



# **BUSINESS PAPER**

**Ordinary Council Meeting**

**10 December 2024**

## ETHICAL DECISION MAKING & CONFLICT OF INTEREST

*A Guiding Checklist for Councillors, Officers & Community Committees*

### ETHICAL DECISION MAKING

- Is the decision or conduct legal?
- Is it consistent with Government policy, Council’s objectives and Code of Conduct?
- What will the outcome be for you, your colleagues, the Council, anyone else?
- Does it raise a conflict of Interest?
- Could your possible conflict of interest lead to private gain or loss at public expense?
- Can the decision be justified in terms of public interest?
- Would it withstand public scrutiny?

### CONFLICT OF INTEREST

A Conflict of Interest is a clash between private interests and public duty. There are two types of conflict: Pecuniary – regulated by the Local Government Act and Department of Local Government and, Non-pecuniary – regulated by Codes of Conduct, ICAC, Ombudsman, Department of Local Government (advice only).

### THE TEST FOR CONFLICT OF INTEREST

- Is it likely I could be influenced by personal interest in carrying out my public duty?
- Would a fair and reasonable person believe I could be so influenced?
- Conflict of interest is closely tied to the layperson’s definition of “corruption” – using public office for private gain.
- Important to consider public perceptions of whether you have a conflict of interest.

### IDENTIFYING PROBLEMS

- 1 Do I have private interest affected by a matter in which I am officially involved?
- 2 Is my official role one of influence or perceived influence over the matter?
- 3 Do my private interests conflict with my official role?

Whilst seeking advice is generally useful, the ultimate decision rests with the person concerned.

### AGENCY ADVICE

Officers of the following agencies are available during office hours to discuss the obligations placed on Councillors, officers and community committee members by various pieces of legislation, regulation and codes.

Contact	Phone	Email
Narrandera Shire Council	02 6959 5510	<a href="mailto:council@narrandera.nsw.gov.au">council@narrandera.nsw.gov.au</a>
Department of Local Government	02 4428 4100	<a href="mailto:olg@olg.nsw.gov.au">olg@olg.nsw.gov.au</a>
ICAC Toll free	02 8281 5999 1800 463 909	<a href="mailto:icac@icac.nsw.gov.au">icac@icac.nsw.gov.au</a>
NSW Ombudsman Toll Free	02 8286 1000 1800 451 524	<a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a>

## COMMUNITY STRATEGIC PLAN THEMES

### Section 14 Our Community

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- 1.1 To live in an inclusive, healthy and tolerant community with a positive attitude toward others.
- 1.2 Work together to advocate for quality health, education, youth and social services.
- 1.3 To feel connected and safe.

### Section 15 Our Environment

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- 2.1 To value, care for and protect our natural environment.
- 2.2 Enhance our public spaces to enrich our community.
- 2.3 Maximise greater re-use of resources to increase sustainability within our community

### Section 16 Our Economy

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- 3.1 Create strong conditions for investment and job creation through quality infrastructure and proactive business support.
- 3.2 Encourage new housing supply to meet the needs of the community.

### Section 17 Our Infrastructure

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- 4.1 To have an improved and appropriately maintained road network.
- 4.2 Actively investigate opportunities to enhance our potable water quality.
- 4.3 To improve, maintain and value-add to our essential public and recreational infrastructure.

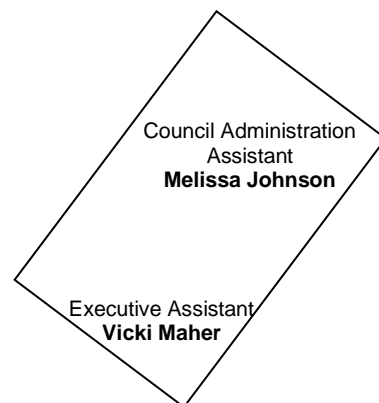
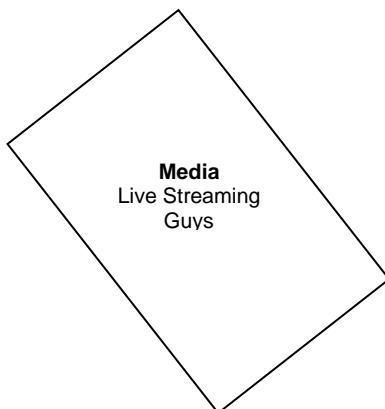
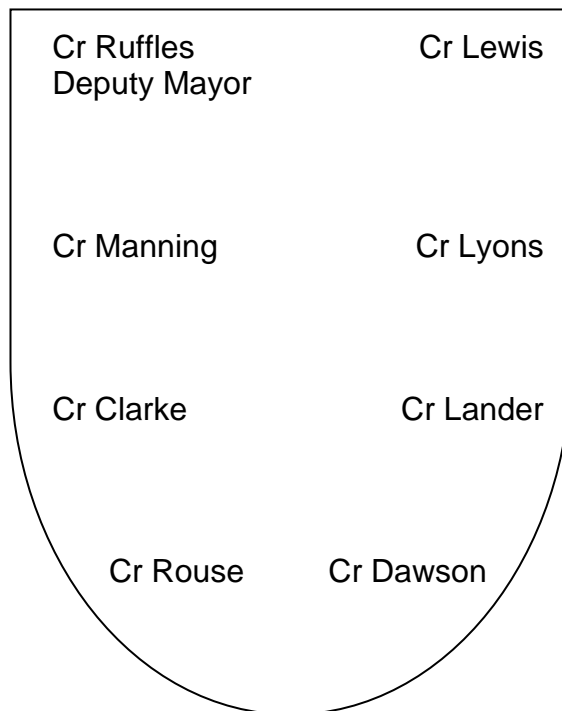
### Section 18 Our Leadership

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- 5.1 Have a Council that provides leadership through actions and effective communication.
- 5.2 Promote a community spirit that encourages volunteerism and values effective partnerships.

# SEATING

General Manager <b>George Cowan</b>	<b>MAYOR</b> <b>Cr</b> <b>Kschenka</b>	Deputy General Manager Infrastructure <b>Shane Wilson</b>	Deputy General Manager Corporate & Community <b>Cian Middleton</b>
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**Notice is hereby given that the Ordinary Meeting of the Narrandera  
Shire Council will be held in the Council Chambers on:  
Tuesday 10 December 2024 at 2pm**

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- 1      **ACKNOWLEDGEMENT OF COUNTRY**
- 2      **HOUSE KEEPING**
- 3      **DISCLOSURE OF POLITICAL DONATIONS**
- 4      **REQUEST TO ATTEND BY AUDIO-VISUAL LINK**
- 5      **PRESENT**

6      **APOLOGIES**

Nil

7      **DECLARATIONS OF INTEREST**

8      **CONFIRMATION OF MINUTES**

Ordinary Council Meeting - 12 November 2024



# **MINUTES**

**Ordinary Council Meeting**

**12 November 2024**

Unconfirmed



**MINUTES OF NARRANDERA SHIRE COUNCIL  
ORDINARY COUNCIL MEETING  
HELD AT THE COUNCIL CHAMBERS  
ON TUESDAY, 12 NOVEMBER 2024 AT 2PM**

The Mayor declared the Public Forum opened at 1.30pm and welcomed the Councillors, Staff, Media, and those following on the Live Streaming.

## **PUBLIC FORUM**

The Mayor introduced Council's Works Manager who gave a presentation on Works Services.

The Mayor declared the Ordinary Council meeting opened at 2pm.

### **1 ACKNOWLEDGEMENT OF COUNTRY**

*I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of the Land. I would also like to pay respect to their people both past and present and extend that respect to other Aboriginal Australians who are present.*

### **2 HOUSE KEEPING**

*Advice provided of Council's Work, Health and Safety (WHS) Evacuation Plan and location of the Amenities.*

### **3 DISCLOSURE OF POLITICAL DONATIONS**

Advice provided to those present of the legislative requirement for Disclosure of Political Donations:

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

There were no Disclosures of Political Donations received by the Chairperson.

### **4 REQUEST TO ATTEND BY AUDIO-VISUAL LINK**

No requests to join via audio-visual link in November 2024.

**5 PRESENT**

Mayor Cr Neville Kschenka, Deputy Mayor Cr Sue Ruffles, Cr Bob Manning, Cr Jenny Clarke OAM, Cr Cameron Rouse, Cr Peter Dawson, Cr Cameron Lander, Cr Braden Lyons

**In Attendance**

George Cowan (GM), Shane Wilson (DGMI), Cian Middleton (DGMCC), Vicki Maher (EA), Melissa Johnson (CAA)

**6 APOLOGIES****RESOLUTION 24/187**

Moved: Cr Cameron Lander  
Seconded: Cr Braden Lyons

That the apology from Cr Tracey Lewis be received, accepted, and leave of absence be granted.

**CARRIED****7 DECLARATIONS OF INTEREST**

Nil

**8 CONFIRMATION OF MINUTES****RESOLUTION 24/188**

Moved: Cr Peter Dawson  
Seconded: Cr Cameron Rouse

That the minutes of the Ordinary Council meeting held on 15 October 2024 be confirmed.

**CARRIED****9 MAYORAL REPORT****9.1 MAYORAL REPORT - OCTOBER NOVEMBER****RESOLUTION 24/189**

Moved: Mayor Cr Neville Kschenka  
Seconded: Cr Cameron Lander

That Council:

1. Receive and note the Mayor Report for October November 2024.

**CARRIED**

**10 COUNCILLOR REPORTS**

**10.1 CR LYONS - ATTENDANCE AT "NATIVE TITLE FOR LOCAL GOVERNMENT" TRAINING**

**RESOLUTION 24/190**

Moved: Cr Braden Lyons

Seconded: Deputy Mayor Cr Sue Ruffles

That Council:

1. Notes the report on my attendance at the "Native Title for Local Government" training seminar.

**CARRIED**

**11 NOTICES OF RESCISSION**

Nil

**12 NOTICES OF MOTION**

Nil

**13 QUESTION WITH NOTICE**

Nil

**14 OUR COMMUNITY**

Nil

**15 OUR ENVIRONMENT**

Nil

**16 OUR ECONOMY**

**16.1 WESTERN RIVERINA DROUGHT RESILIENCE PLAN**

**MOTION**

Moved: Deputy Mayor Cr Sue Ruffles

Seconded: Cr Cameron Lander

That Council:

1. Endorses the Western Riverina Consortium Regional Drought Resilience Plan for exhibition purposes.
2. Place the plan on public exhibition for a fourteen (14) day period.
3. Deems the Regional Drought Resilience Plan fit for submission to the NSW Government should no submissions be received from the community at the conclusion of the exhibition period.

**AMENDMENT**

Moved: Cr Bob Manning

Seconded: Cr Jenny Clarke OAM

That Council:

1. Consider using water trains to supply water in drought conditions.

**LOST**

The council then returned to the motion.

**RESOLUTION 24/191**

Moved: Deputy Mayor Cr Sue Ruffles

Seconded: Cr Cameron Lander

That Council:

1. Endorses the Western Riverina Consortium Regional Drought Resilience Plan for exhibition purposes.
2. Place the plan on public exhibition for a twenty-one (21) day period.
3. Deems the Regional Drought Resilience Plan fit for submission to the NSW Government should no submissions be received from the community at the conclusion of the exhibition period.

**CARRIED**

**17 OUR INFRASTRUCTURE**

Nil

**18 OUR LEADERSHIP****18.1 DEVELOPMENT OF 2025-26 OPERATIONAL PLAN AND BUDGET****RESOLUTION 24/192**

Moved: Cr Cameron Lander

Seconded: Deputy Mayor Cr Sue Ruffles

That Council:

1. Receives and notes the update on the development of the 2025-26 Operational Plan and Budget, as detailed in this report.

**CARRIED**

**19 DEVELOPMENT APPLICATIONS**

Nil

**20 PROCUREMENT****20.1 TENDER T-24-25-01 PLANT AND EQUIPMENT HIRE SERVICES****RESOLUTION 24/193**

Moved: Cr Jenny Clarke OAM

Seconded: Cr Cameron Lander

That Council:

1. Endorses the companies as detailed within the report to be included on the panel for Plant and Equipment Hire Services under Clause166(c) of the Local Government (General) Regulation 2021 for a period of three years from the date of this resolution.
2. Authorises the General Manager to add new suppliers to the panel of Plant and Equipment Hire Services during the three-year period, subject to them meeting all contract requirements.

**CARRIED**

**21 POLICY**

Nil

**22 COMMITTEE REPORTS****22.1 AUDIT, RISK AND IMPROVEMENT COMMITTEE - MINUTES - 10 OCTOBER 2024****RESOLUTION 24/194**

Moved: Cr Cameron Lander

Seconded: Cr Cameron Rouse

That Council:

1. Receives and notes the Minutes of the Audit, Risk and Improvement Committee held on Thursday 10 October 2024.

**CARRIED**

**22.2 KOALA REGENERATION ADVISORY COMMITTEE - MINUTES - 29 OCTOBER 2024****RESOLUTION 24/195**

Moved: Cr Jenny Clarke OAM

Seconded: Cr Peter Dawson

That Council:

1. Receives and notes the Minutes of the Koala Regeneration Advisory Committee held on Tuesday 29 October 2024.

**CARRIED****22.3 LOCAL EMERGENCY MANAGEMENT COMMITTEE - MINUTES - 8 OCTOBER 2024****RESOLUTION 24/196**

Moved: Deputy Mayor Cr Sue Ruffles

Seconded: Cr Peter Dawson

That Council:

1. Receives and notes the Minutes of the Local Emergency Management Committee held on Tuesday 8 October 2024.

**CARRIED****22.4 AUSTRALIA DAY PLANNING ADVISORY COMMITTEE - MINUTES - 31 OCTOBER 2024****RESOLUTION 24/197**

Moved: Cr Jenny Clarke OAM

Seconded: Cr Braden Lyons

That Council:

1. Receives and notes the Minutes of the Australia Day Planning Advisory Committee held on Thursday 31 October 2024.

**CARRIED****23 STATUTORY AND COMPULSORY REPORTING – DEVELOPMENT SERVICES REPORTS****23.1 DEVELOPMENT & ENVIRONMENT SERVICES ACTIVITIES - OCTOBER 2024****RESOLUTION 24/198**

Moved: Cr Cameron Lander

Seconded: Deputy Mayor Cr Sue Ruffles

That Council:

1. Receives and notes the Development Services Activities Report for October 2024.

**CARRIED**

**24 STATUTORY AND COMPULSORY REPORTING – FINANCIAL / AUDIT REPORTS****24.1 SUBMISSIONS REGARDING GENERAL PURPOSE FINANCIAL STATEMENTS AND AUDITORS' REPORT****RESOLUTION 24/199**

Moved: Cr Cameron Lander

Seconded: Deputy Mayor Cr Sue Ruffles

That Council:

1. Notes that no submissions were received in regard to the General Purpose Financial Statements and Auditors' Report for the period ending 30 June 2024.
2. Concludes the 2023-24 financial reporting process in accordance with the *Local Government Act 1993*.

**CARRIED**

**24.2 CAPITAL WORKS PROGRAM - SEPTEMBER 2024 QUARTER****RESOLUTION 24/200**

Moved: Cr Peter Dawson

Seconded: Cr Bob Manning

That Council:

1. Receives and notes the information contained in the Quarterly Capital Works Report as at 30 September 2024.

**CARRIED**

**24.3 QUARTERLY BUDGET REVIEW - SEPTEMBER 2024****RESOLUTION 24/201**

Moved: Cr Cameron Lander

Seconded: Deputy Mayor Cr Sue Ruffles

That Council:

1. Receives, notes and endorses the information and variations contained in the September Quarterly Budget Review, appended at *Attachment 1*.

