



Narrandera

Shire Council

Annual Report 2013-2014



Front Cover:-

Narrandera Arts and Community Centre located at 31 Cadell Street, Narrandera

The former Masonic Hall constructed in 1909 was purchased by Council during August 2013

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NARRANDERA SHIRE COUNCIL

ANNUAL REPORT TO 30 JUNE 2014

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ABOUT THIS DOCUMENT

This document has been prepared in accordance with Sections 217 & 428 of the Local Government Act, 1993 and the Integrated Planning and Reporting Guidelines for local government in NSW issued March 2013 by the Division of Local Government.

This document is accessible for viewing and printing from Council's website, each section is listed separately in PDF format. The path for this document is:-

<http://www.narrandera.nsw.gov.au>

Select '**About the Council**' then select '**Reports**'

Additional copies are on public display at Council's Administration Centre located at 141 East Street, Narrandera and may be viewed anytime between the hours of 8.15am and 4.30pm week days. Photocopy charges will apply if any page or pages are requested to be copied.

This document is also on exhibition at the Narrandera Shire Library located at 39-51 East Street, Narrandera; the Barellan Post Office located at 108 Yapunyah Street, Barellan; the Binya Post Office located at 33 Francis Street, Binya; also the Grong Grong General Store located at 34 Junee Street, Grong Grong. Photocopy charges may also apply if any page or pages are requested to be copied.

ADMINISTRATION & GOVERNANCE DETAILS

Location of Council's administration centre

141 East Street
NARRANDERA NSW 2700

Telephone (02) 6959 5510
Fax (02) 6959 1884
Email council@narrandera.nsw.gov.au
Web www.narrandera.nsw.gov.au

Hours of operation of Councils administration centre

Enquiries	8.15am	-	4.30pm
Cashier	8.30am	-	4.00pm

2013-2014 ELECTED MEMBERS FROM 18 SEPTEMBER 2012

Mayor	Cr Jenny Clarke
Deputy	Cr Wesley Hall (September 2012 to September 2013) Cr Jim Howard (September 2013 to September 2014)
Councillors	Cr Graham Eipper Cr Barry Mayne Cr Jason Lee Cr Neville Kschenka Cr John Sullivan Cr Kevin Morris

2013-2014 MANAGEMENT TEAM

General Manager	Mr Ray Pluis (Retired 2 May 2014) Ms Judy Charlton (Commenced 5 May 2014)
Director of Corporate Services	Mr Martin Hiscox
Director of Technical Services	Mr Frank Dyrssen

GENERAL INFORMATION

Narrandera Shire Council manages a broad range of general community services including the Narrandera/Leeton airport, Teloca House (a residential aged care facility), a library, recreational facilities such as swimming pools and sporting fields, waste management and recycling services in addition to water supply and sewerage infrastructure (for the town of Narrandera only). Council also manages the expected environmental and public health services, controlling companion animals, planning and development services as well as managing infrastructure needs such as roads, bridges, skate park, public amenities and picnic areas. The Shire has an overall area of 4,117 sq. Km and caters for a population of approximately 6000 with the principal areas being Narrandera (5200 persons), Barellan (500 persons) and Grong Grong (300 persons).

Meetings

Ordinary meetings of Council are held on the third Tuesday of every month from February to November commencing at 5.00pm. Traditionally the December meeting is amended by one week with the meeting being held on the second Tuesday of the month commencing at 5.00pm. There is no meeting held during the month of January.

Members of the general public are most welcome to attend but are encouraged to verify the date and time by either contacting Council or by navigating to Councils website.

Council conducts the majority of its business in an open forum, with the only exceptions being those matters pertaining to staff, litigation and the private business of individuals where confidentiality has been requested. However, all such decisions are ratified in open Council.

SECTION 1.

Our Community Vision

OVERVIEW

In 2009 a new planning and reporting framework for NSW local government was introduced. These reforms replace the former Management Plan and Social Plan with an integrated framework. To comply with this legislation, Council has produced the following documents:

- Community Strategic Plan – long term
- Delivery Program – four year term
- Operating Plan – one year term (annually)
- Resourcing Strategy (including a Long Term Financial Plan, an Asset Management Strategy, and a Workforce Plan)

VISION

The vision of our Community Strategic Plan is 'to preserve and enhance the lifestyle of our communities by encouraging, promoting and facilitating the sustainable development of the shire.'

Our Community Strategic Plan is built around five key themes:

- A strong and resilient community and sustainable environment
- A growing economy
- Quality and sustainable infrastructure
- Efficient and responsive services
- Trusted and effective Government

To achieve this vision Council will align Council programs and services with the key themes and directions and assess our success through the achievement of set targets

MISSION

'Achieving Together'

VALUES

'ECLAIRS'

Ethical – Transparent and equitable in all our actions

Caring – Helpful, supportive and thoughtful towards each other and our community

Loyalty – Pride in our work and our organisation

Accountability – Responsible for our actions

Integrity – Trustworthy, honest and consistent

Respect – For each other and the role we play

Safety – To work safely to protect ourselves and the public

Our Governance

Government Information (Public Access) Act, 2009 (GIPA)

This legislation became effective from 1 July 2010.

Access to Council Records

The focus of GIPA is to maintain and advance a system of responsible and representative democratic government that is open, accountable, fair and effective. The Act requires Council to proactively release information where possible, providing there is no over-riding public interest against disclosure.

The Act establishes four ways that the public can access Council information being Mandatory Disclosure, Informal Release, Formal Access and Proactive Release. Council has been working, and continues to work, in providing as much open access information as it can onto the website of Council.

Disclosure Log

Council's disclosure log records details about information that has already been released in response to a formal access application and may be of interest to other members of the public (unless the applicant objects to its recording).

Number GIPAA	Date of Decision	Topic/ Information Requested	Information Released
GIPA/13-3	01/10/2013	Sought information of the Mayor and each Councillors expenses for 2011-2012 period. Sought a breakdown of the Mayor and each councillors travel expenses for 2011-2012. Sought a list of training and expenses for Councillors for 2011-2012. Sought Councillors wages budget for the Mayor, councillors and General Manager for 2011-2012 financial year.	With respect to Mayor, Councillors and General Manager fees/wages the information was provided as publically available information in Councils Annual Report, which can be found on Council's web site. Travelling costs are reported as a total and not broken up and shown in the annual report. Details of

			Councillor training expenses were provided and are available to the public upon request and are held in Councils TRIM Records system.
GIPA/14-1	30/01/2014	Sought a copy of the Development Application for a hazelnut plantation on the properties Dellapool and Arrambee.	Access to information provided with the exception that some appendices documents would require further assessment and possible third party consultation. Applicant was asked to review the documents provided and seek a further request if any further documents were sought.
GIPA/14-2	14/2/2014	Sought Development Application and attachment details form Menzplant development application.	Access to information provided.
GIPA/14-3	3/6/2014	Sought information on development consent on neighbours shed.	Access to information provided.
GIPA/14-4	16/6/2014	Sought information on lease between Council and the owner of grazing cattle on vacant Council industrial land.	Access to information provided.

The complete 2013-2014 GIPA Annual Report is attached to this annual report as Appendix A1.

Public Interest Disclosures Act, 1994

Is the means by which a disclosure can be made by organisation members of illegal, immoral, or illegitimate practices under the control of their employers, to persons or organisations that may be able to effect action.

Council is required to report annually on its obligations under the Public Interest Disclosures Act 1994 (PID Act).

The report must be in accordance with the requirements of Section 31 of the PID Act and Clause 4 of the Public Interest Disclosures Regulation 2011 (PID Regulation).

The complete 2013-2014 report is attached to this annual report as Appendix A2.

Privacy and Personal Information Protection Act, 1998

Council has adopted the Model Privacy Management Plan as provided to Council by the Department of Local Government without amendment.

No privacy complaints were received during the reporting year 2013-2014.

Mayoral and Councillor Fees and Expenses

Council Policy Document (ES70) titled - Payment of expenses and provision of facilities to Councillors - is available for public viewing during normal business hours. This policy was reviewed during the 2013-2014 reporting period in accordance with the Local Government Act 1993 without any amendments being made.

General Provisions

Claiming of expenses

All claims for expenses are to be in writing and submitted within two months of the expense being incurred. Claims are to be supported by the submission of appropriate receipts and tax invoices.

Allowances and expenses

Where the business of Councillors requires Councillors to travel from Narrandera and/or obtain overnight accommodation, the actual cost of those expenses and other reasonable incidental expenses shall be met or reimbursed by the Council.

Councillors shall meet any additional costs associated with the attendance of their partners unless such attendance is specifically covered elsewhere in this policy.

Where a Councillor incurs sustenance expenses that arise from attending to business which has been approved in accordance with this policy, but does not involve an overnight stay and/or absence from the Shire, reimbursement of actual costs incurred will be paid provided that there is adequate substantiation of the expenditure.

Reimbursement and reconciliation of expenses

Councillors are to provide receipts to support all claims for reimbursement or substantiate payments from advances or in the event that a receipt is not provided a signed certification confirming the details of the expense will be required.

Payment in advance

Where it is likely that a Councillor will incur expenses as a result of attending to business outside the Council area, and where it is not possible for those expenses to be pre-paid or charged directly to the Council, the Councillor is entitled to claim a sustenance allowance in accordance with Council limits per overnight stay to be drawn in advance.

