion on what improvements can be made to make LC–SS more accessible to those with a disability, wheelchair or walker? Increase size of accessible car parks, extra handrails, seating whilst waiting for a ride or bus. A walk-up ramp would be beneficial for easier access for pedestrians and those in wheelchairs but at this stage this has be scrapped.</p> <p><b>7-3-2022</b> - Jacob Davis suggested he could provide a design for the new area for the committee and will provide at next meeting for feedback. Keith has had a look and will advise next meeting.</p> <p><b>2-5-2022</b> - Anthony Williams, Mike Stone and Anthony Wilkins have all looked at access to LC-SS and discussed options.</p> <p><b>4-7-2022</b> – The area has been fixed and new pathway was completed – any safety issues arising have been noted in Glen Innes Severn Council "safehold" to be followed up. A garden area with some plants were planted but still talking about Garden beds, mentioned leaving until spring but there are no funds in the budget to accommodate this – Tony Williams spoke with Graham Archibald and this should be left to Parks and Gardens to fix if required.</p>	<p><b>CLOSE OUT</b> <b>(Leave to Parks &amp; Gardens)</b></p>

2.	<p><b>Annual Risk Assessment –</b></p> <p><b>7-3-2022</b> - Norm Spencer to check footpaths all issues will be marked with yellow paint and fixed immediately with footpath grinder, this will give much improvement to footpaths. It was noted that any major works they would need to plan for in the Capital Budget. Keith said will be commencing this week. Keith advised footpaths will be complete by 30.06.2022.</p> <p><b>4-7-2022</b> – Various areas around the LGA have been ground out and fixed. It was noted if you see an issue then to take a photo bring along to next meeting. The Medical paths were fixed, it was found the Council did a better job than the contractors – things will continue to move once weather improves.</p>	If you see an issue, take a photo and bring along to next meeting or send to Committee prior to next meeting.
3.	<p><b>Pedestrian Access and Mobility Plan (PAMP)-</b></p> <p><b>13-12-2021</b> - The Committee had concerns with access to the Dental Surgeries in Glen Innes and there were no proper footpaths into either surgery. The works Dept have been dealing with natural disasters and resources are stretched due to flood damage. There is no progress at present but will get things back on track and advise at next meeting. Maryann mentioned there is still difficulty accessing Howard Ellis's Dental Surgery with a wheelchair. Keith advised there are Dental surgeries within Glen Innes who have had their footpaths and access upgraded.</p> <p><b>2-5-2022</b> - Keith will continue to look at Dental Surgeries Access. Maryann volunteered to test access once completed. Work may be completed by Private Contractors.</p> <p><b>4-7-2022</b> – There has been much improvement with Dental surgeries but the Meade St surgery it is noted where the front path meets road it's too steep – propose to extend footpath from East Ave. Discussion was based about signage for the Dental Surgeries but it was determined that the dental surgeries should look after this themselves.</p>	Keith still looking at improving access to Dental Surgeries and footpaths as identified in the PAMP.
4.	<p><b>Service's Club between Club and Woolworths –</b></p> <p><b>4-7-2022</b> – Council has tried to complete but due to bad weather and heavy vehicle use this will be an ongoing issue – Council will continue to maintain. This can be closed off.</p>	CLOSE OUT
5.	<p><b>Disability Access Walk – Showground</b></p> <p><b>15-03-2022</b> - A disability walk was completed 15 March 2022 @ Glen Innes Showground.</p> <p><b>2-5-2022</b> - The Committee said the disability walk was great for awareness, the committee took wheelchairs and walked around and pointed out some access issues which were well received by the Trust (John Lynn). The Kris Baker stand gets a lot of use, however there is no footpath to this. No footpath from accessible toilet to Grandstand. It would be great if the Show Society do the walk. Kerrie Sturtridge offered help if they would like it to John Lynn and Kay Klingner. Keith will be available to do walk after Winter in Spring 2022.</p>	Ongoing