**CARRIED**

**25 STATUTORY AND COMPULSORY REPORTING – OTHER REPORTS****25.1 ENDORSEMENT OF 2023-24 ANNUAL REPORT****RESOLUTION 24/202**

Moved: Cr Cameron Lander  
Seconded: Cr Cameron Rouse

That Council:

1. Endorses the Annual Report 2023-24, appended at *Attachment 1*, pursuant to section 428 of the *Local Government Act 1993*.
2. Notes that the Annual Report 2023-24 will be published to Council's website with the URL provided to the Minister for Local Government by 30 November 2024, pursuant to section 428(5) of the *Local Government Act 1993*.

**CARRIED**

**26 CONFIDENTIAL BUSINESS PAPER REPORTS**

Nil

**The Meeting closed at 2.57pm.**

**The minutes of this meeting were confirmed at the Ordinary Council Meeting held on 10 December 2024.**

.....  
**GENERAL MANAGER**

.....  
**CHAIRPERSON**



## 9 MAYORAL REPORT

### 9.1 MAYORAL REPORT - NOVEMBER 2024

**Document ID:** 762719

**Author:** Mayor

**Theme:** 5 - Our Leadership

**Attachments:** Nil

#### RECOMMENDATION

That Council:

1. Receives and notes the Mayoral Report for November 2024.

#### BACKGROUND

Since submitting my last Mayor's Report that was presented to the Ordinary Council meeting of 12 November 2024, I attended the following on behalf of our Council:

**Meetings with General Manager:** Attended regular Monday, and unscheduled, meetings with the General Manager (GM) George Cowan to discuss various matters. The Deputy Mayor, Cr Sue Ruffles, is also invited to attend the Monday prior to Ordinary Council meetings.

#### NOVEMBER 2024

**Monday 4:** Together with the GM George Cowan, I attended a meeting with representatives from the Narrandera Local Aboriginal Lands Council.

**Tuesday 5:** Accompanied by the GM and the Economic Development Manager (EDM) Edwina Kenna, I attended a meeting with Murrumbidgee Irrigation held at Griffith for discussion on a Lake Coolah feasibility study.

**Wednesday 6:** Together with the GM, DGMI and EDM, I attended a Community Information Session regarding a Lake Coolah Mejum Feasibility Study and Grant.

**Thursday 7:** The GM and I travelled to Hay to attend the RAMJO Water Sub-committee Meeting.

**That evening,** I joined fellow mayors and general managers for the RAMJO Board Dinner held at the Bishops Lodge Restaurant.

**Friday 8:** The GM and I attended the RAMJO Board meeting at Hay. As there were several new representatives following the September council elections, nominations were called for the positions of Chair and Deputy Chair. Mayor Ruth McRea, Murrumbidgee Council, was elected Chair and Mayor Doug Curran, Griffith City Council, was elected Deputy Chair.

#### Guest speakers included:

- James Bolton from the Department of Primary Industries, who discussed water buybacks, and the Sustainable Communities fund of \$300M which will be available

over a four-year period and shared by four states. He expressed concern about food production loss and the effect on economic development.

- Karina Koloff representing the Cross Border Commissioner. Topics were centred around differences in qualification requirements and licensing in each state in various professions.
- Giles Butler, NSW Premier’s Department, who mentioned the Apprentices and Skills grants.

Water Committee

- The committee continues to express concerns about the effect of water buybacks.
- Expected higher flows can cause erosion and the introduction of weeds.

Other items:

- The new Code of Conduct. Suggested to work with our local member to advance our requests.
- The benefits of energy cost savings brought about by joint procurement arrangements with other JO's was reiterated.
- The Southern Lights program has also realised savings by the use of LED lights.

**Monday 11:** The GM, DGMI and I participated in the Remembrance Day Service at the Memorial Gardens and laid a wreath on behalf of the Shire. Remembrance Day is a Memorial Day observed in Commonwealth member states since the end of the First World War to honour armed forces members who died in the line of duty. Following a tradition inaugurated by King George V in 1919, the day is also marked by war remembrances in many non-Commonwealth countries.



*Mayor Kschenka laying a wreath for the Council on Remembrance Day.*



**Tuesday 12:** I chaired the November Ordinary Council meeting. The unconfirmed Minutes of the Council meeting are submitted for Council’s endorsement.

**Later that day,** I attended the first Community Consultation Session held at the Ex-Servicemen’s Club regarding the Community Strategic Plan (CSP) and Disability Inclusion Action Plan (DIAP).

**Wednesday 13:** Together with the GM, I joined our regular segment on the local Community Radio, 91.1 Spirit FM, where we advise the listeners on outcomes of agenda items from the Council meeting, as well as providing any updates on current projects. This informative segment is standardly held at 8:30am on Wednesday following the monthly Council meeting.

**Later that day,** I attended the second Community Consultation Session held at the Barellan Club regarding the CSP and DIAP. This event was well attended by residents.

**Thursday 14:** I travelled to Sydney to attend the Country Mayor's Association AGM and General meetings. That evening, I joined fellow mayors and general managers at the CMA Dinner held at the grand old Castlereagh Boutique Hotel in Sydney. The Hon. Ron Hoenig, Minister for Local Government, was also in attendance and gave a presentation on SRVs and other matters. In response to questions about rate pegging, Minister Hoenig stated that it was the responsibility of individual councils and mayors to initiate the process.

From the floor, it was suggested that there should be assistance available to councils to have their needs accessed by an independent body and taken to IPART for approval so ratepayers can have more confidence in the process, knowing that the council had sought advice from that organisation.

**Friday 15:** I attended the Country Mayors Association AGM and General meetings held at Parliament House, Sydney. It was evident there were a lot of changes in councils after the recent elections, with quite a number of new mayors in attendance.

Immediate past Chair Jamie Chaffey stood down and Mayor Rick Firman of Temora Shire was elected to the position unopposed.

Guest speakers included:

Mark Speakman, NSW State Opposition Leader. He spoke about:

- The pressure rural hospitals are under.
- The need for better connectivity.
- Slow population growth in rural towns.
- The risk of cuts in infrastructure spending, looking at the forward estimates.
- Sustainability of rural councils.
- Housing.

Steve Wahn, Minister for Skills, TAFE, and Tertiary Education spoke about the Government's plans for:

- Renewables in Industry.
- Identifying future skills needs in regions.
- Linking TAFE to business and high schools.
- Training 1300 new apprentices.
- Concern about low apprentice wages.
- Skilled migration, particularly in health.
- Recognising migrants' qualifications.
- Electro technology.

I asked from the floor about assistance with overseas trained doctors and he said it was not in his portfolio, although my question was prompted by his comment about "skilled migration, particularly in health".

**Tuesday 19:** The GM and I joined a virtual meeting with Jill Ludford, Chief Executive Murrumbidgee Local Health District (MLHD).

**Wednesday 20:** After accepting an invitation, and accompanied by my wife Carmel, I attended and officially opened the Narrandera Rotary Club’s Annual Business Awards held at the Narrandera Ex-Servicemen’s Club. My congratulations go to all the very deserving award recipients, and to Rotary for attracting many nominations and a large crowd.

**Thursday 21:** The GM and I joined the 2024 MLHD Annual Public Meeting via virtual link where I put forward questions regarding the process times for recruitment of doctors and nurses to rural regions, the need to maintain nursing staff numbers in our area, and the concerns for staffing the Narrandera Hospital Emergency Department.

**Monday 25:** I chaired the Aboriginal Elders Liaison Committee quarterly meeting. Unconfirmed Minutes of the meeting are further presented to Council.

**Tuesday 26:** The GM and I met with a representative from the Narrandera Medical Centre for a discussion on recruitment of doctors to Narrandera.

**Later that day,** and together with fellow committee members, I attended and chaired the Narrandera Leeton Airport Management Committee meeting. Minutes of the meeting are further presented to Council.

\*\*\*\*\*

*I extend my gratitude and thanks to those Councillors who have attended various meetings throughout the past month, either on my behalf or as elected committee members.*

*As this is my last Mayor’s report for 2024, I would like to take the opportunity to also extend my heartfelt gratitude to my fellow Councillors and Council staff for their efforts and hard work over the past 12 months. It has been another interesting and challenging year, but one that has also been very rewarding for our Council and the community.*

*My next monthly report will be February 2025, as Council does not hold an Ordinary meeting in January. I am sure that everyone is looking forward to a merry and safe Christmas and a happy and successful 2025.*



*Until next time, Mayor Kschenkka*

**RECOMMENDATION**

That Council:

Receives and notes the Mayoral Report for November 2024.

**9.2 MAYORAL REPORT - NARRANDERA MEDICAL SERVICES**

**Document ID:** 769822  
**Author:** Mayor  
**Theme:** 1 - Our Community  
**Attachments:** Nil

**RECOMMENDATION**

That Council:

1. Endorses the actions of the Mayor in offering a recruitment incentive of \$35,000 to cover the cost of subsidised rental of a suitable dwelling and enrolment fee for the next phase of the doctor's training.
2. Requires the General Manager to report back to Council on the establishment of a suitable financial reserve to enable Council to fund this initiative and future requests.
3. Receives a draft policy for consideration.

**BACKGROUND**

The Narrandera community has enjoyed a relatively good level of medical services based around the Narrandera Medical Centre's capacity to recruit and train doctors. That ability is under threat and Council has been approached by Narrandera Medical Centre for support. Overseas trained doctors are becoming scarcer and now have the ability to pick and choose where they are placed.

With the recent departure of a doctor and his family from Narrandera, the level of service has been exposed and the ability for the expected level of response at the Narrandera Medical Centre compromised.

Narrandera is losing patients to adjoining towns.

**RECRUITMENT**

The General Manager and myself have had a number of meetings with the Narrandera Medical Centre and with Murrumbidgee Local Health District. It became apparent to us that the situation required immediate action. Following advice from the Narrandera Medical Centre, I have authorised the establishment of a recruitment assistance package to allow the Narrandera Medical Centre to leverage on the availability of an Australian, partially trained doctor.

New doctors coming into the practice face considerable immediate expense and take some time to establish rapport with patients. Expenses are substantial and income for the first few weeks is low.

It is likely that the current situation will be repeated in the future, and I have therefore requested the General Manager provides advice to Council on the establishment of a reserve and a policy around the provision of future support.

I now seek endorsement of that action by Council.

**RECOMMENDATION**

That Council:

1. Endorses the actions of the Mayor in offering a recruitment incentive of \$35,000 to cover the cost of subsidised rental of a suitable dwelling and enrolment fee for the next phase of the doctor's training.
2. Requires the General Manager to report back to Council on the establishment of a suitable financial reserve to enable Council to fund this initiative and future requests.
3. Receives a draft policy for consideration.

**10 COUNCILLOR REPORTS****10.1 CR LEWIS - ATTENDANCE AT NSW PUBLIC LIBRARIES ASSOCIATION ANNUAL CONFERENCE - SWITCH 2024**

**Document ID:** 769818  
**Author:** Councillor  
**Authoriser:** General Manager  
**Theme:** Our Community  
**Attachments:** Nil

**RECOMMENDATION**

That Council:

1. Receives and notes information provided in the Report 'NSW Public Libraries Association Annual Conference – Switch 2024'.

**PURPOSE**

The purpose of this report is to provide Council with information following my attendance at the NSW Public Libraries Association – Switch 2024 Annual Conference.

**SUMMARY**

As a delegate on the NSW Public Libraries for Narrandera Shire, I appreciate the opportunity to attend the Annual Conference with Council's Community Development Manager, Sue Killham and Library Officer, Lyndall Ireland.

NSWPLA Annual Conference – Switch 2024, was held Tuesday 12 to Friday 15 November 2024 in Coffs Harbour. This was a very enjoyable and informative conference that offered time for valuable networking with the many representatives from organisations and Councils.

The theme for this year's conference was 'The Power of Opportunity: Leadership, AI, You'. and the conference program reflected that with a diverse group of speakers presenting on a wide range of topics.

Conference speakers included:

- Heather Ford – Writer and Designer of public knowledge technologies
- Samantha Floreani - One of Australia's most prominent digital rights activists
- Lisa McInnes-Smith - Prominent leadership coach specialising in shifting performance
- Dominic Thurbon – Speaker and facilitator on making change happen, driving innovation and future proofing your workforce
- Dr Caroline Butler-Brown – State Librarian, State Library of NSW
- Michael Crossland – Inspiring author and motivational speaker on resilience, hope, overcoming barriers and embracing change
- Shankari Chandran – Author and winner of the Miles Franklin Literary Award
- Peter Watt – Author (with a local connection having attended St Francis College in Leeton)

- Caitlin Cady - Author
- John Byrnes – Author

Other presentations included Lessons in Leadership, an address from the State Librarian on the Library’s Strategic Plan, Lightning Talks on aspects of the conference themes, the Kath Knowles Scholarship Presentation by the last awardee and a fascinating talk titled “Are Robot Cats the Future of Libraries” which looked at the potential of AI and Sensory Robots when working with special needs clients and children and in helping to overcome language and communication barriers.

A valuable addition to the program was a working lunch organised specifically for Councillor Delegates to discuss current issues including Book Challenges and the need to maintain strong lobbying for continued Library funding.

**RELEVANCE TO COMMUNITY STRATEGIC PLAN AND OTHER STRATEGIES / MASTERPLANS / STUDIES**

**Theme**

1 - Our Community

**Strategy**

1.1 - To live in an inclusive, tolerant and healthy community which demonstrates a positive attitude.

**Action**

1.1.2 - Support opportunities for community participation in diverse arts and cultural activities.

**RECOMMENDATION**

That Council:

1. Receives and notes information provided in the Report ‘NSW Public Libraries Association Annual Conference – Switch 2024’.



**11 NOTICES OF RESCISSION**

Nil

## 12 NOTICES OF MOTION

### 12.1 NOTICE OF MOTION - IRRIGATION WAY CANAL BRIDGE

**Document ID:** 767135

**Author:** Cr Bob Manning

**Theme:** 4 - Our Infrastructure

**Attachments:** 1. [Issues Paper - Irrigation Way - Minister Aitchison](#)  

I, Councillor Bob Manning, hereby submit the following Notice of Motion to the Narrandera Shire Council's Ordinary Meeting of Council be held on 10 December 2024.

#### **MOTION**

That Council:

1. Establishes a small Representative Committee and arranges for a delegation to meet the Minister of Regional Roads & Transport, Jennifer Atkinson to seek a definite timeline for the Irrigation Way Canal Bridge to be widened or replaced.

#### **BACKGROUND**

That Council establishes a small Representative Committee and arranges for a delegation to meet the Minister of Regional Roads & Transport, Jennifer Atkinson to seek a definite timeline for the Irrigation Way Canal Bridge, State Infrastructure, to be widened or replaced, due to its narrow feature, busy heavy vehicle roadway and subject to fog.

The danger is exacerbated by it being on a curve.

#### **Note: From General Manager**

##### **Information for Councillors.**

Over the past several years (possibly 10) submissions have been made by Council to TfNSW and to the various Minister for Transport in relation to the bridge. Some meetings have been held in Narrandera, some in Wagga Wagga and some in Sydney. A number have been held online. Those meetings have been attended jointly and singularly by the Mayor, DGMI and myself. This issue has been raised at least every three months for the past two years in various forums.

Following the Ministers attendance at the most recent meeting of the Newell and Sturt Highway Task Forces, the Mayor has reached out to the Minister for a follow up meeting in Sydney aligned with attendance at the next country Mayors meetings.

TfNSW have not established any priority for the widening, re-alignment, or replacement of the bridge.

Travel at the moment is quite expensive and the Councillor has not identified an estimate of cost or a source of funding for the establishment and operation of a delegation, as required by the code of meeting practice.

**RELEVANCE TO COMMUNITY STRATEGIC PLAN AND OTHER STRATEGIES / MASTERPLANS / STUDIES**

**Theme**

4 - Our Infrastructure

**Strategy**

4.1 - To have an improved and appropriately maintained road network.