Such an allowance is not authority to incur unsubstantiated expenses to that amount. Any expenses paid from the sustenance allowance shall be fully substantiated and the unexpended balance of the sustenance allowance repaid to Council. The pre-payment of the allowance is not to be regarded as a general expenses allowance.

Staff expenses

The method of expenses adopted for Councillors shall also apply to Senior Staff where representing Council or at functions authorised by Council.

Establishment of Monetary Limits and Standards

Accommodation

Accommodation is to be reasonable and appropriate to the occasion. As a guide the limit on accommodation in capital cities is \$300 per night and in other centres \$160 per night. Where the accommodation is provided at the facility where the event is being staged (as is the case for the Shires Association Conference), the policy provides for accommodation to be provided at that location even if cost of the accommodation exceeds the nominated limit.

Sustenance

Sustenance shall be paid to Councillors and senior staff on the basis of reasonable expenses as defined above.

Childcare or care for an immediate family member of a Councillor to permit the undertaking of civic duties

Childcare expenses of up to \$40 per hour and a maximum of \$1,000 per financial year will be paid to allow councillors to perform official civic duties. The care is not to be provided by someone who normally lives at the Councillor's residence.

Spouse and partner expenses

Council shall meet the cost of the attendance of partners at the conference dinner at the annual conference of the Shires Association of NSW (now known as Local Government NSW as of 1 March 2013). Any additional costs associated with travelling, accommodation and/or participation in partners' programs shall be the responsibility of the Councillor. Council shall meet the costs of partners accompanying Councillors to functions in the local area where the councillor is attending the function as a representative of Council.

Council shall meet the costs of a partner accompanying the Mayor, or a Councillor representing the Mayor, to functions where the Mayor or Councillor is attending the function as a representative of council.

In situations where partners accompany Councillors at seminars, conferences and the like, all additional costs arising from the partner's attendance are the responsibility of the Councillor.

Incidental Expenses

Council will reimburse Councillors incidental expenses associated with an approved attendance at conferences, seminars or training courses. Incidental expenses could include but are not limited to telephone, facsimile, refreshments, internet, laundry, dry cleaning, taxi fares, parking fees and meals not included in the registration cost. Any incidental expenses would be subject to a daily limit of \$120 and justified through a claim form and reconciliation.

Specific Expenses for the Mayor and Councillors

Attendance at seminars and conferences

Local Government NSW (LGNSW) annual conference

Council shall be represented at the annual conference of LGNSW by the Mayor, Deputy Mayor, General Manager and their spouses. Costs for spouses include the registration cost and conference dinner only.

Additionally, Council shall provide a once only opportunity for a Councillor/s (to a maximum of two Councillors only for each annual conference) to attend the annual conference during the four year term of the Council.

In addition to the delegates nominated above a Councillor not seeking re-election at the next general election, but entitled to receive a LGNSW long service certificate, shall be entitled to attend a conference in the final year of a term of Council to partake in the presentation of such certificates.

Riverina and Murray Regional Organisation of Councils (RAMROC) Conferences

It shall be the policy of Council for those Councillors wishing to do so to attend divisional conferences of LGNSW.

Other conferences and seminars

Attendance at other conferences and seminars shall require the specific approval of Council as provided for elsewhere in this policy.

After returning from the conference Councillors, or a member of council staff accompanying the Councillor or Councillors, should provide a written report to council on the aspects of the conference relevant to Council business and/or the local community. No written report is required for the Annual Conferences of LGNSW.

Council shall pay conference registration fees charged by the conference organisers including the costs of related official lunches and dinners, and associated tours where they are relevant to the business and interests of the Council.

Training and Educational Expenses

Council understands the importance for elected officials, as community leaders, to be kept up to date with requirements and will meet all reasonable expenses associated with training that relates directly to a Councillor's duties and obligations as an elected member.

Travel Arrangements and Expenses

Form of travel

The Mayor and the General Manger are empowered to determine the mode of travel having regard to availability, economy, time and safety factors when travel is required outside the Council area.

Travel by air within Australia is to be economy class, unless otherwise specified by Council. Councillors are prohibited from seeking any private benefit which includes frequent flyer points.

When travelling by vehicle, a suitable Council vehicle will be provided. If a Council vehicle is not available or it is not feasible to use a Council vehicle, Councillors will be paid the kilometre rate as prescribed in the Local Government (State) Award for using their own vehicle. Should a Councillor decide to use their own vehicle when a Council provided vehicle is available, they will be reimbursed on the basis of fuel costs only.

The driver of the personal vehicle or a Council provided vehicle, while attending to Council business, will be personally responsible for any traffic or parking fines which may be incurred.

Wherever possible, every effort is to be made to minimise travel costs through the use of Council vehicles and sharing with other Councillors and staff where appropriate.

Typically, a Councillor's private vehicle is likely to be used for:

- travel to/from Council and Council Committee meetings,
- travel to/from authorised inspections,
- travel to/from Council authorised workshops, courses, seminars or conferences that are held within the area of Narrandera Shire Council.

Reimbursement will not be paid for any travel expense incurred through attending to civic needs except as provided by this policy.

Council staff shall under normal circumstances make arrangements and bookings for travel and accommodation needs.

Care and Other Related Expenses

Child and other care

Reasonable expenses of a carer will be reimbursed for childcare and care of frail aged and/or disabled individuals who reside at the Councillor's household and for whom the Councillor is the primary carer while the Councillor is attending council and committee meetings, or while representing the Council in an official capacity.

Insurance expenses and obligations

The Mayor and Councillors will be covered by Council's insurance policies in the course of their official duties as elected local representatives. Such coverage will include the following:

- Public Liability (for matters arising out of Councillors' performance of their civic duties and/or exercise of their council functions).
- Professional indemnity (for matters arising out of Councillor's performance of their civic duties and/or exercise of their control functions).

- Personal Injury while on Council business. NOTE: Councillors are not covered by Workers' Compensation payments and arrangements.
- Travel Insurance for approved intrastate, interstate or overseas travel.

All insurances are subject to the limitations with the insurance policy coverage.

Legal expenses and obligations

Council shall indemnify or reimburse the reasonable legal expenses of:

(a) A Councillor defending an action arising from the performance in good faith of a function under the *Local Government Act, 1993* (section 731 refers); or

(b) A Councillor defending an action in defamation provided the statements complained of were made in good faith in the course of exercising a function under the Act; or

(c) A Councillor for proceedings before the Local Government Pecuniary Interest and Disciplinary Tribunal or an investigative body provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the Tribunal or investigative body makes a finding substantially favourable to the Councillor.

Council will not meet the costs of an action in defamation taken by a Councillor or Council employee as plaintiff in any circumstances. Council will not meet the costs of a Councillor or Council employee seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation.

Provision of Facilities

Provision of facilities generally

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

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

Provision of Equipment and Facilities for Councillors

Participation, Equity and Access

Narrandera Shire Council encourages all members of the community to be involved in Local Government affairs and in particular those members who seek to stand for Council and who have disabilities. Council has installed an

elevator from the ground floor to the first floor of Council's Administration Building. Additionally, Council provides a microphone and sound system as well as a hearing aid loop during Council meetings to support people with hearing impairment. Council commits to allowing the provision of transport or other reasonable facilities to assist people with disabilities who have an interest to be involved and partake in civic duties as a representative Councillor.

Use of equipment and facilities

Councillors may have access to Council landline telephones during hours when the Council administrative office is open.

Councillors may send and receive messages using Council facsimile or email facilities during hours when the Council administrative office is open.

Except in an emergency, Councillors use of Council's telephone and facsimile or email facilities shall relate to the business of Council only.

Council will provide Councillors with a name-badge and business cards and photocopy paper for the printing of Council matters such as business papers and reports. Council will also provide Councillors with an iPad for the distribution of Committee and Council business papers and for the use by Councillors at Council and Committee meetings. The Council iPads will also be used as a communication link and dissemination of Council information via email or through the World Wide Web.

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

Acquisition and return of equipment and facilities by Councillors

Councillors are to return to the General Manager any Council owned and provided equipment after the completion of their term in office, extended leave of absence or at the cessation of their civic duties.

Provision of Equipment and Facilities for the Mayor

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

A fully furnished Mayoral Office with the provision of a land line telephone for Council business will be provided.

Ceremonial Mayoral chains shall be provided.

Appropriate stationery of pens, paper, diary and other appropriate items are to be provided to assist the Mayor in the performance of the day to day duties.

Appropriate refreshments and beverages will be provided as required to the Mayor for hospitality purposes.

Council shall provide a mobile telephone for Council use only by the Mayor capped at a monthly limit of \$150. Any amount above this amount will require endorsement by the full Council.

Where the Mayor uses a private vehicle, reimbursement of expenses based on a rate per kilometre shall apply.

Payments made in 2013-2014 were as follows:-

Mayoral Allowance	\$ 22,870
Councillor Fees	\$ 95,358
Travelling Costs – Councillors	\$ 1,782
Attendance at LGNSW Conference – Councillors	\$ 6,545
Attendance at general Conferences – Councillors	\$ 4,640

Overseas and Interstate Visits Funded by Council

No Council overseas delegations occurred during the 2013-2014 reporting year.