	<p><b>4-7-2022</b> – The Showground Trust received Grants and construction is now going ahead on disabled toilet block, making this bigger and more accessible and a path access from the Barbeque area to the Kris Baker stand and along the front of the tea rooms. Julie Teal will keep in touch and advise of proceedings and Dave Thomas will speak to Kerrie Sturtridge about getting in touch with John Lynn and checking out the disabled toilets / access.</p>	<p>Julie Teal will keep in touch and advise of proceedings. Dave Thomas will speak to Kerrie Sturtridge about getting in touch with John Lynn and checking out the disabled toilets / access.</p>
6.	<p><b>Accessibility Expo</b> – Look at holding September 2022.</p> <p><b>7-3-2022</b> - Kerrie McIntosh contacted several Businesses and Tamworth &amp; Armidale Councils but due to COVID-19 there has been a high turnover of staff so there is little knowledge of this event. It was suggested that maybe we could combine the "LC – SS Open Day" with the Accessibility Expo" in future. The Accessibility Expo could be held in September 2022, the venue would be Glen Innes &amp; District Services Club from 10.00am - 2.00pm</p> <p><b>4-7-2022</b> – It is decided of a name change from Accessibility Expo to "Access to Living Better", and to go ahead on 20<sup>th</sup> September 2022. It was expressed that the Community Access Committee need to drive this expo to make it successful and Kerrie McIntosh is here for support, but the Committee will need to do most of the work. Kerrie McIntosh has already completed the following to get it started - liaised with Glen Innes &amp; District Services Club and will call and confirm date now confirmed with committee. Draft Flyer, Registration Forms and Feedback Forms for review and approval. A excel spreadsheet will be sent to Committee members and they will need to update details, add email addresses and add any other companies they feel would like to be a part of the expo. An email was sent to Committee regarding Tamworth and Armidale / New England Expo's and committee will follow up and see if we can include anyone on their list on our Expo. A separate meeting is set for 25 July to keep Expo on track.</p>	<p>Name change: Access to Living Better Expo</p> <p>Community Access Committee to drive this expo.</p> <p>Committee to contact Tamworth and Armidale / New England expo Organisers to see if we can include anyone in our Expo.</p> <p>Follow-up meeting to be held 25 July 2022 to ensure on track for expo.</p>
7.	<p><b>Disability Inclusion action Plan – due by 15-3-2022</b></p> <p>Kerrie (secretariat) advised on Tony's behalf that the DIAP (Disability Inclusion Action Plan) is a legislative requirement and was due in June 2021 but was postponed due to COVID-19.</p> <p><b>4-7-2022</b> – Tony advised that the DIAP has been adopted by Council and he will bring along to next meeting.</p>	<p>Adopted by Council and Tony Williams will bring to next meeting.</p>
8.	<p><b>Looking at improving entryway for LC-SS</b></p> <p><b>4-7-2022</b> – This has been an ongoing issue. It was noted that the new works meet requirements. It was suggested that handrails placed on either side of the entry way to LC-SS building would be beneficial and this is in progress. Staff are aware when visitors are entering, they struggle to try and open such a heavy door and staff try to accommodate them by getting up and opening door. It was also suggested that installing motion sensor doors like Town Hall but would be unable to for this building.</p>	

9.	<b>Disability Access Walk – Glen Innes</b> The Mobility Map Glen Innes is due for revision and was handed out to Committee members. A Disability walk for around Town will be held on Wednesday 10 August 2022 @ 10:00am. Everyone including the community needs to identify and confirm what has been changed or needs addressing still like ramps, stairs, signs and chairs on footpath. We need to keep an eye out of areas are of concern for locals and visitors who use wheelchairs, walkers, walking sticks and address any issues not just on this walk but if we see something, note it down and take a photo at the time to show committee.	Wednesday 10 <sup>th</sup> August 2022 Disability Walk around Glen Innes Town
<b>Correspondence</b>		
Outgoing	Letter to taxi's regarding issues with disability transport. Letter to Woolworths, Glen Innes Letter to Glen Innes & District Services Club, Glen Innes	No response – Close Out 7-3-2022 - read to GICAC 7-3-2022 - read to GICAC

General business		
1.	Accessibility Expo (see item 6)	GICAC
New Access Issues		
1.	Mobility Map Brochure	GICAC
NEXT MEETING:	Day: Monday Date: 5 September 2022 Time: 12:00pm – 1:00pm Venue: William Gardner Conference Room – Library Glen Innes	



David Thomas on behalf of  
 Kerrie Sturtridge  
 Chairperson, Glen Innes Community Access Committee  
 (A Community Committee of the Glen Innes Severn Council)