**Action**

4.1.3 - Strategic lobbying for the replacement or upgrade of the bridge across the main irrigation canal on Irrigation Way.

**RECOMMENDATION**

That Council:

1. Establishes a small Representative Committee and arranges for a delegation to meet the Minister of Regional Roads & Transport, Jennifer Atkinson to seek a definite timeline for the Irrigation Way Canal Bridge to be widened or replaced.



# Issues paper for the safety upgrades for Irrigation Way, Narrandera

Delegation meeting with The Hon Jennifer Aitchison MP, Minister for Roads, Maritime and Freight

**Cr Neville Kschenka, Narrandera Shire Mayor**  
**Shane Wilson, Deputy General Manager Infrastructure**

Document provided: Thursday 14 March 2024

**Delegation meeting date: Thursday 21 March 2024**

This document delineates the urgency of the safety upgrades for Irrigation Way at Narrandera; it also details the safety issues and economic issues caused by the insufficient width of the bridge.  
Narrandera Shire Council – Issues paper

**Table of Contents**

1. Main Road 80 Irrigation Way (Audley St) & (Cadell St) Intersection..... 3

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4. Council discontinuing the RMCC Contract..... 8

5. Request of Minister ..... 8

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# 1. Main Road 80 Irrigation Way (Audley St) & (Cadell St) Intersection

## Background

Since pre 2022, there has been ongoing correspondence between Council and TfNSW and subsequent site visits to review the current configuration and intersection safety due to the increased number of higher mass vehicles using both State roads.

## Intersection pertaining issues



This intersection was not designed to cater for the Type 1 A-doubles that are permitted to use the intersecting state roads, with the road shape on the south-west corner seeing high load vehicles coming close to striking the existing electrical transmission poles. It is also a concern that should a load shift occur whilst a truck is entering the intersection, could result in it overturning into the aged care facility that is only about 10m from the trafficable lane.

This intersection has been the site of a number of accidents, most of which have not resulted in substantial injuries reported. The safety problems are increased by the need for trucks having to push forward to ensure that they have acceleration time exiting from Audley St onto Cadell St as there is often limited opportunity. This is further complicated by the fact there are two service stations on opposing corners with many heavy vehicles stopping roadside to use the facilities creating even further site distance and congestion issues.

On several occasions Council has requested TfNSW to undertake a survey and design review of the intersection to ensure that the safety concerns raised by Council are either unfounded or that an upgrade of the intersection is required. This has been repeatedly dismissed based on the claim that there are no funds for such work to be undertaken.



Fig 1: Intersection looking east from Audley St



Fig 2: Intersection looking east from Audley St (noting slope of roadway and distance to footpath)



Fig 3: Intersection looking east from Audley St – B-Double turning (noting the angle of rear trailer)



## 2. Main Road 80 Irrigation Way Canal Bridge widening

### Background

West of Narrandera, Irrigation Way traverses the main irrigation canal across a narrow concrete bridge which is within an 80km zone and is just wide enough for two heavy vehicles to pass. Council is concerned that it is only a matter of time before another fatal or serious accident occurs and has been lobbying for its upgrade for a number of years.

Since 2003, Council has been seeking for an upgrade of the narrow Irrigation Canal Bridge (refer attached correspondence and locality map), with the then RMS (TfNSW) and Murrumbidgee Irrigation being in dispute of ownership of the existing structure. Unfortunately, the safety concerns raised then have only increased because of the increase size and volume of heavy vehicles now using this State Road.

As can be seen within the correspondence provided by Council's General Manager in December 2023, the progress in addressing the safety concerns have been futile, with requests for planning and upgrade not being either funded or considered.

### Bridge details and pertaining issues

The Main Road 80 Irrigation Way Canal Bridge was completed in 1948 and is a four span bridge, 36.7m long and 6.5m wide. This is below the desirable width required for road train usage on two way bridges. The narrow width is exacerbated by the approach alignments of the road that forces vehicles central to the bridge. As can be seen from the attached photographs Fig 4 and Fig 5, standard semi-trailers and light rigid trucks need to “hug” the centreline when crossing the bridge, not to mention when B-Double or road train transit at this crossing.



Fig 4: Light rigid truck transiting the bridge



Fig 5: Standard semi-trailer transiting the bridge

There have been at least three fatalities and five crashes at this location up to March 2024. The average daily traffic on this road is more than 2,800 vehicles per day (VPD), which is a similar traffic volume to the Newell Highway at Narrandera. TfNSW undertook some surveillance of the bridge in 2022/23 that was to inform the commencement of the planning process for the potential upgrade. This would be able to confirm the volume and mass of the vehicles using this bridge.

Narrandera Shire Council – Issues paper

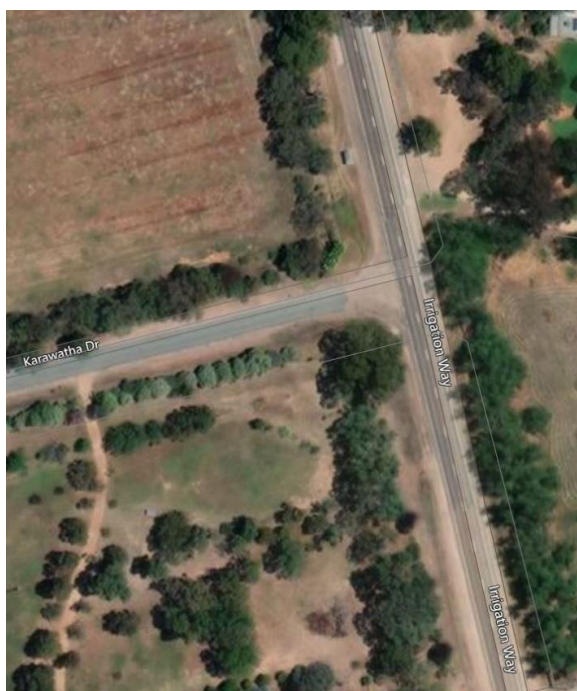
At present Irrigation Way is a Type 1 A-doubles route. It is obvious that there won't be any remaining clearance. Apart from it being a narrow bridge, the s-bend, with residences on either side, make this area a black spot from a safety perspective. With limited sight distance, cars and semi-trailers need to slow down suddenly, especially when a B-Double is transiting from this bridge which causes safety concerns for the driver. Various incidents at this location within 2 km of this bridge are listed in Attachment 1.

Apart from safety issues, there is a significant freight efficiency issue due to this constraint. There is no direct road train link between Narrandera and Leeton/Griffith. Therefore, JBS Swift, various cattle producers, grain producers and cotton producers can only use a B-Double, increasing the number of trips and associated costs, resulting in items produced being less competitive.

The *RAMJO Regional Freight Transport Plan* identified the narrow Canal Bridge as a major constraint. Therefore, not only for safety reasons but also for better freight efficiency, it is important that this constraint is removed.

### 3. Main Road 80 Irrigation Way & Karawatha Drive Intersection Background

The intersection of Karawatha Drive and Irrigation Way there are no holding or turning lanes where traffic waiting to turn must sit in the middle of the road exposed to oncoming traffic in both directions. Council has been pushing for the installation of simple turning lanes in both directions.



This intersection was constructed in the late 1980's with no requirement for the inclusion of any turning treatments.

In recent times TfNSW agreed for Council to undertake a modified left hand turn treatment under the RMCC contract, however this was not deemed adequate to comply with the road safety design specification, hence was not undertaken.

Council has requested that a design be undertaken and costing done for the inclusion in future programs, which has yet to be supported by TfNSW.

## 4. Council discontinuing the RMCC Contract

### Background

Council decided in 2023 to cease involvement in the Road Maintenance Council Contract (RMCC) given the need to achieve and maintain prequalification in the R2 category under the National Prequalification System for Civil (Road and Bridge) Construction and the limited financial benefit (\$256,000 p/a) that was guaranteed under the programs.

During the handover and transition that occurred commencing 1 September 2023, Council were assured that the leave of maintenance would be retained, and the transition would be seamless. This has been far from the case.

The local TfNSW branch advised that they were under resourced and there was confusion by both parties as to the designated areas that were to be maintained and by whom. Council continues to work with the regional managers to seek clarification and a quality outcome. Narrandera Shire remains committed to re-entering into the RMCC in the future, however the current accreditation requirements are financially and resource limiting on smaller councils, especially given the minor financial benefit.

## 5. Request of Minister

Council urgently requests the Minister to:

1. Consider the allocation of funding for the planning and rectification of the safety matters as detailed within the brief.
2. Allocate additional resources to the local TfNSW depot to allow them to undertake the routine maintenance of the State Road network within the Narrandera LGA.

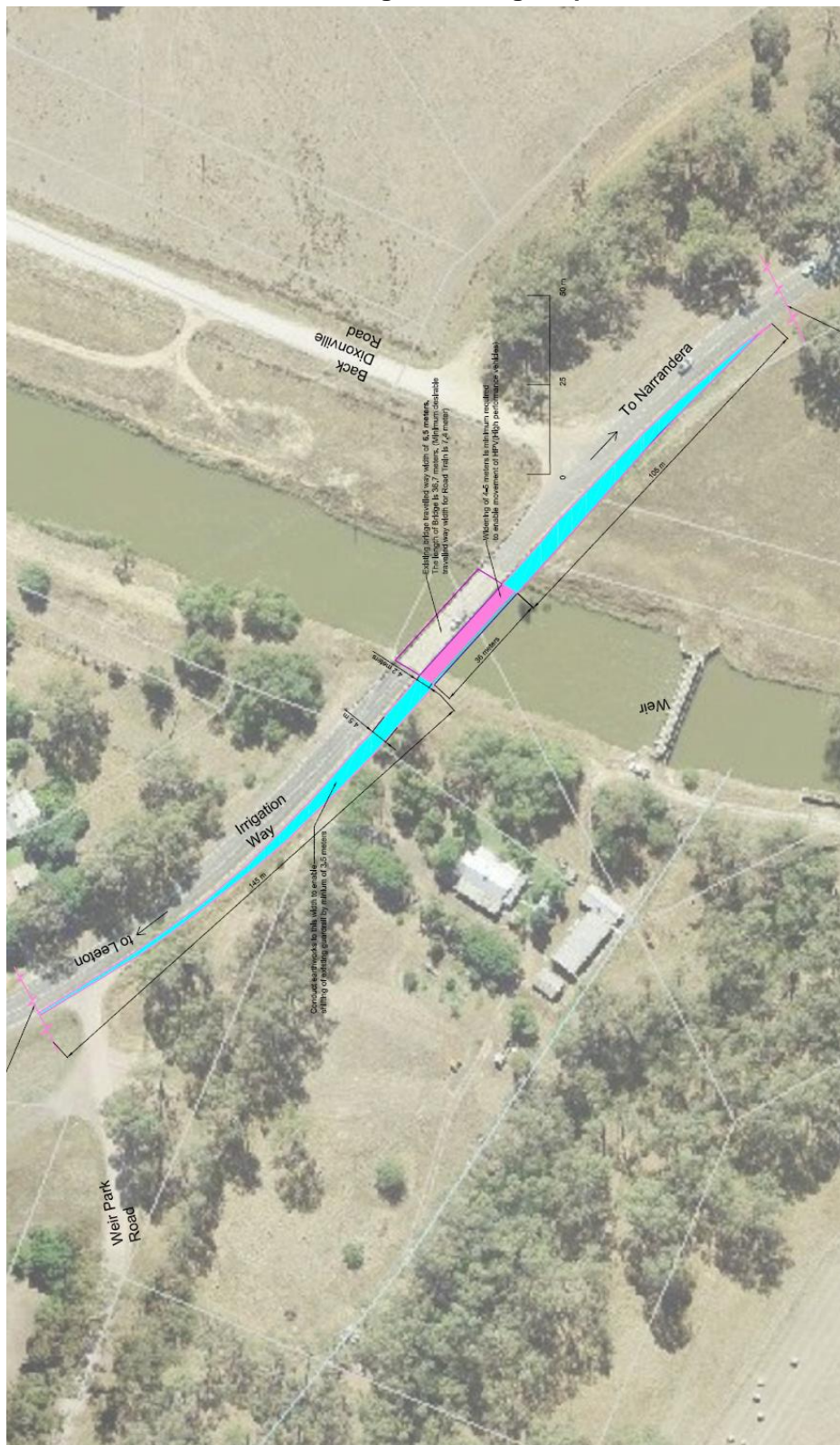
Council is of the opinion that these safety road works could now be assessed as eligible for funding under the current TfNSW allocation of the Road Safety Program or another existing TfNSW safety program budget.

The Narrandera Shire and its community should not have to continue to wait until there are further crashes or fatalities to be able to justify the required safety improvements of these State owned assets. Council has advocated and lobbied for action for over 20 years now and we seek a supportive outcome.

### Attachments

Attachment 1: Canal Bridge widening feasibility map.

**Attachment 1: Narrandera Leeton Bridge Widening Proposal**



**13 QUESTION WITH NOTICE**

Nil

**14 OUR COMMUNITY**

Nil

## 15 OUR ENVIRONMENT

### 15.1 NARRANDERA FLORA AND FAUNA RESERVE - LICENCES FOR ENVIRONMENTAL STUDIES

**Document ID:** 767526

**Author:** Governance and Engagement Manager

**Authoriser:** Deputy General Manager Corporate and Community

**Theme:** Our Environment

**Attachments:** 1. [Proposed Licence 673335](#)    
2. [Proposed Licence 673388](#)  

#### RECOMMENDATION

That Council:

1. Concurs with the issue of two concurrent short-term (12 months) Licences numbered 673335 and 673388 received from the NSW Department of Planning, Housing and Infrastructure for the purpose of 'Environmental Studies – Koala Studies'.

#### PURPOSE

The purpose of this report seeks the concurrence of Council for the issue of two non-exclusive Licences for the purpose of 'Environmental Studies – Koala Studies' across Lot 7317 DP 1159952, being Crown Reserve 91721, better known as the Narrandera Flora and Fauna Reserve.

#### SUMMARY

Given that Council is the Reserve Manager for the Narrandera Flora and Fauna Reserve, the NSW Department of Planning, Housing and Infrastructure is consulting with Council about the proposal to issue two short-term licences across the Narrandera Flora and Fauna Reserve.

#### BACKGROUND

Crown Reserve 91721 is for the purpose of Preservation of Fauna and Native Flora and Public Recreation.

The proposed licences apply to the whole of Lot 7317 DP 1159952 where koala studies will be conducted at various locations over a 12-month period.

A locality map extracted from the Crown Lands website follows.



**RELEVANCE TO COMMUNITY STRATEGIC PLAN AND OTHER STRATEGIES / MASTERPLANS / STUDIES**

**Theme**

2 - Our Environment

**Strategy**

2.1 - To value, care for and protect our natural environment.

**Action**

2.1.1 - Establish strong partnerships to protect, expand and promote Narrandera’s unique koala population with a vision to establish a research centre in Narrandera.

**ISSUES AND IMPLICATIONS**

**Policy**

- N/A

**Financial**

- There are no anticipated costs to Council or the community by concurring with the licence applications

**Legal / Statutory**

- *Local Government Act 1993*
- *Local Government (General) Regulation 2021*
- *Crown Land Management Act 2016*

**Community Engagement / Communication**

- The discussion of these proposed licences is within the Ordinary section of the business paper and is available to the community to read

**RISKS**

There are no perceived risks by concurring with the proposed short-term licences.

**OPTIONS**

The options available to Council are:

1. Concur with the issue of the proposed short-term licences; or
2. Not concur with the issue of the proposed short-term licences.

**CONCLUSION**

Included within the Community Strategic Plan 2022-34 there is a strategy to 'Establish strong partnerships to protect, expand and promote Narrandera's unique koala population with a vision to establish a research centre in Narrandera'.