Council continues to have close dialogue with its Sister City of Urumqi about the establishment of a Chinese gate as a gift to Narrandera, recognising the sesquicentenary of Narrandera held in 2013.

No Council interstate delegations occurred during the 2013-2014 reporting year.

External Bodies Exercising Council Functions

During the year the following external bodies exercised functions delegated by Council.

- Barellan Community Hall Committee: care, control and management of Community Hall
- Barellan Museum Committee
- Grong Grong Hall Management Committee and Progress Association: control and management of Community Hall
- John O'Brien Festival Organising Committee
- Koala Regeneration Reserve Committee
- Lake Talbot Environs Advisory Committee

- Live Well Committee
- Narrandera-Leeton Shire Councils Airport Management Committee
- Narrandera Local Government Aboriginal Network Conference Planning Committee
- Narrandera Railway Station Building Management Committee
- Narrandera Sesquicentenary Planning Committee
- Narrandera Shire Council Aboriginal Advisory Committee
- Narrandera Shire Council Arts and Community Centre Committee
- Narrandera Shire Council Australia Day Planning Committee
- Narrandera Shire Council Wetlands Committee
- Narrandera Shire Library Committee
- Narrandera Sportsground Advisory Committee
- Narrandera Sports Stadium Management Care
- Noxious Weeds Advisory Committee

Partnerships, Co-Operatives and Joint Ventures

Partnerships, co-operatives or other joint ventures to which Council was a party in 2013-2014 were:-

- Western Riverina Libraries Co-Operative
- MIA Fire District Agreement.

Our Infrastructure, Planning & Environment

Report on Infrastructure Assets

The following schedule reports on the condition of Public Works under Control of Council as at 30 June 2014.

The schedule contains costs in relation to:

1. Estimated cost to bring the asset up to a satisfactory standard;
2. Required annual maintenance;
3. Actual maintenance as at 30 June 2014;
4. Written Down Value;
5. Assets in Condition as a % of Written Down Value.

Section 428(2) (d) - Report on condition of Public Works under the Control of Council as at 30 June 2014

Asset Class	Asset Category	Estimated cost to bring the asset up to a satisfactory standard '000	Required annual maintenance '000	Actual maintenance as at 30 June 2014 '000	Written Down Value (WDV)	Assets in condition as a % of WDV
<i>References</i>		<i>Local Govt. Act 1993, Section 428 (2)(d)</i>				
Buildings	Council Offices	75	20	18	2,469	2
	Council Works Depot	80	10	6	725	3
	Council Houses	75	20	12	518	3
	Council Shops	30	20	0	600	3
	Museum & Cultural Bldgs.	20	5	4	396	3
	Library	20	5	4	973	2
	Sports Stadium	0	25	14	1,404	3
	Water & Sewer Buildings	50	5	0	1,251	3
	Aged Care Hostel	200	100	23	4,552	3
	Open Space & Recreation	0	35	9	2,441	3
	Swimming Pools	80	20	7	261	3
	Aerodrome	25	5	1	787	3
	Tourism	75	10	9	689	3
	Community	150	20	7	1,852	3
	Emergency Services	20	2	0	1,270	3
	Caravan Park	20	10	4	1,989	3
	Preschool	0	2	16	887	1
	Other	0	5	0	407	3
Subtotal		920	319	134	23,471	
Other Structures	Assets not included in Buildings	117	209	725	3,352	3
Subtotal		117	209	725	3,352	

Roads	Sealed Roads Surface	475	451	410	67,254	3
	Sealed Roads Structure	64	61	55	47,266	3
	Unsealed Roads	945	900	820	24,133	3
	Bridges	56	53	49	5,166	3
	Footpaths	121	115	105	730	3
	Kerb and Guttering	174	165	150	2,455	3
Subtotal		1,835	1,745	1,589	147,004	
Water Supply Network	Reservoirs	100	20	6	2,474	3
	Bores	50	10	2	1,592	2
	Pump Stations	150	25	25	696	3
	Water System Assets	150	250	220	4,980	4
Subtotal		450	305	253	9,742	
Sewerage Network	Pump Stations	100	150	125	1,231	4
	Treatment	150	250	246	5,737	3
	Sewer System Assets	200	150	100	3,554	4
Subtotal		450	550	471	10,522	
Stormwater Drainage	Stormwater Drains	126	120	58	5,793	3
	Outfalls	0	0	0	0	
	Other	0	0	0	0	
Subtotal		126	120	58	5,793	
Open Spaces / Recreational Assets	Swimming Pools	60	26	16	1,658	3
	Open Space/Recreational Assets	0	18	5	123	3
Subtotal		60	44	21	1,781	
TOTAL – ALL ASSETS		3,958	3,292	3,251	201,665	

INFRASTRUCTURE ASSET KEY	1. EXCELLENT	1	2	3	4	5
	2. GOOD					
	3. AVERAGE					
	4. POOR					
	5. VERY POOR					
SUMMARY OF ASSETS IN CONDITION AS A % OF WDV	0.4%	2.5%	86.4%	4.8%	0%	

New South Wales Rural Fire Service (RFS) activities

Council is a member of the NSW Rural Fire Service MIA District along with the Councils of Carrathool, Griffith, Hay, Leeton and Murrumbidgee.

(The following information and commentary was provided by Kevin Adams – Zone Manager)

<start>



ANNUAL COUNCIL REPORT 2013-2014

Executive Services

A combined Pre Season Captains and Group Captains meeting was held on 11th October 2013. This included the MIA local government areas of Griffith, Leeton, Murrumbidgee, Narrandera, and additionally Hay and Carrathool.

Post-Season Captains and Group Captains meetings were held from 24th March to 2nd April 2014.

The Bush Fire Danger Period for 2013-2014 ran from 21st October 2013 until 31st March 2014. This summer proved lucky for the MIA district and the 6 shires it managed. Both crews and staff were deployed to assist with the emergency situations in NSW, as well as in South Australia and Victoria, thankfully with no major incidents occurring back home.

The MIA District was able to employ a temporary district administration assistant from October to June 2014. Unfortunately due to financial constraints, we were unable to offer permanent employment. The role of District Services Officer – Membership, has become vacant and is currently in the process of being filled.

As you are aware, in September 2013 the MIA Zone officially amalgamated with the Mid West Team (Hay and Carrathool) to become the MIA District, now encompassing a total of 6 local government areas (LGA's). Please note however, that this report is only based on Griffith, Leeton, Murrumbidgee & Narrandera LGA's. Hay and Carrathool will be included in next year's report.

Infrastructure Services

Tankers

MIA took delivery of a new cat 12, a cat 6 and new Cat 1's were received by Paynters Siding, Darlington Point, Grong Grong, Barellan, and Wyangan brigades.

Radios

Installation of fire ground radios in ALL vehicles has been completed for the district.

Stations

No changes since the last financial year. We did however complete the build for a Confined Spaces Training Facility, off Duchatel Rd in Griffith.

Fire Investigations

There was 1 structure fire, and 1 wild fire investigated in the 2013-14 financial year.

Incidents

Total number of responses reported was 217:

- 132 x Wild fire, structure, vehicle and or explosions
- 25 x Motor vehicle crashes
- 60 x Other - includes, Automatic Fire Alarms, Good intent and malicious calls and assist police etc.

Membership Services

Courses offered to volunteer members include:

- Bush Firefighter
- Village Firefighter
- Advanced Firefighter
- Crew Leader Village
- Crew Leader Wildfire
- Rural Fire Driver
- First Aid Application
- Trim/Cross cut Felled Trees
- Tree Felling Intermediate
- Safe Working on Roofs
- Communication Centre Assistant
- Community Safety assistant

Fourteen Courses have been completed to date. 190 volunteers have been deemed competent in above courses. The Rural Fire driving was postponed due to wet weather, but has been rescheduled for the third weekend in August.

A total of 62 new volunteers have joined the MIA Zone, since July 2013. Around 90% of new volunteers are attending a Basic Fire Fighting course soon after joining, and only 36 volunteers have resigned from the MIA Zone, since July 2013.

Operational Services

Bush Fire Risk Management Plan

The MIA Bush Fire Risk Management Plan was approved by the NSW Bush Fire Coordinating Committee on 3 June 2013.

Community Protection Plans

Community Protection Plans have been prepared for the areas of McPherson Road, Myall Park and Mallinson Road, Lake Wyangan with the consultation of local residents.

Neighbourhood Safer Places

An additional Neighbourhood Safer Place has been designated at Darlington Point. Existing Neighbourhood Safer Places were audited during the year to ensure they still comply with the NSP guidelines. Grant funding was utilised to enhance the NSPs by improving building ember protection and installing water tanks.

Fire Danger

Four Total Fire Bans were declared in the Northern Riverina during the bushfire danger period.

Fire Permits

A total of 1044 fire permits were issued in the MIA District, which comprised of 501 in Griffith, 215 in Leeton, 203 in Murrumbidgee and 125 in Narrandera.

Bushfire Mitigation Works

RFS State Mitigation Support Service (SMSS) crews worked in the MIA prior to the start of the Bush Fire Danger Period. The SMSS Crews maintained asset protection zones in Griffith, Nericon, Darlington Point, Coleambally, Lake Wyangan, and Barellan. SMSS crews also undertook hazard reduction works on Scenic Hill Griffith. Councils in the MIA District were engaged to carry out the Grassland Strategic Break Program, by maintaining vegetation on identified roadsides.