Date 7/JULY/2022



## **MINUTES**

### **Ordinary Meeting**

#### **Minerama Committee**

**William Gardner Conference Room, Glen Innes Public Library**

**71 Grey St, Glen Innes**

**Monday 11 July 2022 at 5:30pm**

1. **Meeting opened by Chairman Craig Daly at 5.35pm**
  - **Present:** Craig Daly, Cathy Sexton, Craig Hulls, Rhonda Bombell
  - **Apologies:** Margot Davis, Trevor Haskins.
  - **Minutes:** Rhonda Bombell
2. **Minutes of previous Meeting:**
  - Minutes of ordinary meeting and AGM still to be submitted to Council
  - **ACTION:** Cathy Sexton to complete and submit to Danielle Mephram
  - TEO explained to Committee that the nominated secretary can begin her role immediately and will take minutes moving forward.
3. **Correspondence:**
  - **15-06-22** Email from Council regarding Minerama Committee member Chris Wallbridge's request that Council supply address of potential new site for Fossicking for sole use of Minerama Fossicking Trips in 2023. As Minerama is a Committee of Council, exercising a Council function and not being supplied to a third party but shared internally for the functions of Council to progress, contact information of landowner is available for the sole use of Official Minerama field trips.
  - **17-06-22** Email from Karen Bavea from Glenrac to Minerama Committee re workshops.
  - **27-06-22** Email from Finance re full credit to trader Lubov Paramanoff.
4. **Business arising from Correspondence:**

- Minerama Committee would like to know if the Glen Innes Gem Club can take over the field trips as a revenue stream – more details to be discussed at next meeting.

**ACTION:** Minerama Secretary Cathy Sexton to place as an agenda item for next meeting.

- It was suggested that some attendees of field trips take advantage of the property after the event and a more strict set of guidelines and terms and conditions be supplied for field trip attendees before they purchase tickets. No social media posts regarding location, returning unsupervised etc.

**ACTION:** Minerama Chairman Craig Daly to speak with the Gem Club and understand their intentions and how to develop. Craig to also supply any terms and conditions to the Secretary to update existing field trip information.

- Cathy mentioned that she had heard that Glenrac may have access to secondhand computers and suggested that the Committee would be able to utilise for meetings and the Minerama event.

**ACTION:** Minerama Secretary Cathy Sexton to make enquiries

**5. Traders Update:**

- no updates at present

**6. Field Trips:**

- Chairman Craig Daly suggested that Glenrac may be able to assist with opening up conversations with landowners to assist with exclusive Fossicking sites for Minerama attendees.

**ACTION:** Chairman Craig Daly to speak with Glenrac.

**7. Marketing/Media:**

- Chairman Craig Daly asked TEO Rhonda Bombell for clarification on how the Marketing Grant Budget is obtained and distributed. TEO suggested that there will be an opportunity to speak with Finance with the Minerama treasurer to ask questions regarding budgets, best practice, roles and responsibilities. TEO suggested that longer lead times are needed to make changes to Marketing and that Council supply a schedule that the Committee can agree to. Committee member Craig asked about website and social media, TEO explained that Council has allocated funds for website update and that Council executes social media posts.

**ACTION:** TEO to contact Finance to schedule discussion re Minerama budgets and procedures.

**8. Workshops & Demonstrations:**

- Discussed ideas that could be facilitated from small grant opportunities to pay for facilitators for workshops and demonstrations.

**ACTION:** Minerama Secretary to check eligibility criteria with grant.

**9. Car Club Update:**

- Minerama Committee have still not received monies regarding their attendance in 2022. Discussions have begun re sharing the Showgrounds space with them again in 2023, other car clubs, traction club, RFS and Defence services.

**ACTION:** Chairperson Craig Daly to look at developing a Service Level Agreement with any third parties who the Committee allow to share Showgrounds with.

**10. General Business:**

- Increase in kids activities was discussed – no action as yet
- TEO Rhonda Bombell wanted it minuted that all correspondence, actions, ideas to Council were to be submitted during scheduled monthly meetings only and minuted with relevant action, timeframes of completion and who is responsible to complete the task unless the matter was urgent. Best practice would be email to Council and registered into ECM and tasked to relevant Council department.

11. Next meeting – Monday 25 July 5.30pm – Council debrief and discussion  
William Garner Room

12. Next Ordinary Minerama Meeting – Monday 8 August 5.30pm William Garner  
Room

Meeting closed at 6.40pm