The proposed licences will be a low impact study of our koala population; therefore, the recommendation is that Council concurs with the issue of both non-exclusive short-term Licences for Reserve 91721 for the purpose of 'Environmental Studies – Koala Studies'.

**RECOMMENDATION**

That Council:

1. Concurs with the issue of two concurrent short-term (12 months) Licences numbered 673335 and 673388 received from the NSW Department of Planning, Housing and Infrastructure for the purpose of 'Environmental Studies – Koala Studies'.



## NSW Department of Planning, Housing and Infrastructure



PO Box 2215, DANGAR NSW 2309  
Phone: 1300 886 235  
Fax: (02) 4925 3517  
[licences@crowmland.nsw.gov.au](mailto:licences@crowmland.nsw.gov.au)  
[www.crowmland.nsw.gov.au](http://www.crowmland.nsw.gov.au)

File Reference: 24/12579  
Account No: RN 673335

05/11/2024

Narrandera Shire Council  
Sent via email: [council@narrandera.nsw.gov.au](mailto:council@narrandera.nsw.gov.au)

**RE: Invitation to comment on proposed Licence 673335 on Reserve 91721 for Environmental Studies**

Dear Sir/Madam,

We have received a licence application for Environmental Studies over Crown land (see Diagram). The licence would be located on Reserve 91721 of which you are the appointed Land Manager. As the Land Manager, we would like to provide you the opportunity to comment on the proposed licence.

**What do you need to do?**

- If you would like to comment, you have 28 days from the date of this letter to respond in writing. Comments can be provided by email to [licences@crowmland.nsw.gov.au](mailto:licences@crowmland.nsw.gov.au)

**What will happen next?**

- Any comments you provide will be considered as part of the assessment of the licence application.
- If **no response** is received by 3 December 2024, it will be assumed you have no comment, and the licence application will continue to be assessed.

If you have any questions about this, please contact us using one of the methods below.

**Need help?** Contact one of our friendly staff today:



[licences@crowmland.nsw.gov.au](mailto:licences@crowmland.nsw.gov.au)



1300 886 235



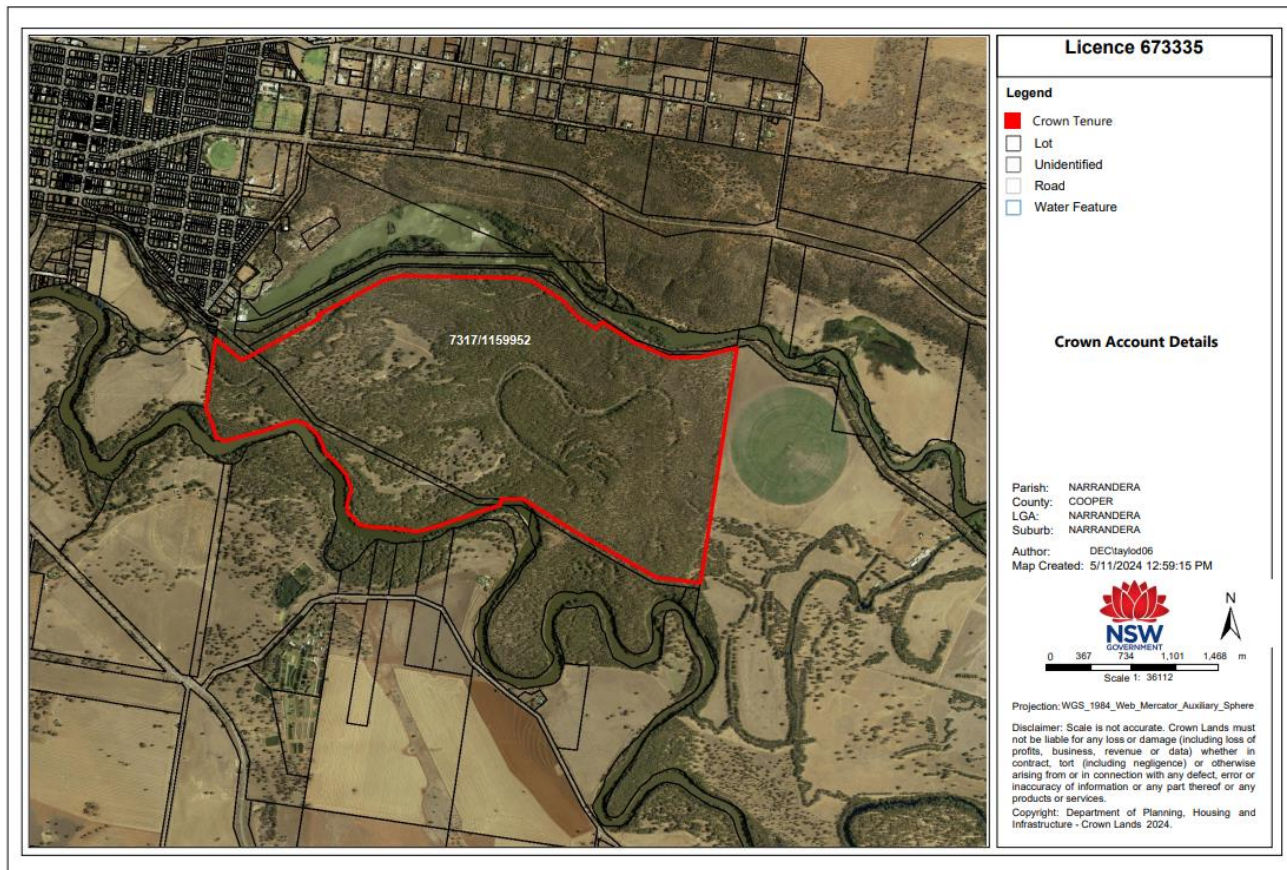
[www.crowmland.nsw.gov.au](http://www.crowmland.nsw.gov.au)

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Dana Taylor', with a stylized flourish at the end.

Dana Taylor  
Tenure Operations – Licences  
Crown Lands

# DIAGRAM



## NSW Department of Planning, Housing and Infrastructure



PO Box 2215, DANGAR NSW 2309  
Phone: 1300 886 235  
Fax: (02) 4925 3517  
[licences@crowmland.nsw.gov.au](mailto:licences@crowmland.nsw.gov.au)  
[www.crowmland.nsw.gov.au](http://www.crowmland.nsw.gov.au)

File Reference: 24/12704  
Account No: RN 673388

13/11/2024

Narranderra Shire Council  
Sent via email: [council@narranderra.nsw.gov.au](mailto:council@narranderra.nsw.gov.au)

**RE: Invitation to comment on proposed Licence 673388 on Reserve 91721 for Environmental Studies**

Dear Sir/Madam,

We have received a licence application for Environmental Studies over Crown land (see attached diagram). The licence would be located on Reserve 91721 of which you are the appointed Land Manager. As the Land Manager, we would like to provide you the opportunity to comment on the proposed licence.

**What do you need to do?**

- If you would like to comment, you have 28 days from the date of this letter to respond in writing. Comments can be provided by email to [licences@crowmland.nsw.gov.au](mailto:licences@crowmland.nsw.gov.au)

**What will happen next?**

- Any comments you provide will be considered as part of the assessment of the licence application.
- If **no response** is received by 11 December 2024, it will be assumed you have no comment, and the licence application will continue to be assessed.

If you have any questions about this, please contact us using one of the methods below.

**Need help?** Contact one of our friendly staff today:



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1300 886 235



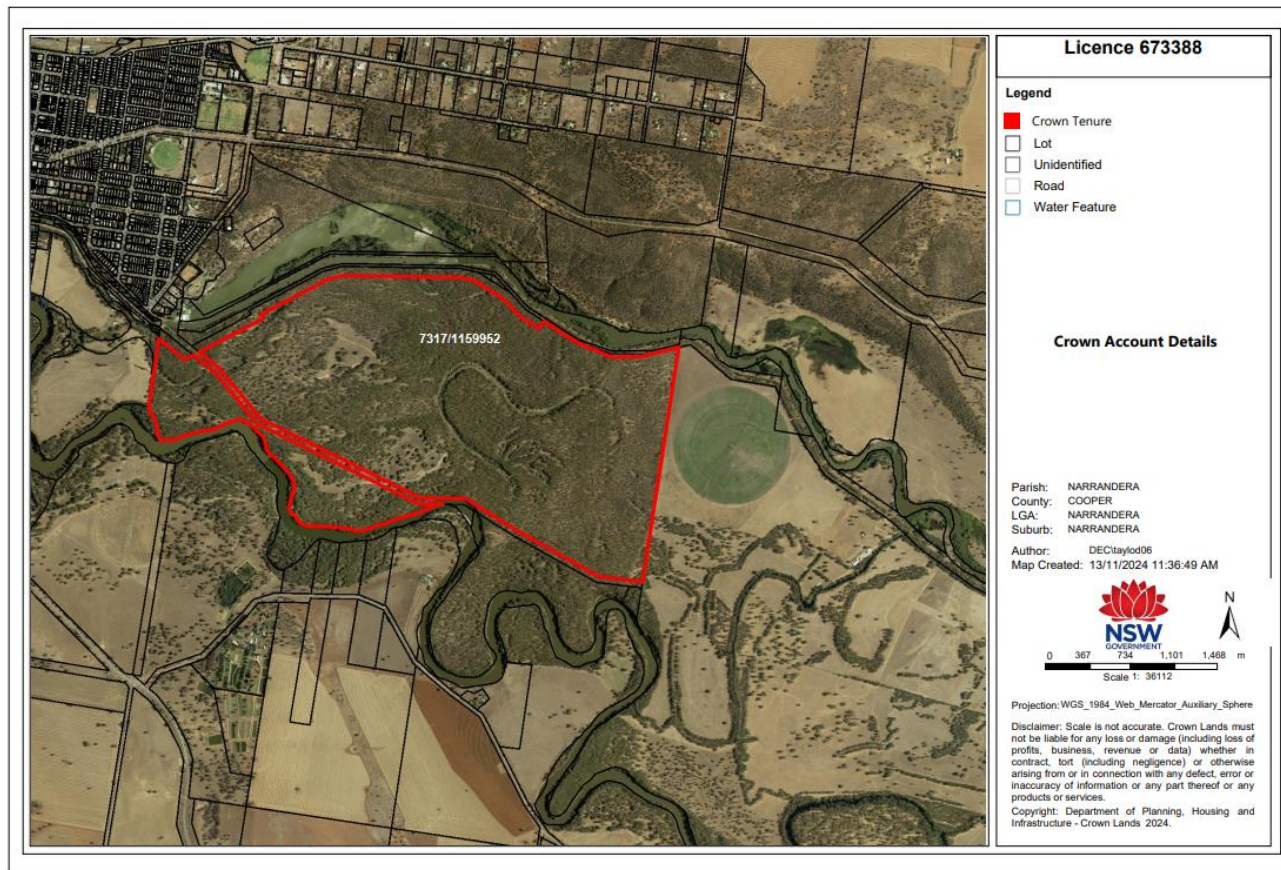
[www.crowmland.nsw.gov.au](http://www.crowmland.nsw.gov.au)

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Dana Taylor', with a long horizontal stroke extending to the left.

Dana Taylor  
Tenure Operations – Licences  
Crown Lands

# DIAGRAM



**16 OUR ECONOMY**

Nil

## 17 OUR INFRASTRUCTURE

### 17.1 NARRANDERA SHOWGROUND LAND MANAGERS - RAW WATER CONNECTION

**Document ID:** 769583

**Author:** Deputy General Manager Infrastructure

**Authoriser:** Deputy General Manager Infrastructure

**Theme:** Our Infrastructure

**Attachments:** 1. Narrandera Showground Land Managers - Request for Assistance [↓](#) 

#### RECOMMENDATION

That Council:

1. Considers the request for assistance from the Narrandera Showground Land Managers to reduce the financial impact of the raw water connection to the Narrandera Showground.
2. Provides staff with a direction on how this request will be actioned.

#### PURPOSE

The purpose of this report is for Council to consider the request for assistance from the Narrandera Showground Land Managers to reduce the financial impact of the raw water connection to the showground.

#### SUMMARY

The larger amount of work and improvements at Narrandera Showground is acknowledged, with a request to connect raw water to the site being the next stage of their ongoing improvement. The quoted cost for the installation of the 150mm raw water service connection is \$8,345 in accordance with Council's fees and charges.

Council could seek to allow for a reduction or payment plan in support of the Narrandera Showground, however such donation would need to be funded internally from the General Fund as there is no scope for such in the Water Fund.

There will be substantial ongoing costs associated with the connection which have been communicated to the Land Managers, including \$1,633p/a access charge and \$0.32 per/kilolitre consumption charge. Based on expected water use on the site there is anticipated to be an operational cost in excess of \$20,000p/a that will need to be paid by the Narrandera Showground.

#### BACKGROUND

Narrandera Showground Land Managers applied for raw water connection after which a quote was provided for the installation in accordance with the 2024-25 Fees & Charges. Upon receipt and review of the quote, enquiries were made to seek assistance from Council for the installation, hence the request as attached was received.



The Land Managers have also been advised on the annual cost of the service and provided with an estimated usage cost that is likely to exceed \$20,000p/a. The beautification of the facility will also result in increased maintenance which is likely to have been considered by the Land Managers.

Whilst this is a semi-community not-for-profit facility, Council needs to be mindful that water activities are separately accounted for by Council and this event would result in Council having to pay for the water connection, access, and user charges for all of its facilities via the General Fund into the Water Fund. Additionally, there are other similar users who would potentially seek similar assistance should the opportunity arise.

## **RELEVANCE TO COMMUNITY STRATEGIC PLAN AND OTHER STRATEGIES / MASTERPLANS / STUDIES**

### **Theme**

4 - Our Infrastructure

### **Strategy**

4.3 - To improve, maintain and value-add to our essential public and recreational infrastructure.

### **Action**

4.2.1 - Implement the adopted Integrated Water Cycle Management Plan (IWCM).

## **ISSUES AND IMPLICATIONS**

### **Policy**

- TS270 Recycled Water Policy

### **Financial**

- The Water Fund does not have the ability to absorb the cost of any assistance that Council may consider in assisting with this request. Therefore, there would need to be an allocation from General Fund in the form of a donation or alike, that ensures the transaction is transparent.
- Council could allow for the payment to be undertaken in instalments over a period in which no interest would be applied to the debt.
- With the high likelihood of a future request relating to operational costs, it would be strongly recommended that Council provides advice to this request that such assistance would not be possible.

### **Donations**

Traditionally Council sources donations to community organisations from the annual donations fund and or the mayor's fund.

Larger donations have had special allocations, and it should be noted that Council has provided relief from water charges to both the Narrandera Bowling Club and the Narrandera Golf Club in the past.

The mayor's fund has a balance of \$2,500 but this could be augmented if Council was to grant a higher donation.

**Legal / Statutory**

- Local Government Act 1993

**RISKS**

The main risk associated with this request is around the potential precedence that could be set should Council receive future requests for similar from other not-for-profit entities.

**OPTIONS**

1. Provide assistance with a reduction of the connection cost and identify where the funding can be allocated from. This is not recommended as it will have a financial impact on Council.
2. Provide assistance with an extended payment plan for the connection cost. This would be the recommended option should assistance be provided.
3. Decide not to support the request and advise the Narrandera Showground Land Managers to seek alternate funding through grants or other means.

**CONCLUSION**

The improvements and work undertaken by the Narrandera Showground Land Managers are a positive. However, the desire for further improvements, including the provision of raw water to the site, will increase the operational cost of the facility that may result in further financial requests in the future. Given the nature of the request, staff have chosen not to provide a firm recommendation, but ask that Council considers the potential impacts on the current budgets and potential precedence that such a decision could create.

**RECOMMENDATION**

That Council:

1. Considers the request for assistance from the Narrandera Showground Land Managers to reduce the financial impact of the raw water connection to the Narrandera Showground.
2. Provides staff with a direction on how this request will be actioned.