Community Engagement

The MIA District Community Engagement Team (MIA CET) is coordinating various community engagement activities within the District. This financial year we have completed 18 activities. These range from School & day care visits, shows and community group talks. The MIA CET has visited numerous schools and day care centres with the students learning about home safety. From Stop, Drop, Cover & Roll, to how to make a 000 call and what information they will be asked, just to name 2 activities.

<end>

Companion Animals Act, 1998 and Regulations

Council lodges monthly pound data returns and data relating to dog attacks to the Division of Local Government. During 2013-2014 Council expended the sum of \$98,000 for the purpose of animal control. A proportion of funds from the Companion Animal Fund were expended on ranger activities which included the education of pet owners to become responsible by keeping animals restrained whilst in public areas and the education of owners in proper animal care and hygiene on an individual basis. Council's ranger distributes companion animal community education pamphlets in conjunction with patrols in residential areas. Council, in partnership with the Narrandera Veterinary Practice, conducted a promotional campaign for the micro-chipping and de-sexing of dogs and cats. Council's ranger works with Riverina Animal Rescue to rehouse impounded animals as an alternative to euthanasia. An 'off leash' area for dogs is provided within the confines of the Narrandera Sportsground.

Stormwater Management

Council substantially completed the Boundary Road drainage link from Pirani Place to the Barellan Road. Previously the water from Corella Woods subdivision discharged into an informal drain/watercourse which resulted in some localised flooding. These outlets have now been piped through to the eastern side of Barellan Road which acts as a holding area to slowly release the water into pipes under the Newell highway and railway line. Additional inlets in Boundary Lane and Boundary Road will assist in collecting overland flow and help reduce the frequency and volume of overflow during large storm events.

In the western catchment, modifications were carried out along Irrigation Way to improve the overland flow route and ensure that water could enter the existing drain. Further work is scheduled to create an additional overland flow route and to re-establish retention basins to help minimise the risk of potential flooding. Survey work has been carried out to assist in determining the limiting flows and local flood constraints.

Council completed drainage improvements along sections of Cadell Street, Narrandera to reduce the flood risks both in Bolton Street and Cadell Street. These works involve enclosing the existing open channel gutters and provide additional side inlets and pipelines.

Planning Agreements

Council did not enter into any planning agreements as detailed within Section 93G of the *Environmental and Planning Assessment Act, 1979*.

Our Community

According to the 2011 Census undertaken by the Australian Bureau of Statistics, of the 5,902 residents of Narrandera Shire, approximately 10 % were of Aboriginal or Torres Strait Islander descent, 50.5% were female and 49.5% were male, 19.8% of the population were 65+, of the 5,902 residents 2,575 persons were in the workforce with 60.3% employed fulltime, 26.9% employed part-time and 7.6% employed under other conditions.

Council continues to be involved in a number of initiatives to promote and support services, the following are some of the activities which Council has been associated with during the 2013-2014 reporting year.

Youth Services

Council continues to support the Links to Learning Program in conjunction with the Department of Education and Training. The program targets youth identified as being 'at risk' and assists by developing skills, motivation and nurturing a sense of pride in what participants can achieve.

Youth week activities for 2013-2014 were coordinated with the assistance of the Fusion Youth Group and local schools. Additional activities included a family bike safety day and a 'road safety' poster and colouring competition.

Narrandera Shire Library

The Narrandera Shire Library provides a range of activities for young people within the Shire. The library conducts many holiday activities, in addition to monthly pre-school story times, as well as providing for general daily needs with facilities such as access to the internet, PS2, chess and varied media including books, magazines, novels, DVD's and CD's. The Library is very proactive in promoting literacy amongst children with the library co-ordinating the John O'Brien writing competition for all school aged children. The mobile library service also provides a visiting service to schools at Barellan, Binya and Grong Grong the first week of every month.

Links to Learning

The Links to Learning Program has been in place for many years with an effective partnership long being established between Narrandera High School (NHS), TAFENSW Riverina Institute – Narrandera Campus and Narrandera Shire Council in the delivery of the program. The role of Council has been to apply for the funding from Department of Education and Communities.

The current project for 2013-2014 is entitled 'The Boy's Shed' and has been in place since 2011. At this point in time the project for 2015 will be entitled 'The Turning Point Program' (TPP). Both projects target boys who are at risk.

Council's role includes reporting and support of community projects, delivery of the program by TAFE will be slightly different with the format being one day

per week of group work with the students followed by one day per week of one to one mentoring support.

The Links to Learning program has a history of being very successful and achieving the target outcomes. During 2013-2014 outcomes were recognised when the Links to Learning Senior Pathways Unit targeted the Narrandera 'Boy's Shed' Program to be the subject of a case study. The success and strength of this program is largely attributable to the working relationship between the schools, Council, TAFE and the indigenous coordinator, Stewart James. Stewart has provided ongoing mentoring within the community for past participants through his involvement with sporting bodies and the Aboriginal Education Consultative Group. Stewart is a role model for the students and especially within the Aboriginal community. He has a rapport with the students and a mutual respect that enables him to achieve significant results in the students' personal development and presentation, confidence, manners, sense of pride, self-esteem and self-management.

In the period 2011 – 2014, 39% of the participants have been identified as Indigenous, 25% of the students who are still at school have part-time jobs; 34% of all past and present participants are currently in full-time employment and 2% have gone on to further studies.

Council's community projects that have been very successful in the program have been the painting of the Bird Hides, art projects and the community garden. These projects have given the participants a sense of pride in themselves and in their community, self-worth and practical knowledge and skills. In 2013-2014 the group were able to tie in the community garden with some competencies including 'Support Gardening Work' and 'Plant Trees and Shrubs'. Other projects include gardening at the East and High Schools, the 'Goanna' paving project at NHS, mentoring of primary school children, assistance with sporting events at the schools and the East Schools' weekly sport, NAIDOC day etc.

The program incorporates the development of many life skills for the students including, confidence, communication, sense of humour, pride, self-esteem etc. Stewart spends time with the students discussing these areas in a classroom environment and then incorporates them into practical activities including board games, sports, cooking, volunteering, excursions and projects. The students are given the opportunity to attend excursions that further develop their skills. Excursions have included canoeing, bush walking, bike riding, camping, Ballarat, Tumut (snow), Wagga (cinema, laser tag, Jump n Putt), Lake Mungo, Canberra etc.

TAFE incorporates relevant courses and units that complement the program and the development of the students. The students have achieved competencies such as 'Identify Own Essential Skills', 'Participate in a Community Project', 'Contribute to Group Goal Setting', 'Explore Community Networks', 'Plan for Active Citizenship' and First Aid. The students have the advantage of receiving a certificate for their course(s) which contributes to their resume. Some students have been successful in gaining part-time employment as a result of their course and Stewart James as a referee.

The program has been very valuable to many young people. It is also rewarding for the staff on the project who witness the development in the students. Engagement has improved at school with feedback from parents being very positive. Participants have shown development in behaviour, personality, attitude and application over the course of the program and feedback to this effect has been received from the High Schools. The students also enjoy the program and later remember it as a positive time in their lives.

Children Services

The Activities undertaken by Council during 2013-2014 to develop and promote services & programmes included:

1. *Assistance to Narrandera Little Connections Playgroup*

Council continued to provide premises for use by the Narrandera Play Group to conduct its weekly activities. The premises are part of Council's former Library area and are provided for use by the Play Group free of charge.

This service is located at the rear of 17-21 Twynam Street, Narrandera with the entrance signposted.

2. *Library activities*

As part of activities during Book Week, Narrandera's John O'Brien Festival and School Holidays, the Library conducted competitions, story times and craft activities for children within the Shire.

The Narrandera Library is located at 39-51 East Street, Narrandera

3. *Recreational activities*

As part of festivals conducted in Narrandera, namely Narrandera's John O'Brien Bush Festival, many children's activities were catered for. These included - face painting, Teddy Bear's Picnic, amusement rides, games and music.

Council continued to provide financial support to the Fusion Youth Group which is a non-denominational Church group. The group used funding to assist with various activities which included a bus trip to the snowfields.

4. *Playground equipment*

Council continued to replace older style play equipment in various parks within the Shire. The Adventure Playground located at Narrandera Park opened in January 2011 and is a much used and loved facility.

5. *Festivals/street parades*

Children from all schools within the Shire were invited to participate in the Festival Street Parades held in conjunction with Narrandera's John O'Brien Bush Festival.

6. *Assistance to Narrandera Out Of School Hours care (NOOSH)*

Narrandera Shire Council in partnership with Leeton Shire Council accepted control of NOOSH service at 1 July 2013.

Apart from after-hours care during school terms, the service also provides for vacation during school holidays.

The service is located at the Narrandera East Infants School at 47-57 Elizabeth Street where Council has assisted in sourcing a demountable classroom for use by the Committee.

Council Access and Equity Activities

Council has had a Social Plan developed in conjunction with the Sense of Place consultancy project in 2005.

Target Group	Objective & Performance Targets	Activity initiated after being identified in Social Plan	Comments at 30 June 2014
Residents of Narrandera, Barellan and Grong Grong	Provision of Community Transport	Yes	Council continues to provide these services and has received additional funding to assist residents who are transport disadvantaged.
Residents of Narrandera, Barellan and Grong Grong	Home Care	Yes	Whilst Council is not the responsible provider of this service, Council has established a Community Services Centre to house and

			<p>integrate these services with the Community Transport and Home Maintenance, Social Support and Community Options Services provided by Council.</p> <p>This building is located at 4 Victoria Square, Narrandera.</p>
Remote and infirm persons	Provision of Library Services	No	<p>Council continues to provide a mobile library service to rural areas such as Binya, Barellan and Grong Grong with both school and town visits and visits to housebound persons.</p> <p>The mobile library service also visits those persons in Narrandera residing at Teloca House, Narrandera Nursing Home, Pangarinda, and can visit the Narrandera Aged Activity Centre or members of the community who are housebound and are unable to attend the library facility in person.</p>
Aged persons	Provision of accommodation through the Teloca House	Yes	<p>Council maintains its engagement in aged accommodation through the operation of Teloca House. The hostel continues with its philosophy of continuous improvement and being bed ready to take advantage of funding which may become available to the region.</p>
Residents of rural areas and villages	Provision of Rural Fire Services	No	<p>Council continues to be a member of the MIA Rural Fire Service group providing equipment, training and co-ordination of rural fire services.</p>

Target Group	Objective & Performance Targets	Activity initiated after being identified in Social Plan	Comments at 30 June 2014
Youth	Educate children and community about road safety	Yes	Councils Road Safety Officer conducts education and advertising programs to promote road safety around schools and in the wider community.
Aged persons and persons with a disability	Provide low level modifications and basic maintenance services for people in their own homes	Yes	<p>Council in conjunction with the NSW Department of Ageing, Disability and Home Care and the Federal Department of Social Services provides a home modification and maintenance service, whereby eligible clients can have necessary modifications made at their home so that they can live in their home longer.</p> <p>This service is located in the Community Services building at 4 Victoria Square, Narrandera.</p>

Target Group	Objective & Performance Targets	Activity initiated after being identified in Social Plan	Comments at 30 June 2014
Aged persons and persons with a disability	Provision of Meals on Wheels service	Yes	<p>Whilst Council is not the responsible provider of this service, Council provides for this service within its Community Services Centre.</p> <p>This building is located at 4 Victoria Square, Narrandera.</p>
Aged persons and persons with a disability	Develop an Access and Mobility Plan – Ability to move around Narrandera and access services	Yes	<p>Council's Road Safety Officer during the reporting period conducted a pedestrian and mobility access safety workshop in conjunction with local care groups, attended by aged persons and mobility scooter.</p> <p>In addition pedestrian refuges were installed on the western side of the intersection of East Street and Twynam Street also the northern side of the intersection of Cadell Street and Bolton Street.</p>
Youth and unemployed persons	Improve local training and employment opportunities	Yes	Council continues its partnership with Riverina TAFE and the Narrandera High School in the Links to Learning Program.
Aboriginal & Torres Strait Islander persons	Improve local training and employment opportunities	Yes	<p>Council has established an Aboriginal Advisory Committee which meets regularly.</p> <p>Council was successful in its 2012 submission to host the NSW Local Government Aboriginal Network Conference during the latter half of 2014.</p>

HOME & COMMUNITY CARE (HACC) SERVICES

Narrandera Shire administers five services under the Home and Community Care (HACC) Program with 4 part time staff, 39 volunteers and a fleet of 10 vehicles providing service in the Narrandera and Leeton Shires. The HACC programs assisted 1,274 clients in the past 12 months with the majority of these clients being people who are frail aged, people with a disability along with their carers. Some clients are eligible due to their transport disadvantage. All Narrandera Shire Home and Community Care services are located within the Community Services Building at 4 Victoria Square, Narrandera. The Commonwealth Government is rolling out major Aged Care Reforms and the HACC program, will become known as the Home Support Program.

Community Transport – *providing access for our communities*

This transport service is by far the busiest of all the HACC programs, providing door to door transport for eligible clients attending medical appointments in regional centres of Wagga Wagga, Griffith and Albury so eligible clients can attend renal dialysis, chemotherapy, radiotherapy, day surgery and specialist appointments.

Equally important is the transport provided to access the local community for shopping, medical and social events. In addition to the individually booked trips, regular prescheduled bus services are provided from Barellan to Leeton, Barellan to Wagga, Leeton to Wagga and Leeton to Griffith.

Community Transport vehicles have new sign writing/branding on them so they are easily identifiable for clients and the general public. In 2013/14, these vehicles travelled 293,579kms, providing 15,630 trips to clients in the Narrandera and Leeton Shires. The service relies on the incredible generosity of approximately 40 volunteer drivers who worked 10,194 hours within this year, to assist their community.

Community Transport works in partnership with organisations such as Murrumbidgee Local Health District, Murrumbidgee Medicare Local and CanAssist to provide transport options for residents needing to access medical appointments. Community Transport also works with the local taxi operator, providing taxi vouchers to eligible clients for local transport needs.

Social Support and Respite

Social isolation is a critical issue for those who are frail aged and for people with a disability along with their carers. Through the social support services provided by HACC workers and volunteers, eligible clients are assisted to remain integrated in the community, and this in turns leads to better health and well-being. Under this program a companion, either a worker or volunteer, assists clients to attend social activities of the client's choice. This is a flexible program and has been highly successful in making a real

difference to people who are socially isolated. In 2013/14 over 1,880 hours of social support was provided to clients.

A small program for respite is provided, primarily for the benefit of carers of frail aged people or people with a disability. It allows the carer to have some time out to attend to their own needs.

Home Modification and Maintenance

A home modification refers to changes to a client's home, to enable them to move around safely and continue to live in their own home. All modifications provided are clinically assessed by an occupational therapist and mainly include fitting of handrails, ramps and handheld showers. Thirty three (33) clients were assisted with modifications in 2013-2014, with many of these clients being referred to the service upon discharge from hospital.

Under the home maintenance program, eligible home and community care clients, may access maintenance services such as yard/garden maintenance, changing light globes, replacing tap washers. The emphasis with this program is to assist clients make their home environment safe and habitable, with a total of 316 hours of maintenance being provided in 2013-2014.

Community Options

This service provides case management to clients with complex needs, to assist them to remain living in their own homes. Case management involves a collaborative process of assessment, planning, facilitation and advocacy options and services. The aim is to meet an individual client's health and welfare needs through communication and an individual client's health and welfare needs through communication and available resources to promote quality outcomes. Most referrals for this program come through the health system.

Compliance with the NSW Carers (Recognition) Act, 2010

Consultation and liaison with Carers

Within Narrandera Shire's Home and Community Care policies, a carer is defined as a person such as a family member, friend or neighbour, who provides regular and sustained care and assistance to another person without payment for their caring role other than a pension or benefit.

Narrandera Carers Support Group meeting is hosted in the Narrandera Shire Council's Community Service Building first Thursday of each month. This group provides a supportive environment for carers to share their experiences, receive support and information and also provides an arena for consultation in regards to Home and Community Care service provision within the Shire.

Other general community activities promoted by Council

Australia Day

Narrandera celebrates this annual national event by arranging a variety of community activities that are intrinsic to our town's values, namely inclusiveness. The popular Australia Day celebrations include a civic ceremony, Australia Day address by a designated ambassador and presentation of Australia Day awards for outstanding achievement by community members and groups. Council coordinates Australia Day through a section 355 Volunteer Committee of Council and provides financial assistance to ensure shire wide events are supported.

Narrandera's John O'Brien Festival

The year 2013-2014 was the twentieth year of the festival event, and was the fifth year that the John O'Brien Festival was organised by a Section 355 Volunteer Committee of Council with Ms Michelle Kilgower chairing the committee. This is Narrandera's premier festival and was well received by visitors and locals.

This year's festival planning was delayed due to the Narrandera Sesquicentenary as many of the staff and volunteers were involved in both major events. This proved challenging for a largely new committee, but despite the late start the committee managed to incorporate a number of successful new components to the event, whilst maintaining the traditional poetry focus so loved by those loyal to the John O'Brien Festival genre.

The highlights of the 20th anniversary included a number of new satirical performances by groups such as 'Me n Me Mates' as well as the return of the Narrandera parade which featured a one-off appearance of the largest playable guitar and its maker Mr Robert Palmer.

Numerous volunteer and staff hours were put in to the festival.

CAD Factory

The Cad Factory is an artist run space/idea located in the Riverina in Regional NSW which presents high quality and current contemporary arts practice. They utilise the unique spaces and locations within the region to present performance and installation works. This spotlight on remote Australian landscapes and the communities that exist within them is at the core of The Cad Factory activities.

In the past year Narrandera Shire Council has provided letters of support for numerous of the CAD Factory's undertakings. One of the CAD Factory's upcoming projects is the "Buckinbong to Birrego – a walk of healing and hope", which will be a three day event directly following the NSW Local Government Aboriginal Network conference to be held in Narrandera in September 2014. Council will be working with the CAD Factory to ensure that

conference delegates are made aware of the walk. The opportunity to keep delegates in the area longer to attend this quality activity will be a noteworthy value-add to Narrandera's offerings at the time of the conference.