Narrandera Showground Land Manager  
 PO Box 162  
 Narrandera. 2700  
 27th November. 2024

Narrandera Shire Councillors  
 Victoria Ave  
 Narrandera. 2700

Dear Mayor Kschenka and Councillors,

I am writing on behalf of Narrandera Showground Land Managers , re a quote received From Narrandera Shire ( Shane Squires) for the connection of one 150mm re-use (Recycled water) from Elizabeth St to Showground. The total amt includes

Pipe/slucice valve fittings.	\$3125.00
Helix Meter	\$1600.00
Labour	\$2700.00
Excavator	\$ 320.00
Concrete Pad	\$ 600.00
Total.	<b>\$8345.00</b>

We would like to request that the Council give consideration to assisting us with some of this cost, and perhaps also, time to pay would also be very helpful.

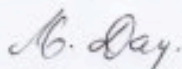
Over the past 12 months we have invested much of our accumulated reserve funds on necessary improvements and maintenance to floor boards in main hall, update camper amenities , and restore stables, etc. Campers, Hall Hire, and Stable Hire are our main income.

Water is crucial to our plans to improve the aesthetics of the grounds, which at the same time, could lead to additional income from arena hire if it was "green". Likewise camper numbers could improve from a greener camping area.

This, of course, all adds to the beautification of our area, and brings us in line with our Neighbours, The Sportsground and The High School.

We appreciate your deliberation on this matter and look forward to your assistance

Yours Faithfully,



Marilyn Day (Treasurer)

## 18 OUR LEADERSHIP

### 18.1 ENDORSEMENT OF TERMS OF REFERENCE FOR CORPORATE AND COMMUNITY SERVICES COMMITTEES






**Document ID:** 769529

**Author:** Deputy General Manager Corporate and Community

**Authoriser:** Deputy General Manager Corporate and Community

**Theme:** Our Leadership

**Attachments:**

1. Parkside Cottage Museum Section 355 Committee [↓](#) 
2. Arts & Culture Advisory Committee [↓](#) 
3. Bettering Barellan Advisory Committee [↓](#) 
4. Domestic Violence Advisory Committee [↓](#) 
5. Railway Station Community Advisory Committee [↓](#) 

#### RECOMMENDATION

That Council:

1. Endorse the Terms of Reference for the Parkside Cottage Museum Section 355 Committee, appended at *Attachment 1*.
2. Endorse the Terms of Reference for the following Advisory Committees:
  - (a) Arts and Culture Advisory Committee, appended at *Attachment 2*.
  - (b) Bettering Barellan Advisory Committee, appended at *Attachment 3*.
  - (c) Domestic Violence Advisory Committee, appended at *Attachment 4*.
  - (d) Railway Station Community Advisory Committee, appended at *Attachment 5*.
3. Receive a further report regarding the Grong Grong Community Advisory Committee once a meeting of that committee has been held.
4. Receive a further report regarding the appointment of external members to the various committees, following a public expression of interest process commencing December 2024 and concluding January 2025.

#### PURPOSE

The purpose of this report is for Council to consider and determine the inclusion of the various Corporate and Community Services committees within its Committee Framework for the current 2024-28 Council term, and adopt Terms of Reference for each committee.

#### SUMMARY

All committees established by Council are governed by Terms of Reference endorsed by Council. Under their current Terms of Reference, committees are constituted to operate for the term of the Council, plus three (3) months. This practice allows the incoming Council an opportunity to consider the committees it requires and delegations to those committees.

#### Review of Committee Objectives

At its Ordinary Meeting held 15 October 2024, Council appointed its Councillor delegates to its various committees for the current 2024-28 term of Council [**res. 24/174**]. In the weeks since, Council Officers have facilitated meetings of each of the committees

(excluding the Grong Grong Community Advisory Committee, see below), for the purpose of reviewing Terms of Reference and identifying any potential changes to committee objectives. Minutes of these meetings have been submitted to this December Ordinary Meeting for noting by Council.

Following this process, minor amendments have been actioned as requested by individual committees. Of the six committees, only one – the Domestic Violence Advisory Committee (“the DVAC”) – recommended a material change to its objectives. Specifically, the DVAC requested its objectives be expanded to include the following:

*“Provide guidance, strategic recommendations and oversight to Council on critical issues affecting social wellbeing and public health as it relates to family and domestic violence.”*

Recognising that the DVAC is an advisory committee and does not have an oversight role; in response to this request, Council Officers have recommended the inclusion of an additional objective reading:

*“Advise Council on critical issues affecting social wellbeing and public health as they relate to family and domestic violence.”*

### **Grong Grong Community Advisory Committee**

Council Officers scheduled a meeting of the Grong Grong Community Advisory Committee to be held Monday, 04 November 2024. Unfortunately, a quorum could not be reached, and the meeting did not proceed. As such, the committee has not reviewed its Terms of Reference prior to this Ordinary Meeting of Council.

As at the time of this Business Paper being prepared, Council Officers were liaising with members of the Grong Grong Community Advisory Committee to reschedule the meeting for Monday, 16 December 2024. It is intended that a separate report will be brought to Council for consideration once this meeting has been held.

### **Recruitment of Committee Members**

Following endorsement of the Terms of Reference, Council will invite nominations from members of the community to fill the community representative positions on each committee for the current 2024-28 term of Council. This expression of interest process will be publicly advertised on Council’s website and promoted via a range of media platforms, including social, print and radio media.

Once this expression of interest process has concluded in early 2025, a further report will be brought to Council for determination. It is anticipated that this report will be provided to Council at its Ordinary Meeting in February 2025.

### **BACKGROUND**

The *Local Government Act 1993* (“the Act”) provides that Council may establish committees to inform its strategy-setting and decision-making processes and provide a mechanism for community involvement in the provision of Council facilities, services and events. Committees operated by Council can broadly be grouped into four (4) categories, which are summarised in *Table 2*, below.

Table 1 Committee types and purposes

Committee	Summary of Changes
<b>Standing</b>	Established under Clause 20.3 of the Model Code of Meeting Practice, comprising the Mayor and Councillors, for a specific purpose. Such committees are comprised entirely of Councillors.
<b>Statutory</b>	Established to achieve compliance with Council's legislative obligations under an Act of Parliament (eg: Audit, Risk and Improvement Committee; Local Traffic Committee). Such committees may comprise Councillors, as well as community representatives and other stakeholders, depending on the applicable legislation.
<b>Advisory</b>	Established to provide specialist advice to Council with respect to opportunities and challenges pertaining to a certain issue, or oversee the implementation of a strategy or major plan of Council. Such committees may include community representatives, Councillors and/or members of Council staff.
<b>Section 355</b>	Established under section 355 of the Act to exercise a function of the Council (eg: management of a Council facility or service). Such committees may include community representatives, Councillors and/or members of Council staff.

**RELEVANCE TO COMMUNITY STRATEGIC PLAN AND OTHER STRATEGIES / MASTERPLANS / STUDIES**

**Theme**

5 - Our Leadership

**Strategy**

5.1 - Have a Council that provides leadership through actions and effective communication.

**Action**

5.1.2 - Support ethical, transparent and accountable corporate governance.

**ISSUES AND IMPLICATIONS**

**Policy**

- Following adoption, the Terms of Reference will serve as each committee’s principal governance document. Terms of Reference clearly outline the purpose, role, objectives, membership and administrative arrangements for each committee.

**Financial**

- There are no financial implications for Council associated with this report.

**Legal / Statutory**

- As noted above, the Act provides the framework for Council to establish and operate committees.

**Community Engagement / Communication**

- As noted above, a public expression of interest process will be administered by Council Officers to recruit community members to serve on the various committees. This process will commence in December 2024 and conclude late January 2025. Expressions of interest will be advertised on Council's website and promoted via social, print and radio media.

**OPTIONS**

1. Resolve to adopt the revised Terms of Reference (**recommended**).
2. Decline to adopt the revised Terms of Reference.

**CONCLUSION**

It is recommended that Council endorses the revised Terms of Reference for the Parkside Cottage Museum Section 355 Committee and the Arts and Culture, Bettering Barellan, Domestic Violence, Grong Grong and Railway Station Community Advisory Committees (refer *Attachments 2-6*). A further report will be provided to Council at its Ordinary Meeting in February to determine community representatives for each committee.

**RECOMMENDATION**

That Council:

1. Endorse the Terms of Reference for the Parkside Cottage Museum Section 355 Committee, appended at *Attachment 1*.
2. Endorse the Terms of Reference for the following Advisory Committees:
  - (a) Arts and Culture Advisory Committee, appended at *Attachment 2*.
  - (b) Bettering Barellan Advisory Committee, appended at *Attachment 3*.
  - (c) Domestic Violence Advisory Committee, appended at *Attachment 4*.
  - (d) Railway Station Community Advisory Committee, appended at *Attachment 5*.
3. Receive a further report regarding the Grong Grong Community Advisory Committee once a meeting of that committee has been held.
4. Receive a further report regarding the appointment of external members to the various committees, following a public expression of interest process commencing December 2024 and concluding January 2025.



# Narrandera Parkside Cottage Museum Section 355 Committee TERMS OF REFERENCE





**NARRANDERA SHIRE COUNCIL**

**Chambers:** 141 East Street Narrandera NSW 2700  
**Email:** council@narrandera.nsw.gov.au

**Phone:** 02 6959 5510  
**Fax:** 02 6959 1884



<b>Committee Name</b>	<b>Narrandera Parkside Cottage Museum</b>
<b>Committee Type</b>	Section 355
<b>Responsible Section</b>	Community Development
<b>Document ID</b>	467377
<b>Date Adopted</b>	15 February 2022 (22/045)
<b>1. Purpose</b>	<p>The Narrandera Parkside Cottage Museum Section 355 (S355) Committee is formed to manage the operation of the facility known as the:</p> <ul style="list-style-type: none"> <li>Narrandera Parkside Cottage Museum located <del>corner Cadell and Twynam Streets</del> <b>27 Twynam Street</b>.</li> </ul> <p>The Committee is to manage this facility subject to the directions of the Narrandera Shire Council and for the benefit of the residents of the Narrandera District.</p> <p>The Narrandera Parkside Cottage Museum Committee is also formed to participate in the development of arts and cultural outcomes for the Narrandera Shire to:</p> <ul style="list-style-type: none"> <li>provide advice to Council on the preservation and recognition of cultural and heritage values</li> <li>assist in the development of cultural heritage within the Shire</li> <li>provide advice to Council on further development of the Narrandera Parkside Cottage Museum</li> </ul>
<b>2. Establishment</b>	<p>The Narrandera Parkside Cottage Museum S355 Committee has been established under <i>Section 355 of the Local Government Act 1993</i> which states:</p> <p><i>A function of Council may, subject to this Chapter, be exercised:</i>  <i>(b) by a committee of the council</i></p>
<b>3. Operation</b>	<p>The Narrandera Parkside Cottage Museum S355 Committee is bound by practices established in Council's policies - in particular:</p> <ul style="list-style-type: none"> <li>Council's Code of Conduct</li> <li>Council's Code of Meeting Practice</li> </ul> <p>The operations of the Committee will be undertaken according to the requirements of the Section 355 Committee Manual and its associated annexures.</p>
<b>4. Delegated Authority</b>	<p>The exercise by the Committee of its powers and functions will be subject to such limitations and conditions as may from time to time be imposed by law, specified by resolution of the Council or in writing by the General Manager to the Committee.</p>

	<p>The Committee will observe any rules and regulations made by Council, in relation to the facility/ function delegated to it.</p> <p>If at any time the Committee is deemed to be functioning outside the limits of its powers as described herein, all powers may be revoked by written notice to the Committee signed by the General Manager or his/her representative.</p> <p>The Committee does not have authority to implement actions in areas over which management has responsibility. The Committee forwards the minutes of every meeting, including any specific recommendations, to the next practicable Ordinary Meeting of the Council for determination.</p> <p>The Committee does not have any authority to commit or expend any Council funds that are not contained within an adopted budget or subsequent variation to that budget via resolution of Council.</p> <p>Any recommendation for expenditure, other than within an adopted budget, must be endorsed by Council through adoption of Committee minutes at the next practicable Ordinary Meeting of Council and cannot be acted upon until the adoption of Committee minutes at the next Ordinary Meeting of Council.</p>
<p><b>5. Financial Arrangements</b></p>	<ul style="list-style-type: none"> <li>• The Committee will not accept cash from any person or organisation, except in the processing of entry fees, donations, raffles or other fundraising activities.</li> <li>• All funds raised are the property of Council.</li> <li>• Council staff receive all income for the Narrandera Parkside Cottage Museum.</li> <li>• All monies, in excess of \$200 shall be banked to Council's bank account not later than two business days after the receipt thereof on which the bank is open for business.</li> <li>• All expenditure requires a purchase order to be raised, provision of an invoice and authorisation of payment through Council's Finance Section.</li> </ul>
<p><b>6. Volunteer Groups</b></p>	<p>The Committee will be responsible for the oversight of operations of the following Volunteer Group:</p> <ul style="list-style-type: none"> <li>• Narrandera Parkside Cottage Museum</li> </ul> <p>For more information including responsibilities refer Section 9 and 10- Committees and Volunteer Groups of the Manual.</p>
<p><b>7. Objectives</b></p>	<ul style="list-style-type: none"> <li>• Liaison with Volunteers to ensure that the interests of the Museum are supported and represented</li> <li>• Meet the operational and reporting requirements of Council – including those of the Volunteer Groups (refer Section 355 Committee Manual)</li> <li>• The committee is formed to manage the operations of the Narrandera Parkside Cottage Museum located Corner Cadell and Twynam Streets</li> <li>• The principal responsibilities of the Narrandera Parkside Cottage Museum Committee will be to:             <ul style="list-style-type: none"> <li>○ contribute to the development and delivery of a Narrandera Shire Cultural Plan that increases participation in arts and cultural expression</li> <li>○ contribute to the development of a marketing plan to promote the museum and cultural heritage in Narrandera Shire</li> <li>○ provide advice to Council on the preservation and recognition of cultural and heritage values</li> <li>○ provide advice to Council on further development of the Narrandera</li> </ul> </li> </ul>

	<p>Parkside Cottage Museum</p> <ul style="list-style-type: none"> <li>o develop community pride and ownership of the Narrandera Parkside Cottage Museum</li> <li>o contribute to the development of a volunteer program for the Narrandera Parkside Cottage Museum</li> <li>o identify and coordinate application for grants for the ongoing development of the Narrandera Parkside Cottage Museum</li> <li>o conduct fundraising activity to support the operation and development of the Narrandera Parkside Cottage Museum</li> <li>o advise on building maintenance and improvement of the Narrandera Parkside Cottage Museum</li> </ul>
<p><b>8. Objectives from the Community Strategic Plan (CSP)</b></p>	<p>The objectives of the Narrandera Parkside Cottage Museum Committee align with the following objectives from the CCP:</p> <ul style="list-style-type: none"> <li>• To advocate for quality educational and cultural opportunities:             <ul style="list-style-type: none"> <li>9. Develop a Narrandera Shire Arts Strategy to increase community participation in arts and cultural activities</li> </ul> </li> <li>• To feel connected and safe:             <ul style="list-style-type: none"> <li>16. Encouraging the community to initiate the development of innovative and regular events.</li> <li>17. Support community groups where possible to remain functional into the future.</li> <li>18. Enhanced opportunities for community members to better connect with Council such as participating in one of the Section 355 Committees</li> </ul> </li> </ul> <p>For more information refer to the 2017-2030 Community Strategic Plan available via Council website:</p> <p>The objectives of the Narrandera Parkside Cottage Museum Committee align with the following objectives from the Cultural Plan:</p> <ul style="list-style-type: none"> <li>• Goal Five - Support programs, institutions, plans and community initiatives that connect with and celebrate local history and character.</li> </ul>
<p><b>9. Membership</b></p>	<p>The Committee is to consist of a minimum of six (6) members:</p> <ul style="list-style-type: none"> <li>• Five (5) Community representatives</li> <li>• Minimum of one (1) Councillor – appointed by resolution of Council at the commencement of each Council term</li> <li>• Committee members shall:             <ul style="list-style-type: none"> <li>o Send an apology if unable to attend a meeting. (Councillor to contact Councillor Alternate)</li> <li>o Read Business Papers in advance and undertake necessary research.</li> <li>o Raise issues and concerns, and report on initiatives and issues which may be relevant to or of interest to other members.</li> <li>o Participate in discussions and decision making.</li> <li>o Follow through actions minuted and subsequently adopted by Council.</li> </ul> </li> <li>• For more information including roles and responsibilities of each refer Section 7- Office Bearers of the Section 355 Committee Manual.</li> </ul>

<p><b>10. Method of Determining Members</b></p>	<p>Recruitment and appointment to the Committee:</p> <ul style="list-style-type: none"> <li>• Nominations of interest advertised via social media, print media</li> <li>• Nomination form completed by interested parties</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul> <p>The process to replace any vacant positions is:</p> <ul style="list-style-type: none"> <li>• Review previous nominations</li> <li>• Nominations of interest advertised via social media, print media</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul>
<p><b>11. Office Bearers</b></p>	<p>The Committee will elect the following office bearers:</p> <ul style="list-style-type: none"> <li>• Chairperson – elected annually at AGM from the Community representatives             <ul style="list-style-type: none"> <li>○ Chair meetings and ensure agenda items are discussed, decisions are made and action to be taken, as appropriate.</li> <li>○ Ensure preparation of agenda before the meeting.</li> <li>○ Approve meeting minutes prior to distribution.</li> <li>○ Represent the Committee as spokesperson.</li> <li>○ The Chairperson can cancel scheduled meetings if there are no scheduled Agenda items for consideration.</li> </ul> </li> </ul>
<p><b>12. Term</b></p>	<p>The Committee is established for the term of Council, plus three (3) months.</p>
<p><b>13. Meetings</b></p>	<p>Meetings are held on a quarterly basis, in addition to an Annual General Meeting.</p> <p>The Committee may also call a special meeting in extraordinary circumstances where a majority of members believes this to be necessary.</p>
<p><b>14. Quorum and Voting</b></p>	<ul style="list-style-type: none"> <li>• A quorum for a meeting will be a majority of the members of the committee</li> <li>• A quorum is not required for meetings to take place, however a quorum is needed for a decision to be made on a matter</li> <li>• For a vote to be carried a majority of members attending, ie: half the number plus one (1) is required</li> <li>• Committees are encouraged to make decisions by consensus</li> <li>• Council staff do not have the authority to vote on issues.</li> <li>• For more information refer to Section 13.2 – Voting and Quorums of the Section 355 Committee Manual.</li> </ul>
<p><b>15. Reporting Requirements</b></p>	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Recommendations for submission to Council Meeting</li> <li>• Minutes of meetings within two weeks from meeting</li> </ul>

	<ul style="list-style-type: none"> <li>• Updated list of volunteers every meeting</li> <li>• List of office bearers elected at the AGM</li> <li>• List of suggested capital improvement works for consideration in the budget by February</li> <li>• List of suggested Fees and Charges by December</li> <li>• Updated Asset Register by May</li> <li>• Annual Report by 30 August</li> <li>• Annual Financial Statements and Auditors Statement by July</li> </ul>
<p><b>16. Termination of Membership</b></p>	<p>A person shall automatically cease to be a Committee member if the member:</p> <ul style="list-style-type: none"> <li>• resigns by notifying the Committee and Council in writing</li> <li>• fails to advise of an absence of up to three meetings in a calendar year</li> <li>• fails to comply with Council’s Code of Conduct</li> <li>• holds any office of profit under the Committee</li> <li>• fails to disclose any pecuniary interest in any matter with which the Committee is concerned and takes part in the consideration, discussion or votes on any question relating to the matter</li> <li>• dies</li> <li>• becomes a mentally incapacitated person</li> <li>• becomes bankrupt</li> <li>• or if Council passes a resolution to remove the member from the Committee.</li> </ul>
<p><b>17. Executive Support</b></p>	<p>Council’s Community Development team is responsible for providing support to the Committee and will undertake to:</p> <ul style="list-style-type: none"> <li>• Be the main conduit between the Committee and Council</li> <li>• Provide and/or collect reports for compilation of the Agenda</li> <li>• Compile and circulate agendas, attend meetings, compile and distribute minutes</li> <li>• Monitor and follow-up Action Report</li> <li>• Compile the Annual Report of the Committee in conjunction with the Chair</li> <li>• Assist with referrals and information for resolution of matters within their authority</li> <li>• Be the custodian of information for the nominated facility</li> </ul> <p>Council’s Governance team will:</p> <ul style="list-style-type: none"> <li>• Oversee the recruitment, selection and appointment process for Committee membership</li> <li>• Facilitate a review process for the Committee and the Term of Reference as required</li> <li>• Provide information and education on good governance</li> </ul> <p>The WHS&amp;R Officer will:</p> <ul style="list-style-type: none"> <li>• Provide training and education on WH&amp;S</li> <li>• Undertake regular volunteer education and inductions</li> </ul>
<p><b>18. Committee Review</b></p>	<p>Within 12 months of the Ordinary election of Council.</p>

<p><b>19. Alteration of Terms of Reference</b></p>	<p>Amendment of the Terms of Reference can be by a majority vote of the Committee. The endorsement of Council is required before changes are enacted.</p> <p>Refer to Section 12 – Terms of Reference of the Section 355 Committee Manual for more information.</p>
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# Arts and Culture Advisory Committee

## TERMS OF REFERENCE



**NARRANDERA SHIRE COUNCIL**

**Chambers:** 141 East Street Narrandera NSW 2700  
**Email:** council@narrandera.nsw.gov.au

**Phone:** 02 6959 5510  
**Fax:** 02 6959 1884



<b>Committee Name</b>	<b>Arts and Culture</b>
<b>Committee Type</b>	Advisory
<b>Responsible Section</b>	Community Development
<b>Document ID</b>	467376
<b>Date Adopted</b>	15 February 2022 (22/045)
<b>1. Purpose</b>	<p>The Arts and Culture Committee is formed to develop arts and cultural outcomes for the Narrandera Shire:</p> <ul style="list-style-type: none"> <li>• provide advice to Council on the preservation and recognition of cultural and heritage values</li> <li>• develop/guide arts and cultural development in the Shire</li> <li>• to promote arts and cultural activity in Narrandera Shire</li> <li>• provide advice/recommendations to Council on further development of the Narrandera Arts and Community Centre (NACC) and other cultural infrastructure within the Narrandera Shire.</li> </ul>
<b>2. Establishment</b>	<p>Arts and Culture Advisory Committee has been established to provide particular expertise to help the Council to make its decisions and/or help engage community resources and opinion. There are no formal, delegated powers to act in place of Council.</p> <p>Any decisions or recommendations from the Committee need to be adopted by Council at a formal meeting to achieve legal standing.</p> <p>The Arts and Culture Committee as a Committee of Council is bound by practices established in Council's policies - in particular:</p> <ul style="list-style-type: none"> <li>• Council's Code of Conduct</li> </ul>
<b>3. Volunteer Groups</b>	<p>The Committee will be responsible for liaising with the following arts organisations:</p> <ul style="list-style-type: none"> <li>• Narrandera Arts and Creative Network (NACNET)</li> <li>• Western Riverina Arts</li> <li>• LCAIN</li> <li>• <b>The Photography Club</b></li> <li>• <b>Narrandera Community Radio</b></li> </ul>
<b>4. Objectives</b>	<ul style="list-style-type: none"> <li>• Liaison with Volunteer Groups to ensure that the interests of their particular area are adequately represented</li> <li>• Contribute to the development and delivery of the Narrandera Shire Cultural Plan that increases participation in arts and cultural expression</li> <li>• Contribute to the development of a public cultural strategy for arts installation in public spaces that reflects the community</li> </ul>



	<ul style="list-style-type: none"> <li>• Liaison with Volunteer Groups to ensure that the interests of their particular area is adequately represented</li> <li>• Provide advice to Council on the preservation and recognition of cultural and heritage values</li> <li>• Contribute to the development of policies to guide arts and cultural development in the Shire</li> <li>• Contribute to the development of a marketing plan to promote arts and cultural activity in Narrandera Shire</li> <li>• Provide advice to Council on further development of the Narrandera Arts and Community Centre (NACC) and other cultural infrastructure within the Shire.</li> <li>• Identify users and opportunities within the parameters set out in the NACC User Guide for use of the NACC</li> <li>• Develop community pride and ownership of the NACC and other cultural infrastructure</li> <li>• Promote the involvement of volunteers with arts and cultural activity within the Shire</li> <li>• Assist with the identification of funding opportunities for the ongoing development of arts and culture in Narrandera Shire including the further development of the Narrandera Arts and Community Centre</li> </ul>
<p><b>5. Objectives from the Community Strategic Plan (CSP)</b></p>	<p>The objectives of the Arts and Culture Advisory Committee align with the following objectives from the CSP:</p> <ul style="list-style-type: none"> <li>• To advocate for quality educational and cultural opportunities:             <ul style="list-style-type: none"> <li>9. Develop a Narrandera Shire Arts Strategy to increase community participation in arts and cultural activities</li> </ul> </li> <li>• To feel connected and safe:             <ul style="list-style-type: none"> <li>16. Encouraging the community to initiate the development of innovative and regular events.</li> <li>17. Support community groups where possible to remain functional into the future.</li> <li>18. Enhanced opportunities for community members to better connect with Council such as participating in one of the Section 355 Committees</li> </ul> </li> </ul> <p>For more information refer to the 2017-2030 Community Strategic Plan available via Council website:</p> <p>The objectives of the Arts and Culture Advisory Committee align with the following objectives from the Cultural Plan:</p> <ul style="list-style-type: none"> <li>• Work as an enabler and learner to implement the Cultural Plan 2021-2031 Delivery Program.</li> </ul>
<p><b>6. Membership</b></p>	<p>The Committee is to consist of a minimum of six (6) members:</p> <ul style="list-style-type: none"> <li>• Five (5) Community representatives</li> <li>• Minimum of one (1) Councillor – appointed by resolution of Council at the commencement of each Council term</li> <li>• Committee members shall:             <ul style="list-style-type: none"> <li>o Send an apology if unable to attend a meeting. (Councillor to contact Councillor Alternate)</li> <li>o Read Business Papers in advance and undertake necessary research.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o Raise issues and concerns, and report on initiatives and issues which may be relevant to or of interest to other members.</li> <li>o Participate in discussions and decision making.</li> <li>o Follow through actions minuted and subsequently adopted by Council.</li> </ul>
<b>7. Method of Determining Members</b>	<p>Recruitment and appointment to the Committee:</p> <ul style="list-style-type: none"> <li>• Nominations of interest advertised via <del>social media, print media</del> <b>Cian to provide wording</b></li> <li>• Nomination form completed by interested parties</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul> <p>The process to replace any vacant positions is:</p> <ul style="list-style-type: none"> <li>• Review previous nominations</li> <li>• Nominations of interest advertised via social media, print media</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul>
<b>8. Office Bearers</b>	<p>The Committee will elect the following office bearers:</p> <ul style="list-style-type: none"> <li>• Chairperson – elected annually at AGM from the Community representatives <ul style="list-style-type: none"> <li>o Chair meetings and ensure agenda items are discussed, decisions are made and action to be taken, as appropriate.</li> <li>o Ensure preparation of agenda before the meeting.</li> <li>o Approve meeting minutes prior to distribution.</li> <li>o Represent the Committee as spokesperson.</li> </ul> </li> <li>• The Chairperson can cancel scheduled meetings if there are no scheduled Agenda items for consideration.</li> </ul>
<b>9. Term</b>	<p>The Committee is established for the term of Council, plus three (3) months.</p>
<b>10. Meetings</b>	<p>Meetings are held on a quarterly basis, in addition to an Annual General Meeting.</p> <p>The Committee may also call a special meeting in extraordinary circumstances where a majority of members believes this to be necessary.</p>
<b>11. Quorum and Voting</b>	<ul style="list-style-type: none"> <li>• A quorum for a meeting will be a majority of the members of the committee</li> <li>• A quorum is not required for meetings to take place, however a quorum is needed for a decision to be made on a matter</li> <li>• For a vote to be carried a majority of members attending, ie: half the number plus one (1) is required</li> <li>• Committees are encouraged to make decisions by consensus</li> <li>• Council staff do not have the authority to vote on issues.</li> </ul>

<p><b>12. Reporting Requirements</b></p>	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Recommendations for submission to Council Meeting</li> <li>• Minutes of meetings within two weeks from meeting</li> </ul>
<p><b>13. Termination of Membership</b></p>	<p>A person shall automatically cease to be a Committee member if the member:</p> <ul style="list-style-type: none"> <li>• resigns by notifying the Committee and Council in writing</li> <li>• fails to advise of an absence of up to three meetings in a calendar year</li> <li>• fails to comply with Council’s Code of Conduct</li> <li>• holds any office of profit under the Committee</li> <li>• fails to disclose any pecuniary interest in any matter with which the Committee is concerned and takes part in the consideration, discussion or votes on any question relating to the matter</li> <li>• dies</li> <li>• becomes a mentally incapacitated person</li> <li>• becomes bankrupt</li> <li>• or if Council passes a resolution to remove the member from the Committee.</li> </ul>
<p><b>14. Executive Support</b></p>	<p>Council’s Community Development team is responsible for providing support to the Committee and will undertake to:</p> <ul style="list-style-type: none"> <li>• Be the main conduit between the Committee and Council</li> <li>• Provide and/or collect reports for compilation of the Agenda</li> <li>• Compile and circulate agendas, attend meetings, compile and distribute minutes</li> <li>• Monitor and follow-up Action Report</li> <li>• Compile the Annual Report of the Committee in conjunction with the Chair</li> <li>• Assist with referrals and information for resolution of matters within their authority</li> <li>• Be the custodian of information for the nominated facility</li> </ul> <p>Council’s Governance team will:</p> <ul style="list-style-type: none"> <li>• Oversee the recruitment, selection and appointment process for Committee membership</li> <li>• Facilitate a review process for the Committee and the Term of Reference as required</li> <li>• Provide information and education on good governance</li> </ul>
<p><b>15. Committee Review</b></p>	<p>Annual review of Committee need and objectives.</p>
<p><b>16. Alteration of Terms of Reference</b></p>	<p>Amendment of the Terms of Reference can be by a majority vote of the Committee. The endorsement of Council is required before changes are enacted.</p>

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# Bettering Barellan Advisory Committee