Multiculturalism

Council acknowledges the diversity of people within the community and through the Narrandera Shire Library has access to LOTE (Languages Other Than English) materials and resources through both the State Library of New South Wales and the Western Riverina Community Library.

Customer service staff across all of Council's operations is aware of the Translating and Interpreting Service (TIS) whereby telephone assistance is provided for people who do not speak English and for English speakers who need to communicate with them.

Brochures and publications in languages other than English are readily available from the website of the New South Wales Department of Local Government.

Western Riverina Arts Board

Western Riverina Arts is an organisation dedicated to actively supporting the development and promotion of the arts in Narrandera, Griffith and Leeton. The Board and Regional Arts Development Officer, Derek Motion's mission *is to ensure the vitality and sustainability of our community's diverse and rich culture into the future*. The Arts Board, which is funded by Regional Arts NSW and the respective local government areas mentioned, works in partnership with artists and communities to encourage participation and encourages involvement and passion for all things creative in the Western Riverina.

Following on the success of the inaugural Dream Big Conference a second Dream Big Conference was arranged, to be held in August 2014. These events attract around 100 delegates focused on how to include creative projects in their festival, and how to fund those projects. Another significant undertaking was the Reimagining the Murrumbidgee arts project. Five regional artists contributed new work to this project, focussed on what the Murrumbidgee River meant to them. The works were launched at a gathering in Leeton, with completed works to then be displayed at a number of participating host venues.

Narrandera Bike and Hike

The Narrandera Bike and Hike trail network includes Lake Talbot, Murrumbidgee River, Wetlands and Koala Reserve. The cycling and walking trail network puts Narrandera well on the way to reaching its aspiration of being identified as one of the best cycling and walking destinations catering for families and mountain bikers wanting a more technical challenge.

A full colour A3-sized Narrandera Bike and Hike tear off map, also downloadable electronically, billboard and prominent directional and track-head signage, have raised the profile of Narrandera Bike and Hike, while a bike hire agreement with a local retailer has encouraged use of the trail by passing motorists and tourists. The development of these Narrandera Bike and Hike Stage One was made possible through support received through Destination NSW's 2011/12 Regional Tourism Product Development Program, and ongoing development of the trail network is anticipated in future years.

Plans are underway to extend the trail network further.

Recreational Activities for Families and Children

This year the Narrandera Shire Council Library staged regular children's activities, reading and craft days which were well received by children and parents alike. Face painting and children's games were provided as part of the John O'Brien Festival in March 2014, and a number of local and regional school groups undertook guided tours of the Narrandera Wetlands and Flora and Fauna Reserve. Children enjoyed the opportunity to learn about flora, fauna, birds, the Wetlands stormwater regeneration project, and Wiradjuri history and bush lore. Tours are guided by Council employee Ms Lee Reavley.

NSW Local Government Aboriginal Network Conference 2014

Along with a number of Council staff, a 355 Committee of Council continues to work hard on the significant task of planning for the hosting of the 2014 NSW Local Government Aboriginal Network (LGAN) conference. The committee during the reporting period was chaired by Cr Jim Howard. The conference is to be held during September 2014, with delegate numbers of around 100 from across New South Wales expected.

This opportunity raises the cultural profile of Narrandera Shire and allows for Narrandera Shire Council to further its relationship with the local Aboriginal community. The hosting of this three day conference will bring significant economic benefit to the town, and will allow Narrandera Shire Council to showcase its ability to host a corporate conference of this size.

Wiradjuri Honour Wall

The Wiradjuri Honour Wall is well advanced in its planning with the first stage of the project to be completed during September 2014. A feature of the Wall will be the rammed earth design. Community consultation for this project included a Community Forum at the Narrandera Park held in February 2013, a meeting with elders, followed by a number of surveys of elders and input from various community stakeholders. Removal of the carved tree from the site within Narrandera Park was relocated to a site adjacent to the Murrumbidgee River also of significant indigenous importance.

The addition of the Wiradjuri Honour Wall to the Narrandera Park will be a significant addition to Narrandera's cultural profile.

Community Organisation Grants

The amounts contributed or granted by Council to community groups during 2013-2014 pursuant to Section 356 of the Local Government Act, 1993 were:

Contribution / Donation to	Amount \$
Kamarah Hall Committee	700.00
Lions Club of Narrandera – Neville Mitchell Scholarship	800.00
Lions Club of Narrandera – Aunty Jeans Meals	500.00
Narrandera Fusion – Riverina	2,500.00
Narrandera Bicycle User Group Incorporated (NARBUG)	2,000.00 (in-kind support)
Narrandera Landcare Incorporated	450.00
Narrandera Little Connections Playgroup	250.00
Narrandera Junior Cricket Association	1,000.00
Narrandera Junior Rugby League Football Club	2,000.00
Narrandera & Leeton Veterans Week of Golf	500.00
Narrandera Pre-School Incorporated	3,000.00
Parkside Cottage Museum	3,000.00
School Presentations 7 x \$80	560.00
Southern Sports Academy	450.00
TAFE NSW Riverina Institute	100.00
Mayor & General Manager Donations Pool <ul style="list-style-type: none"> • Community use portable sound system \$3,239.00 • Development application fees – 1st stage of proposed development - Barellan Aged Care Support Group Incorporated \$1,011.00 • Narrandera Arts & Creative Network \$1,000.00 	6,190.00

<ul style="list-style-type: none">• Narrandera Domestic Violence Prevention \$400.00• Narrandera Vintage Restorers Club \$250.00• Rental of room at Community Services Building – Salvation Army for Counselling \$240.00• TAFE NSW Riverina Institute \$50.00	
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Our Organisation

Human Resource Activities

Council continues to recognise that its people are one of its most valuable resources and strives to develop a highly skilled and motivated workforce.

Staff training

During 2013-2014 Narrandera Shire Council staff attended many forms of training in order to maintain and develop the skills required by Council to fulfil its statutory obligations, and to efficiently carry out its functions to serve the residents of Narrandera Shire, as per Council's Strategic Plan.

Training Categories

On an annual basis it will often be the case that there are more training needs than the organisation's budget can provide. A training needs analysis will be conducted annually as part of the performance review process. The basis of this policy is a hierarchy of needs on which priorities for training are to be determined. Individual and organisational training plans are to be developed annually by Human Resources and training recommended within the constraints of budget according to the following hierarchy:

Category Numbers

- 1 Is it a legislative requirement? (e.g. white card)
- 2 Is it a required competency? (forms part of the Essential Criteria on a PD)
- 3 Is the organisation at risk by not having knowledge/training? (valuable knowledge gained)
- 4 Is it supporting the strategic plan? (supports plan however is not crucial)
- 5 Is it an identified area of required skill development? (may be a skill for a different area of council)

To control the cost of training and to ensure that training is in line with agreed training plans, all authorisation of training is to be approved by the Directors.

All employees are to undertake training as determined in individual training plans or as directed. The employee, their Director and the Human Resources are to take joint responsibility in seeing that training targets are being achieved and managed.

Traineeships or other courses of study undertaken

Course	Number of Employees
Apply First Aid	19
Apply and Monitor Food Safety	1
Assessment: Head to Toe	6
Asset Inspector Training	1
Assist Clients with Medication	1
Basic Civil Design	1
Biological Control of Weeds	1
Bowel Management	13
Cardiopulmonary Training	15
Certificate III in Automotive - Heavy Commercial Vehicle Mechanical Technology (Heavy Vehicle Road Transport)	1
Cert III Civil Construction	1
Cert III Warehousing Operations	1
Cert IV in Business dual qual Cert IV in Human Resources	1
Cert IV in Frontline Management	2
Cert IV in Marketing	1
Cert IV in Project Management dual qual with Business	1
Chemical SMARTtrain AQF4	2
Coaching and Communication Essentials	22
ComSafe – Public Safety	2
Confined Spaces	20
Continuous Improvement	20
Depression in the Elderly	9
Diabetes: Managing Hypo- and Hyperglycaemia, and Foot Care	12
Diabetes: Promoting Health and Wellbeing	20
Diploma of Building Surveying	1
Diploma of Management dual qual Human Resources	1

Dying with Dignity	2
Encouraging Best Practice in Oral Health	8
Equipment Training	28
Evacuation Training	43
Excavator LE	4
Follow Basic Food Safety Practices	1
Front End Loader/Backhoe LB	2
Future Funding in Residential Aged Care	1
Hydration and Nutrition	27
Hydration and Nutrition: Special Diets	6
Infection Control Hand washing	18
Infection Control Laundry	2
Infection Control: Encouraging Best Practice in Outbreak Management	12
Infection Control: It's in Your Hands	18
Insulin Administration	1
Medication Administration for Care Staff: Assist with Self-medication	10
Medication Management	1
Looking After Your Back	18
Off Road 4x4 Training	2
Oral Health Part I & II	2

An amount of \$150,677.76 was expended on training across the organisation.