## TERMS OF REFERENCE



**NARRANDERA SHIRE COUNCIL**

**Chambers:** 141 East Street Narrandera NSW 2700  
**Email:** council@narrandera.nsw.gov.au

**Phone:** 02 6959 5510  
**Fax:** 02 6959 1884



<b>Committee Name</b>	<b>Bettering Barellan</b>
<b>Committee Type</b>	Advisory
<b>Responsible Section</b>	Community Development
<b>Document ID</b>	50281
<b>Date Adopted</b>	15 February 2022 (22/045)
<b>1. Purpose</b>	<p>The Bettering Barellan Committee is formed to manage the operations of the following facilities:</p> <ul style="list-style-type: none"> <li>• building known Barellan Hall located 79 Bendee Street, Barellan</li> <li>• building known as Barellan Museum located 72 Yapunyah Street, Barellan</li> </ul> <p>The Committee is to manage these facilities subject to the directions of the Narrandera Shire Council and for the benefit of the residents of the Barellan District.</p>
<b>2. Establishment</b>	<p>The Bettering Barellan Advisory Committee has been established to provide particular expertise to help the Council to make its decisions and/or help engage community resources and opinion. There are no formal, delegated powers to act in place of Council.</p> <p>Any decisions or recommendations from the Committee need to be adopted by Council at a formal meeting to achieve legal standing.</p> <p>The Bettering Barellan Committee as a Committee of Council is bound by practices established in Council's policies - in particular:</p> <ul style="list-style-type: none"> <li>• Council's Code of Conduct</li> </ul>
<b>3. Volunteer Groups</b>	<p>The Committee will be responsible for liaising with the following volunteer groups:</p> <ul style="list-style-type: none"> <li>• Barellan Hall</li> <li>• Barellan Museum</li> </ul>
<b>4. Objectives</b>	<ul style="list-style-type: none"> <li>• Liaison with Volunteer Groups to ensure that the interests of their particular area are adequately represented</li> <li>• Provide the management of the hall and museum to ensure they are efficiently managed, operated and maintained to meet the present and future needs of the community.</li> <li>• To provide oversight on the general finances of the hall and museum.</li> <li>• To provide input on the asset replacement and renewal requirements for the hall and museum.</li> <li>• To assist in developing sustainable plans, policies and guides for the hall and museum.</li> </ul>

	<ul style="list-style-type: none"> <li>• To provide an avenue for the incorporation of cultural and recreational facilities planning into applicable community plans, services and initiatives.</li> <li>• To provide an avenue for community members and organisations to raise and address issues related to the hall and museum.</li> <li>• To implement and oversee the strategic direction of the hall in addressing outcomes identified in the Community Strategic Plan.</li> </ul>
<p><b>5. Objectives from the Community Strategic Plan (CSP)</b></p>	<p>The objectives of the Bettering Barellan Committee align with the following objectives from the CSP:</p> <ul style="list-style-type: none"> <li>• To feel connected and safe.</li> <li>• 16. Encouraging the community to initiate the development of innovative and regular events.</li> <li>• 17. Support community groups where possible to remain functional into the future.</li> <li>• 18. Enhanced opportunities for community members to better connect with Council such as participating in one of the Section 355 Committees.</li> </ul> <p>For more information refer to the 2017-2030 Community Strategic Plan available via Council website.</p>
<p><b>6. Membership</b></p>	<p>The Committee is to consist of a minimum of six (6) members</p> <ul style="list-style-type: none"> <li>• Minimum of five (5) Community representatives</li> <li>• Minimum of one (1) Councillor – appointed by resolution of Council at the commencement of each Council term.</li> <li>• Committee members shall:             <ul style="list-style-type: none"> <li>○ Send an apology if unable to attend a meeting. (Councillor to contact Councillor Alternate)</li> <li>○ Read Business Papers in advance and undertake necessary research.</li> <li>○ Raise issues and concerns, and report on initiatives and issues which may be relevant to or of interest to other members.</li> <li>○ Participate in discussions and decision making.</li> <li>○ Follow through actions minuted and subsequently adopted by Council.</li> </ul> </li> </ul>
<p><b>7. Method of Determining Members</b></p>	<p>Recruitment and appointment to the Committee:</p> <ul style="list-style-type: none"> <li>• Nominations of interest advertised via social media, print media</li> <li>• Nomination form completed by interested parties</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul> <p>The process to replace any vacant positions is:</p> <ul style="list-style-type: none"> <li>• Review previous nominations</li> <li>• Nominations of interest advertised via social media, print media</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul>

<p><b>8. Office Bearers</b></p>	<p>The Committee will elect the following office bearers:</p> <ul style="list-style-type: none"> <li>• Chairperson – elected annually at AGM from the Community representatives             <ul style="list-style-type: none"> <li>○ Chair meetings and ensure agenda items are discussed, decisions are made and action to be taken, as appropriate.</li> <li>○ Ensure preparation of agenda before the meeting.</li> <li>○ Approve meeting minutes prior to distribution.</li> <li>○ Represent the Committee as spokesperson.</li> <li>○ The Chairperson can cancel scheduled meetings if there are no scheduled Agenda items for consideration.</li> </ul> </li> </ul>
<p><b>9. Term</b></p>	<p>The Committee is established for the term of Council, plus three (3) months.</p>
<p><b>10. Meetings</b></p>	<p>Meetings are held on a quarterly basis, in addition to an Annual General Meeting.</p> <p>The Committee may also call a special meeting in extraordinary circumstances where a majority of members believes this to be necessary.</p>
<p><b>11. Quorum and Voting</b></p>	<ul style="list-style-type: none"> <li>• A quorum for a meeting will be a majority of the members of the committee</li> <li>• A quorum is not required for meetings to take place, however a quorum is needed for a decision to be made on a matter</li> <li>• For a vote to be carried a majority of members attending, ie: half the number plus one (1) is required</li> <li>• Committees are encouraged to make decisions by consensus</li> <li>• Council staff do not have the authority to vote on issues.</li> </ul>
<p><b>12. Reporting Requirements</b></p>	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Recommendations for submission to Council Meeting</li> <li>• Minutes of meetings within two weeks from meeting</li> <li>• Updated list of volunteers</li> <li>• List of suggested capital improvement works for consideration in the budget</li> <li>• List of suggested Fees and Charges</li> </ul>
<p><b>13. Termination of Membership</b></p>	<p>A person shall automatically cease to be a Committee member if the member:</p> <ul style="list-style-type: none"> <li>• resigns by notifying the Committee and Council in writing</li> <li>• fails to advise of an absence of up to three meetings in a calendar year</li> <li>• fails to comply with Council’s Code of Conduct</li> <li>• holds any office of profit under the Committee</li> <li>• fails to disclose any pecuniary interest in any matter with which the Committee is concerned and takes part in the consideration, discussion or votes on any question relating to the matter</li> <li>• dies</li> <li>• becomes a mentally incapacitated person</li> <li>• becomes bankrupt</li> <li>• or if Council passes a resolution to remove the member from the Committee.</li> </ul>



<p><b>14. Executive Support</b></p>	<p>Council's Community Development team is responsible for providing support to the Committee and will undertake to:</p> <ul style="list-style-type: none"> <li>• Be the main conduit between the Committee and Council</li> <li>• Provide and/or collect reports for compilation of the Agenda</li> <li>• Compile and circulate agendas, attend meetings, compile and distribute minutes</li> <li>• Monitor and follow-up Action Report</li> <li>• Compile the Annual Report of the Committee in conjunction with the Chair</li> <li>• Assist with referrals and information for resolution of matters within their authority</li> <li>• Be the custodian of information for the nominated facility</li> </ul> <p>Council's Governance team will:</p> <ul style="list-style-type: none"> <li>• Oversee the recruitment, selection and appointment process for Committee membership</li> <li>• Facilitate a review process for the Committee and the Term of Reference as required</li> <li>• Provide information and education on good governance</li> </ul>
<p><b>15. Committee Review</b></p>	<p>Annual review of Committee need and objectives</p>
<p><b>16. Alteration of Terms of Reference</b></p>	<p>Amendment of the Terms of Reference can be by a majority vote of the Committee. The endorsement of Council is required before changes are enacted.</p>

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# Domestic Violence Advisory Committee

## TERMS OF REFERENCE



**NARRANDERA SHIRE COUNCIL**

**Chambers:** 141 East Street Narrandera NSW 2700  
**Email:** council@narrandera.nsw.gov.au

**Phone:** 02 6959 5510  
**Fax:** 02 6959 1884



<b>Committee Name</b>	<b>Domestic Violence</b>
<b>Committee Type</b>	Advisory
<b>Responsible Section</b>	Community Services
<b>Document ID</b>	426315
<b>Date Adopted</b>	15 February 2022 (22/045)
<b>1. Purpose</b>	The Committee aims to raise awareness of domestic and family violence issues within the Narrandera Shire.
<b>2. Establishment</b>	<p>The Domestic Violence Advisory Committee has been established to provide particular expertise to help the Council to make its decisions and/or help engage community resources and opinion. There are no formal, delegated powers to act in place of Council.</p> <p>Any decisions or recommendations from the Committee need to be adopted by Council at a formal meeting to achieve legal standing.</p> <p>The Domestic Violence Committee as a Committee of Council is bound by practices established in Council's policies - in particular:</p> <ul style="list-style-type: none"> <li>• Council's Code of Conduct</li> </ul>
<b>3. Objectives</b>	<ul style="list-style-type: none"> <li>• Development, provision and dissemination of information to raise awareness of domestic and family violence issues and support services within Narrandera Shire</li> <li>• Participation in activities to raise awareness of domestic violence and to advocate for the safety of all community members</li> <li>• Advise Council on strategies and practices that assist in educating the community with regards to domestic violence.</li> <li>• Advise Council on the enhancement of service provision for people affected by family and domestic violence</li> <li>• Advise Council on critical issues affecting social wellbeing and public health as they relate to family and domestic violence</li> </ul>
<b>4. Objectives from the Community Strategic Plan (CSP)</b>	<p>The Committee's objectives align with the following objectives from the CSP:</p> <ul style="list-style-type: none"> <li>• To live in a healthy community and one that demonstrates a positive attitude</li> <li>2. Supporting community education on important health and wellbeing matters such as preventative health measures like good eating habits also on other social issues such as domestic violence and drug and alcohol abuse</li> <li>5. Maintain and preferably enhance our current health and emergency services</li> <li>• To feel connected and safe</li> <li>16. Encouraging the community to initiate the development of innovative and regular events</li> </ul>

	17. Support community groups where possible to remain functional into the future
<b>5. Membership</b>	<p>The Committee is to consist of a minimum of five (5) including:</p> <ul style="list-style-type: none"> <li>• Minimum of three (3) Community representatives</li> <li>• Minimum of one (1) Councillor – appointed by resolution of Council at the commencement of each Council term.</li> <li>• Committee members shall: <ul style="list-style-type: none"> <li>○ Send an apology if unable to attend a meeting. (Councillor to contact Councillor Alternate)</li> <li>○ Read Business Papers in advance and undertake necessary research</li> <li>○ Raise issues and concerns, and report on initiatives and issues which may be relevant to or of interest to other members</li> <li>○ Participate in discussions and decision making</li> <li>○ Follow through actions minuted and subsequently adopted by Council</li> </ul> </li> </ul>
<b>6. Method of Determining Members</b>	<p>Recruitment and appointment to the Committee:</p> <ul style="list-style-type: none"> <li>• Nominations of interest advertised via social media, print media</li> <li>• Nomination form completed by interested parties</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul> <p>The process to replace any vacant positions is:</p> <ul style="list-style-type: none"> <li>• Review previous nominations</li> <li>• Nominations of interest advertised via social media, print media</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul>
<b>7. Office Bearers</b>	<p>The Committee will elect the following office bearers:</p> <ul style="list-style-type: none"> <li>• Chairperson – elected bi-annually at AGM from the Community representatives <ul style="list-style-type: none"> <li>○ Chair meetings and ensure agenda items are discussed, decisions are made and action to be taken, as appropriate</li> <li>○ Ensure preparation of agenda before the meeting</li> <li>○ Approve meeting minutes prior to distribution</li> <li>○ Represent the Committee as spokesperson</li> <li>○ The Chairperson can cancel scheduled meetings if there are no scheduled Agenda items for consideration</li> </ul> </li> </ul>
<b>8. Term</b>	The Committee is established for the term of Council, plus three (3) months.
<b>9. Meetings</b>	Meetings are to be held quarterly, in addition to an Annual General Meeting each September.
<b>10. Quorum and Voting</b>	<ul style="list-style-type: none"> <li>• A quorum for a meeting will be a majority of the members of the committee</li> </ul>

	<ul style="list-style-type: none"> <li>• For a vote to be carried a majority of members attending, ie: half the number plus one (1) is required</li> <li>• Committees are encouraged to make decisions by consensus</li> <li>• Council staff do not have the authority to vote on issues</li> </ul>
<b>11. Reporting Requirements</b>	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Minutes of meetings within two weeks from meeting</li> <li>• Recommendations for submission to Council Meeting</li> </ul>
<b>12. Termination of Membership</b>	<p>A person shall automatically cease to be a Committee member if the member:</p> <ul style="list-style-type: none"> <li>• resigns by notifying the Committee and Council in writing</li> <li>• fails to advise of an absence of up to three meetings in a calendar year</li> <li>• fails to comply with Council’s Code of Conduct</li> <li>• holds any office of profit under the Committee</li> <li>• fails to disclose any pecuniary interest in any matter with which the Committee is concerned and takes part in the consideration, discussion or votes on any question relating to the matter</li> <li>• dies</li> <li>• becomes a mentally incapacitated person</li> <li>• becomes bankrupt</li> <li>• or if Council passes a resolution to remove the member from the Committee.</li> </ul>
<b>13. Executive Support</b>	<p>Council’s Community Services team is responsible for providing support to the Committee and will undertake to:</p> <ul style="list-style-type: none"> <li>• Be the main conduit between the Committee and Council</li> <li>• Provide and/or collect reports for compilation of the Agenda</li> <li>• Compile and circulate agendas, attend meetings, compile and distribute minutes</li> <li>• Monitor and follow-up Action Report</li> <li>• Compile the Annual Report of the Committee in conjunction with the Chair</li> <li>• Assist with referrals and information for resolution of matters within their authority</li> </ul> <p>Council’s Governance team will:</p> <ul style="list-style-type: none"> <li>• Oversee the recruitment, selection and appointment process for Committee membership</li> <li>• Facilitate a review process for the Committee and the Term of Reference as required</li> <li>• Provide information and education on good governance</li> </ul>
<b>14. Committee Review</b>	Annual review of Committee need and objectives
<b>15. Alteration of Terms of Reference</b>	Amendment of the Terms of Reference can be by a majority vote of the Committee. The endorsement of Council is required before changes are enacted.