Training Cost by Category	Cost \$
Higher Education	\$1,881.00
Category 1	\$18,190.91
Category 2	\$3,456.61
Category 3	\$44,352.20
Category 4	\$100.00
Category 5	\$4,562.45
Coaching Room Training	\$1,746.95
WHS	\$32,887.95
WHS	\$5,659.65
Teloca staff training expenses	\$17,635.50
Weeds inspection training	\$1,586.16
Weeds training expenses	\$8,813.32
HR – Training aids	\$2,612.01
Airport statutory training	\$4,228.73
RSO Training	\$1,392.88
Industrial/Economic Development Training	\$1,571.44
COPS – Community Options	\$1,603.65 *
Community Transport Training	\$3,084.79 *
TOTAL	\$150,677.76
Symbol * denotes a fully funded training course	

New employees

New employees, volunteers, labour hire staff and work experience students placed throughout the year were required to complete an induction program facilitated by Council's Human Resources Department, the Work Health Safety Officer, IT Manager and the Payroll Officer with emphasis being placed on the Induction Handbook, Work Health and Safety, Council Staffing Policy in particular Council's Code of Conduct.

Performance appraisal system

Ongoing appraisals are being conducted in accordance with the Local Government (State) Award and Councils salary system policy. Council continues to improve the performance management system. Council has implemented a Performance Feedback Form which is used to indicate to staff any positive or negative job performance. These forms are kept on file and are

to be distributed with the annual performance appraisals where they can be reviewed.

Narrandera Shire Council consultative committee

The Narrandera Shire Council Consultative Committee convened on five occasions during the year to discuss and approve changes to the Constitution, award issues as well as a number of policy additions and reviews, as detailed below:

New Policies	2
Reviewed Policies	4

An election process was also held in September 2013 to fill vacant positions, ensure representation for all areas of Council and maintain gender balance with the committee.

Equal Employment Opportunities

Council supports the principles of Equal Employment Opportunity as it relates to recruitment, selection criteria, training and staff development programs, promotion and conditions of employment.

By putting the principles of EEO into practice, Council ensures that all employees, or future employees, have an equal opportunity to enjoy a rewarding and challenging career with Council.

Equal Employment Opportunity is the right to be considered for a job, training opportunity, or other benefit, for which a person is skilled or qualified.

The objectives of Council's EEO Policy are:

- To eliminate and ensure the absence of discrimination in employment on the grounds of race, sex, religion, marital status, sexual preference and physical and/or intellectual impairment in Council; and
- To promote equal employment opportunities for all staff; and
- To ensure confidentiality for all applicants for positions with Council.

Council's Consultative Committee comprises of elected staff representatives as well as union and management representatives providing a forum to discuss and review policies and practices to ensure they are non-discriminatory in their intent and effect.

EEO policy and guidelines are adopted as part of the selection criteria for positions and in the makeup of selection panels. Council's EEO policy and guidelines are implemented and reviewed regularly.

Staffing Details as at 30 June 2014			
	TOTAL	MALE	FEMALE
Administration	10	2	8
Planning and Environment	7	6	1
Executive	7	4	3
Finance	8	2	6
Home and Community Care	5	0	5
Human Resources & WHS	4	1	3
Information Technology	4	2	2
Library	4	0	4
NOOSH	11	2	9
Open Space and Recreation	12	10	2
Plant	4	4	0
Technical Services – Engineers	9	7	2
Technical Services – Works	31	29	2
Teloca	52	7	45
Visitor Information Services	9	0	9
Water/Sewer	9	8	1
TOTAL	186	83	103

Senior Staff

As at 30 June 2014 there was one position designated as Senior Staff by Council being that of the General Manager.

The total value of the General Manager's Remuneration Package was \$210,000.00.

Employee Assistance Program

Council offers an Employee Assistance Program (EAP) which provides confidential and professional assistance for employees and their family who are experiencing difficulties of a personal or work-related nature. This gives employees and their family access to a service they would otherwise not have.

Work Health and Safety (WHS)

Narrandera Shire Council undertook a gap analysis of its WHS systems and methodologies during the year and established an action plan to remediate any shortfall or deficiencies. The WHS Officer has been tasked to oversee

this project and meets regularly with the General Manager to report on its progress.

The number and frequency of incidents and injuries decreased throughout the year compared with previous years. This in turn has resulted in fewer claims for Workers' Compensation being lodged and is reflected in a decrease in the premium payable. The principal reason behind the downturn is improved and better risk management and hazard control practises.

The WHS Committee has met on 7 occasions during the 2013-2014 year. It decided at its April 2014 meeting to increase the frequency of meetings to monthly. This is proving beneficial to all stakeholders at this stage.

A number of new WHS initiatives have been undertaken this year. These include the introduction of a basic fitness/exercise program to be trialed with outdoor workers and the investigation into the purchase of an integrated WHS Management System. Council has also invested in additional health monitoring of its staff including skin checks, dust diseases and hearing.

A number of staff members have participated in training sessions, courses and programs associated with WHS. Some of these were legislative or licensing requirements. Others have been to up-skill various staff.

Council completed the StateCover Mutual WHS Audit during June 2014 but has not as yet received any rating or feedback.

Contractor Management is still being addressed manually. However Council's WHS Officer has developed new and improved documentation for contractor registration and approval and this is beginning to show positive results. Council has also made it a requirement of Contractors to register with StateWide Mutual's Contractor Insurance Management System (CIMS). This should ensure that all contractor insurances are up to date and therefore alleviate Council's exposure to claims associated with external party negligence or omission.

Compliance with the NSW Carers (Recognition) Act, 2010

Induction for New Employees

All new employees undertake a comprehensive induction where information is given in terms of responsibilities, policies and procedures, entitlements and processes are explained. As a part of this process carers are educated on the services available to them.

All policy updates are corresponded to staff via a review document and then a memo once adopted. This allows for all staff to stay up to date with implemented changes and gives them the opportunity to have input into these changes.

Consultation and liaison with Carers

The Consultative Committee is to provide a participative forum for consultation between Council and its employees. The Committee shall meet regularly and shall positively cooperate in workplace reform to enhance the efficiency and productivity of the Council and to provide employees with access to career opportunities and more fulfilling, varied and better paid work. This committee is responsible for changes to policies and procedures which affect the employees including carers. Once changes are approved by the committee it is then put to the staff in the form of a review document for feedback, this feedback is then considered by the committee, appropriate changes made and put out for review. Once approved by the staff it is then adopted by the committee and staff made aware of these changes via a memo.

New Policies adopted in the last 12 months to benefit Carers are as follows;

Purchased Leave Policy – Allows for an additional 2 weeks leave to be purchased over a 12 month period in order to provide additional leave to staff.

All policies are to be reviewed every two years and new legislation and Acts are taken into consideration when carrying out a policy review.

Staff who are carers

Narrandera Shire council have many policies in place in support of carers therefore minimal changes have been required.

Below are a number of policies which show support and respect to Carers and the people they care for;

Carers Leave Policy - An employee may access accrued sick leave to provide care and support to an eligible class of person as defined in the Local Government State Award.

Equal Employment Opportunity Policy – Allows fairness to giving equal opportunity to all applicants regardless of their personal situation. Council will conduct a comprehensive audit of all human resource management (HR) policies, procedures and practices - written or unwritten - over a period of 2 years from the time the EEO management plan commences. Policies, procedures and practices found to be incompatible or inconsistent with the provisions and spirit of EEO and related legislation will be discarded or replaced. Informal procedures and practices will be identified, reviewed and formalised where they are deemed to be appropriate.

Job Sharing Policy - Job sharing or flexible working arrangements is an employment arrangement where typically two people are retained on a part-time or reduced-time basis to perform a job normally fulfilled by one person working full-time, giving carers the opportunity to work part-time to allow them to attend to the needs of their dependents or the people they care for whilst being able to work.

Leave Without Pay Policy -Leave without pay may be granted at the discretion of the General Manager when annual leave and long service leave has been exhausted. - Supports Carers who need additional leave.

Parental Leave Policy - To provide employees with assistance to remain in the workforce after the birth of children and to ensure Council abides by all the statutory requirements relating to the granting of maternity leave. – Provides support to Carers of infants and young children.

Part Time Employment Policy - Council will consider requests for transfer from full-time to part-time employment, providing there is no change in the nature of the position. Council shall also have regard to balancing efficiency and work organisation concerns against the merits of the employee's request for transfer from full-time to part-time employment and vice versa. Where an employee requests such a transfer council should have regard to anti-discrimination legislation and its own operational requirements. The consultative committee shall be informed of such transfer. Provides the opportunity for Carers to request a more flexible working arrangement.

Purchased Leave Policy - Narrandera Shire Council is committed to consideration of a range of Flexible Work Arrangements aimed at improving work/life balance for staff. Purchased Leave is one such option and this procedure establishes the basis for consideration of Purchased Leave requests and the parameters applicable to any subsequent arrangement.

Recruitment Of Staff Policy - The selection function is the process of choosing the best person for the vacant position. This process includes the short listing of applicants for interview, developing questions for the interview, interviewing of applicants and selecting who should be offered the position based on merit. - Therefore allowing equal opportunity to carers.

Sick Leave and Carer's Leave Policy – Allows Carers to care for their dependants in accordance with the Local Government State Award.

Working From Home Policy - Narrandera Shire Council (“Council”) acknowledges that working from home arrangements may be appropriate for certain positions and in certain circumstances. - This allows for Carers to work from home when appropriate and approved.

Employee Assistance Program – Council's employee Assistance Program (EAP) Policy – Councils Employee Assistance Programme provides confidential and professional assistance for employees and their family who are experiencing difficulties of a personal or work-related nature. - This gives Carers and their families' access to a service they would otherwise not have.

A survey was recently handed out to staff asking 'why staff liked working for Narrandera Shire Council' and here is what was received;

I really value my local community, and working at Council, I've learned so much about the range of services provided for people in the town and shire.

Because we have a great team and a wonderful community to work for!

Relaxed and friendly atmosphere and good air-conditioning in the office. I've found NSC to be a friendly and welcoming employer, that cares about the wellbeing of its staff and their family.

Narrandera Shire is an enjoyable and developmental workplace. Staff are given opportunities which may not normally be presented by other employers. I like the fact that staff have the opportunity to develop their personal and career skills in a supportive environment.

Challenging, broad area, dealing with rural customers, friendly staff(part of the team), continuous improvement (can see the change that have been made and proud to see them work) , flexibility, safe, sense of appreciation when a dangerous situation has been made safe by staff (positive feedback).

Being an employee of Narrandera Shire Council means that every day I'm surrounded by people who are excited to be contributing to the wellbeing of the residents of the Shire. They really are dedicated to bringing the best to their work and sharing their skills to support other staff in making gains for Narrandera and its villages. I love it.

I love my job with Narrandera Shire Council, the people I work with are great & our clients are just lovely. Best job ever! (I really mean it too)

I like working at NSC because I have been fortunate to have such generous colleagues when times are tough. They have organised several events in my time of need such as house makeovers and garage sales !!

It is great coming to work knowing that my contribution is valued and also the fact that I'm guaranteed to have a bit of fun.

I like that NSC could provide part-time engineering work that allows me to keep up my skills but also meet the needs of my family.

I like working for NSC because of the people, they are of such a caring nature and everyone tries to help each other out. It is one of the best places I have ever worked

I like working for NSC because it has the option of flexible working conditions which allows me to work full time without adverse effects on my young family.

Working at NSC can provide you with an opportunity to be a part of activities that can make a real and meaningful community benefit, which in turn can make a positive difference to people's daily lives.

Narrandera Shire Council gives Carers the opportunity to work in a flexible arrangement to meet the needs of out of work responsibilities. Staff are supportive and willing to assist in order to help juggle the work- life balance.

From the above feedback it is evident that many of our employees find the support of other staff and managers extremely beneficial to them, and the flexibility in working conditions is another area that staff are more than satisfied with. This concludes that Narrandera Shire Council is offering an adequate support network for employees who are Carers.

Our Economic Functions

Community Strategic Plan

Council adopted both an Operational and Delivery Plan for 2013-2014 in respect of strategic objectives and a means to monitor performance.

Attached as Appendix C are the performance outcomes for 2013-2014.

Competitive Neutrality

Council for 2013-2014 operated two (2) Category 1 businesses and one (1) Category 2 business.

Category 1 Business

- At 30 June 2014 Council operated two (2) Category 1 businesses being the Narrandera Water Fund and Teloca House

Financial statements for these activities are included within Council's financial statements which form Appendix B to this report.

- The financial statement for Council's Category 1 business activity discloses National Competition Policy National Payments including corporate taxation equivalents, dividends paid and rate of return on capital.

Council has adopted a complaint handling mechanism to deal with any complaints which forms part of Council's generic customer request system.

For the financial year 2013-2014 Council did not receive any complaints in relation to its Category 1 businesses.

Category 2 Business

- At 30 June 2014 Council operated one (1) Category 2 business, being the Narrandera Sewer Fund.

Financial statements for this activity are included within Council's financial statements which form Appendix B to this report.

- The financial statements for Council's Category 2 business activities disclose National Competition Policy National Payments including corporate taxation equivalents, dividends paid and rate of return on capital.

Council has adopted a complaint handling mechanism to deal with any complaints which forms part of Council's generic customer request system. For the financial year 2013-2014 Council did not receive any complaints in relation to its Category 2 business.

Section 356 Contributions

During 2013-2014 there were NIL incentives under Section 356(2).

Abandonments

During 2013-2014 rates and charges totalling \$20,455.15 were abandoned due to a statutory requirement or the amount deemed as irrecoverable. The majority of the amount comprising adjusting journals relating to residual arrears balances following the sale of land by public auction in April 2013 of three (3) properties for overdue rates and charges.

During 2013-2014 sundry debtor amounts totalling \$185.00 (inclusive of GST) were abandoned as irrecoverable. This amount comprised \$15.00 for works completed as private works and an amount of \$170.00 being for unpaid food premises inspection fee.

Pensioner Rebates Granted and Subsidy Claimed

Pensioner rebates totalling \$226,595.20 were granted during 2013-2014. Of this amount \$122,631.87 was able to be recovered through subsidies.

Financial Reports

Councils audited financial reports for the year ending 30 June 2014 are attached as Appendix B.

Statement of Council's Principal Activities

Following is a statement for each of Council's principal activities setting out:

- Revenue and expenses for 2013-2014
- Assets held by Council at 30 June 2014

FOR THE YEAR ENDING 30 June 2014

	REVENUES \$'000	EXPENSES \$'000	OPERATING RESULTS \$'000	GRANTS \$'000	ASSETS HELD \$'000
FUNCTIONS					
Governance	27	992	(965)	0	2,250
Administration	169	1,995	(1,826)	28	10,021
Public Order & Safety	164	498	(334)	154	1,308
Health	49	220	(171)	39	3
Environment	895	892	3	15	6,137
Community Services & Education	4,086	3,683	403	2,931	10,233
Housing & Community Amenities	280	597	(317)	-	982
Water Supplies	2,810	1,456	1,354	668	18,897
Sewerage Services	1,227	998	229	63	12,993
Recreation & Culture	316	2,200	(1,884)	221	19,135
Fuel & Energy	0	0	0	0	0
Agriculture	0	0	0	0	0
Mining, Manufacturing & Construction	0	0	0	0	0
Transport & Communication	2,798	4,482	(1,684)	1,880	147,278
Economic Affairs	778	1,494	(716)	204	13,355
TOTAL FUNCTIONS & ACTIVITIES	13,599	19,507	(5,908)	6,203	242,592
Share of gains/(losses) in Associates & Joint Ventures	0	0	0	0	0
General Purpose Income	6,617	0	6,617	2,090	0
TOTALS	20,216	19,507	709	8,293	242,592

Legal Proceedings for the Recovery of Overdue Amounts

During 2013-2014 Council was involved in legal action for the recovery of overdue rates and charges in addition to overdue debtor accounts.

For the twelve months ending 30 June, 2014, Council initiated the following action for recovery of outstanding debts:

Debt recovery

Nature of Action	Amount Involved (Excl legal expenses)	Legal Expenses	Result
<p>Sundry Debtors There were no sundry debtor accounts subject to arrears recovery action during the reporting period.</p>	\$NIL	\$NIL	<p>Recovered \$NIL Continuing Legal Action \$NIL</p>
<p>Rate/Water Debtors One hundred and fifty four (154) matters were actioned during 2013-2014 i.e. letters of demand, Statement of Liquidated Claim, Judgement, Summons of Examination, Writ, Warrant, Garnishee.</p>	\$354,871.43	\$38,848.42	<p>Recovered \$340,119.82 Continuing Legal Action \$53,600.03</p>
<p>Sale of Properties by Public Auction for Overdue Rates & Charges Three (3) properties were sold for overdue rates and properties during 2013-2014.</p>	\$19,084.06	\$10,513.35	<p>Recovered \$13,000.00 Abandoned \$16,597.41 L Unclaimed monies to be remitted to Office of State Revenue after 30 June 2020 \$NIL</p>

Summary of Legal Expenses

Activity Centre	Cost (excl GST)
Debt Recovery	\$ 40,662.87
GIPA	\$ 902.50
Governance	\$ 975.00
Human Resources	\$ 25,467.73
Planning / Development	\$ 2,439.55
Purchase of Property	\$ 1,830.43
Subscriptions	\$ 161.74
TOTAL	\$ 72,439.82

Contracts

During 2013-2014 there was one (1) contract awarded by Council in excess of \$150,000:-

Supply	Contractor	Description	Amount \$
Works	Southern Civil Constructions	Construction of Deep Creek Culvert, Buckingham Road, Galore	\$ 398,496 (Incl.GST)

Controlling Interest in Companies

During the period 2013-2014, Council did not hold any controlling interest, either by itself or in conjunction with other Councils in any company.

Participating Interest in Companies

During the period 2013-2014, Council had an interest in the Western Riverina Libraries Co-Operative. This organisation provides the Narrandera Shire Library with access to the greater regional library facility and allows access to the mobile library vehicle where clients in remote areas of the Shire or who are confined to their house are able to access public library facilities.

Council owns two (2) shares in Southern Phone Company Limited.

Council owns ten thousand (10,000) shares in Narrandera District Investments Limited (Bendigo Bank).

Works on Private Land

Council undertook generic works such as installing culverts, mowing grass or removing excess vegetation on private land in 2013/2014 raising revenue of \$243,325.19.

Council policy with regard to charging for these private rates is as follows:

Plant Hire Rates	Reviewed each year based on commercial rates and includes operator
Additional Labour	Actual cost plus on costs and overheads
Stores and Materials	Actual cost plus 25% for overheads

No private works were undertaken at less than the rates set.

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