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# Railway Station Facility Advisory Committee TERMS OF REFERENCE



**NARRANDERA SHIRE COUNCIL**

**Chambers:** 141 East Street Narrandera NSW 2700  
**Email:** council@narrandera.nsw.gov.au

**Phone:** 02 6959 5510  
**Fax:** 02 6959 1884



<b>Committee Name</b>	Railway Station Facility
<b>Committee Type</b>	Advisory
<b>Responsible Section</b>	Community Development
<b>Document ID</b>	50289
<b>Date Adopted</b>	15 February 2022 (22/045)
<b>1. Purpose</b>	<p>The Railway Station Facility Management Committee is formed to manage the operations of the Railway Station Facility located Whitton Street, Narrandera.</p> <p>The Committee is to manage the facility subject to the directions of the Narrandera Shire Council and for the benefit of the residents of the Narrandera Shire.</p>
<b>2. Establishment</b>	<p>The Railway Station Facility Advisory Committee has been established to provide particular expertise to help the Council to make its decisions and/or help engage community resources and opinion. There are no formal, delegated powers to act in place of Council.</p> <p>Any decisions or recommendations from the Committee need to be adopted by Council at a formal meeting to achieve legal standing.</p> <p>The Railway Station Facility Committee as a Committee of Council is bound by practices established in Council's policies - in particular:</p> <ul style="list-style-type: none"> <li>• Council's Code of Conduct</li> </ul>
<b>3. Volunteer Groups</b>	<p>The Committee will be responsible for liaising with the following volunteer groups:</p> <ul style="list-style-type: none"> <li>• Narrandera Arts and Creative Network (NACNET)</li> <li>• Narrandera Community Radio (Spirit FM)</li> </ul>
<b>4. Objectives</b>	<ul style="list-style-type: none"> <li>• Liaison with Volunteer Groups to ensure that the interests of their particular area are adequately represented</li> <li>• To provide the management of the Railway Station Facility to ensure it is efficiently managed, operated and maintained to meet the present and future needs of the community.</li> <li>• To provide oversight on the general finances of the Railway Station Facility</li> <li>• To provide input on the asset replacement and renewal requirements for the Railway Station Facility</li> <li>• To assist in developing sustainable plans, policies and guides for Railway Station Facility</li> <li>• To provide an avenue for the incorporation of cultural and recreational planning into applicable community plans, services and initiatives.</li> </ul>



	<ul style="list-style-type: none"> <li>• To provide an avenue for community members and organisations to raise and address issues related to the Railway Station Facility</li> <li>• To implement and oversee the strategic direction of the Railway Station Facility in addressing outcomes identified in the Community Strategic Plan.</li> </ul>
<p><b>5. Objectives from the Community Strategic Plan (CSP)</b></p>	<p>The objectives of the Railway Station Facility Committee align with the following objectives from the CSP:</p> <ul style="list-style-type: none"> <li>• To feel connected and safe.</li> <li>16. Encouraging the community to initiate the development of innovative and regular events.</li> <li>17. Support community groups where possible to remain functional into the future.</li> <li>18. Enhanced opportunities for community members to better connect with Council such as participating in one of the Section 355 Committees.</li> </ul> <p>For more information refer to the 2017-2030 Community Strategic Plan available via Council website.</p>
<p><b>6. Membership</b></p>	<p>The Committee is to consist of a minimum of six (6) members</p> <ul style="list-style-type: none"> <li>• Minimum of five (5) Community representatives which will include representatives of user groups <del>including</del> NACNET and Narrandera Community Radio</li> <li>• Minimum of one (1) Councillor – appointed by resolution of Council at the commencement of each Council term.</li> <li>• Committee members shall:             <ul style="list-style-type: none"> <li>○ Send an apology if unable to attend a meeting. (Councillor to contact Councillor Alternate)</li> <li>○ Read Business Papers in advance and undertake necessary research.</li> <li>○ Raise issues and concerns, and report on initiatives and issues which may be relevant to or of interest to other members.</li> <li>○ Participate in discussions and decision making.</li> </ul> </li> </ul> <p>Follow through actions minuted and subsequently adopted by Council.</p>
<p><b>7. Method of Determining Members</b></p>	<p>Recruitment and appointment to the Committee:</p> <ul style="list-style-type: none"> <li>• Nominations of interest advertised via social media, print media</li> <li>• Nomination form completed by interested parties</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul> <p>The process to replace any vacant positions is:</p> <ul style="list-style-type: none"> <li>• Review previous nominations</li> <li>• Nominations of interest advertised via social media, print media</li> <li>• Submissions collected</li> <li>• Report submitted to General Manager</li> <li>• Recommendations to Council</li> <li>• Resolution of Council endorsing members of Committee</li> </ul>

<p><b>8. Office Bearers</b></p>	<p>The Committee will elect the following office bearers:</p> <ul style="list-style-type: none"> <li>• Chairperson – elected annually at AGM from the Community representatives             <ul style="list-style-type: none"> <li>○ Chair meetings and ensure agenda items are discussed, decisions are made and action to be taken, as appropriate.</li> <li>○ Ensure preparation of agenda before the meeting.</li> <li>○ Approve meeting minutes prior to distribution.</li> <li>○ Represent the Committee as spokesperson.</li> </ul> </li> <li>• The Chairperson can cancel scheduled meetings if there are no scheduled Agenda items for consideration.</li> </ul>
<p><b>9. Term</b></p>	<p>The Committee is established for the term of Council, plus three (3) months.</p>
<p><b>10. Meetings</b></p>	<p>Meetings are held <del>three</del> <b>four</b> times per year <del>in February, June and October,</del> in addition to an Annual General Meeting.</p> <p>The Committee may also call a special meeting in extraordinary circumstances where a majority of members believes this to be necessary.</p>
<p><b>11. Quorum and Voting</b></p>	<ul style="list-style-type: none"> <li>• A quorum for a meeting will be a majority of the members of the committee</li> <li>• A quorum is not required for meetings to take place, however a quorum is needed for a decision to be made on a matter</li> <li>• For a vote to be carried a majority of members attending, ie: half the number plus one (1) is required</li> <li>• Committees are encouraged to make decisions by consensus</li> <li>• Council staff do not have the authority to vote on issues.</li> </ul>
<p><b>12. Reporting Requirements</b></p>	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Recommendations for submission to Council Meeting</li> <li>• Minutes of meetings within two weeks from meeting</li> <li>• Updated list of volunteers</li> <li>• List of suggested capital improvement works for consideration in the budget</li> <li>• List of suggested Fees and Charges</li> </ul>
<p><b>13. Termination of Membership</b></p>	<p>A person shall automatically cease to be a Committee member if the member:</p> <ul style="list-style-type: none"> <li>• resigns by notifying the Committee and Council in writing</li> <li>• fails to advise of an absence of up to three meetings in a calendar year</li> <li>• fails to comply with Council’s Code of Conduct</li> <li>• holds any office of profit under the Committee</li> <li>• fails to disclose any pecuniary interest in any matter with which the Committee is concerned and takes part in the consideration, discussion or votes on any question relating to the matter</li> <li>• dies</li> <li>• becomes a mentally incapacitated person</li> <li>• becomes bankrupt</li> </ul> <p>or if Council passes a resolution to remove the member from the Committee.</p>

<p><b>14. Executive Support</b></p>	<p>Council’s Community Development team is responsible for providing support to the Committee and will undertake to:</p> <ul style="list-style-type: none"> <li>• Be the main conduit between the Committee and Council</li> <li>• Provide and/or collect reports for compilation of the Agenda</li> <li>• Compile and circulate agendas, attend meetings, compile and distribute minutes</li> <li>• Monitor and follow-up Action Report</li> <li>• Compile the Annual Report of the Committee in conjunction with the Chair</li> <li>• Assist with referrals and information for resolution of matters within their authority</li> <li>• Be the custodian of information for the nominated facility</li> </ul> <p>Council’s Governance team will:</p> <ul style="list-style-type: none"> <li>• Oversee the recruitment, selection and appointment process for Committee membership</li> <li>• Facilitate a review process for the Committee and the Term of Reference as required</li> <li>• Provide information and education on good governance</li> </ul>
<p><b>15. Committee Review</b></p>	<p>Annual review of Committee need and objectives</p>
<p><b>16. Alteration of Terms of Reference</b></p>	<p>Amendment of the Terms of Reference can be by a majority vote of the Committee. The endorsement of Council is required before changes are enacted.</p>

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**19 DEVELOPMENT APPLICATION**

Nil

**20 PROCUREMENT**

Nil

**21 POLICY****21.1 POLICY REVIEW - POL060 COMPLAINTS MANAGEMENT POLICY****Document ID:** 768753**Author:** Governance and Engagement Manager**Authoriser:** Deputy General Manager Corporate and Community**Theme:** Policy**Attachments:** 1. POL060 Complaints Management Policy [↓](#) **RECOMMENDATION**

That Council:

1. Reviews the amended policy titled POL060 Complaints Management Policy.
2. Endorses the proposed amendments for the purpose of exhibition seeking community comment.
3. Deems the policy as adopted should no submissions be received from the community at the conclusion of the exhibition period.

**PURPOSE**

The purpose of this report is to present POL060 Complaints Management Policy which has been recently reviewed, amended and endorsed by the Executive Leadership Team. This amended policy was also presented to the Council briefing session at the October 2024 meeting for information.

**SUMMARY**

Council's Complaints Management Policy was last reviewed and endorsed by Council on 20 April 2021. The proposed amendments to this policy are mostly administrative to update contact information but has also been expanded to now include Community Services.

**OPTIONS**

The options available for Council are to either:

1. Endorse the proposed amendments to the Complaints Management Policy; or
2. Not endorse the proposed amendments to the Complaints Management Policy and require identified changes.

**CONCLUSION**

The recommendation will be that Council endorses the proposed amendments and progresses POL060 Complaints Management Policy as presented for exhibition purposes seeking community comment.

**RECOMMENDATION**

That Council:

1. Reviews the amended policy titled POL060 Complaints Management Policy.
2. Endorses the proposed amendments for the purpose of exhibition seeking community comment.
3. Deems the policy as adopted should no submissions be received from the community at the conclusion of the exhibition period.



# Complaints Management Policy 2024 POL060



**NARRANDERA SHIRE COUNCIL**

**Chambers:** 141 East Street Narrandera NSW 2700  
**Email:** council@narrandera.nsw.gov.au

**Phone:** 02 6959 5510  
**Fax:** 02 6959 1884



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**Policy No:** POL060  
**Policy Title:** Complaints Management Policy  
**Section Responsible:** Governance  
**Minute No:** 21/085  
**Doc ID:** 9153

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### 1. INTENT

Council's complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in our administrative process
- provide information that can be used by us to deliver quality improvements in our services, staff and complaint handling.

This policy provides guidance on the key principles and concepts of our complaint management system to our staff and people who wish to make a complaint.

### 2. SCOPE

This policy applies to all staff receiving or managing complaints from the public made to or about us, regarding our services, staff and complaint handling.

Staff grievances, code of conduct complaints, service requests and public interest disclosures are dealt with through separate mechanisms.

### 3. OBJECTIVE

This policy is intended to ensure that council handle complaints fairly, efficiently and effectively.

### 4. POLICY STATEMENT

Council expects staff at all levels to be committed to fair, effective and efficient complaint handling.



**5. PROVISIONS**


**5.1 GUIDING PRINCIPALS**



Narrandera Shire Council is a public authority covered by the NSW Ombudsman scheme.

The NSW Ombudsman is an independent integrity agency that pursues fairness for the people of NSW. It strives to ensure that those entrusted with public power and resources fulfil their responsibilities and treat everyone fairly.

For information about the NSW Ombudsman, including when and how a complaint can be made, visit: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).



**5.2 FACILITATE COMPLAINTS**

**5.2.1 People focus**

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and complaint handling.

Concerns raised in feedback or complaints will be dealt with within a reasonable timeframe.

People making complaints will be:

- provided with information about our complaint handling process
- provided with multiple and accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate
- provided with reasons for our decision/s and any options for redress or review.

**5.2.2 No detriment to people making complaints**

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

### 5.2.3 Anonymous complaints

We accept anonymous complaints and will investigate the issues raised where sufficient information has been provided.

### 5.2.4 Accessibility

We will ensure that information about how and where complaints may be made to or about Council is well publicised. We will ensure that systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent such as using an advocate, family member, legal or community representative, member of Parliament or another organisation.

### 5.2.5 No charge

Complaining to Narrandera Shire Council is free.

## 5.3 RESPOND TO COMPLAINTS

### 5.3.1 Early resolution

Where possible, complaints will be resolved at first contact with Council **using the skills of the Customer Service Officer or by the person who has the knowledge and delegation to resolve the issue; alternatively, the Manager of the area subject to complaint can assist in resolving the issue. In exceptional circumstances the relevant Deputy General Manager or the General Manager can be made available to assist.**

### 5.3.2 Dispute between Consumer and Carer

**If Community Services staff become aware of a dispute between a client and their carer, which concerns the Narrandera Shire Council's Community Transport or Home Support Programs, they should refer the situation to the Community Support Manager who will either:**

- **Mediate and attempt to negotiate a solution, or**
- **With the client's permission, bring in someone with mediation skills to mediate.**

**If a dispute arises which does not involve Narrandera Shire Council's Community Transport or Home Support Programs, staff should not get involved but should, if requested, refer the matter to the Community Support Manager. The Community Support Manager should then refer the client and their carer to a person who has agreed to mediate in such instances, or another mediation service.**

### 5.3.3 Responsiveness

We will promptly acknowledge receipt of complaints where sufficient information has been provided to do so.

We will assess and prioritise complaints in accordance with the urgency and seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We will manage community expectations and will inform persons as soon as possible, of the following:

- the complaints process
- the expected timeframe for our actions
- the progress of the complaint and reasons for any delay
- their involvement in the process; and
- the possible or likely outcome of their complaint.

We will advise persons as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed if this information is known, and it is appropriate to do so.

We will also advise persons as soon as possible when we are unable to meet our timeframes for responding to their complaint and the reason for our delay.

#### **5.3.4 Objectivity and fairness**

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person managing a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interests, whether actual or perceived, will be managed responsibly. Internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

#### **5.3.5 Responding flexibly**

Our staff are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and or their representatives.

We will assess each complaint on its merits and involve people making complaints and or their representative in the process as far as possible.

#### **5.3.6 Confidentiality**

We will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by Council as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

## **5.4 Manage the parties to a complaint**

### **5.4.1 Complaints involving multiple agencies**

Where a complaint involves multiple agencies, we will work with the other agencies where possible to ensure that communication with the person making a complaint and or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where our services are contracted out, we expect contracted service providers to have an accessible and comprehensive complaint management system. We take complaints not only about the actions of our staff but also the actions of service providers.

### **5.4.2 Complaints involving multiple parties**

When related parties make similar complaints, we will try to arrange to communicate with a single representative of the group.

### **5.4.3 Empowerment of staff**

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

### **5.4.4 Managing unreasonable conduct by people making complaints**

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and wellbeing security of persons within our organisation; and
- our ability to allocate our resources equitably across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

For further information on managing unreasonable conduct by people making complaints please see Council's policy POL054 - Unreasonable Complainant Conduct.

## 5.5 COMPLAINT MANAGEMENT SYSTEM



### 5.5.1 Introduction

When responding to complaints, staff should act in accordance with our complaint handling procedures as well as any other internal documents providing guidance on the management of complaints. Staff should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out below.

### 5.5.2 Receipt of complaints

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information. We will also assign a unique identifier to the complaint file *record*.

The record of the complaint will document:

- the contact information of the person making a complaint where available
- issues raised by the person making a complaint and the outcome they want
- any other relevant information that can be used to resolve the matter
- any additional support the person making a complaint requires.

### 5.5.3 How to lodge a complaint

- In Writing – Post  
Narrandera Shire Council  
141 East Street  
Narrandera NSW 2700
- ~~In Writing – Fax 02 69591884~~
- In Writing – Email: [council@narrandera.nsw.gov.au](mailto:council@narrandera.nsw.gov.au)
- In Person – Visit Council’s Administration Centre at 141 East Street between 9.00am and 4.30pm Monday to Friday.
- By Telephone – Call Council’s Customer Service on 02 6959 5510 between 9.00am and 4.30pm Monday to Friday.
- By Website – [www.narrandera.nsw.gov.au](http://www.narrandera.nsw.gov.au)

### 5.5.4 Acknowledgement of complaints

We will acknowledge receipt of each complaint promptly and preferably within three working days.

Consideration will be given to the most appropriate medium for response, such as email or written correspondence for communicating with the person making a complaint.

### 5.5.5 Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint are within the control of Council. We will also consider the outcome sought by the person making a complaint and where there is more than one issue raised, a determination will be made whether each issue needs to be separately addressed.

When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed
- Whether a resolution requires the involvement of other organisations.

### 5.5.6 Addressing complaints

After assessing the complaint, we will consider how to manage it. To manage a complaint, we may:

- give the person making a complaint information or an explanation; or
- gather information from the person or area that the complaint is about, or
- investigate the claims made in the complaint.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and factoring any statutory requirements.

### 5.5.7 Providing reasons for decisions

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them of:

- the outcome of the complaint and any action we took
- the reason/s for our decision
- the remedy or resolution/s that we have proposed or put in place
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

If during investigation, we make any adverse findings about a particular individual, we will consider any applicable privacy obligations under the *Privacy and Personal Information Protection Act 1998* and any applicable exemptions in or made pursuant to that Act, before sharing our findings with the person making the complaint.

### 5.5.8 Closing the complaint, record keeping, redress and review

We will keep comprehensive records about:

- How we managed the complaint

- The outcome/s of the complaint, including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations
- Any outstanding actions that need to be followed up.

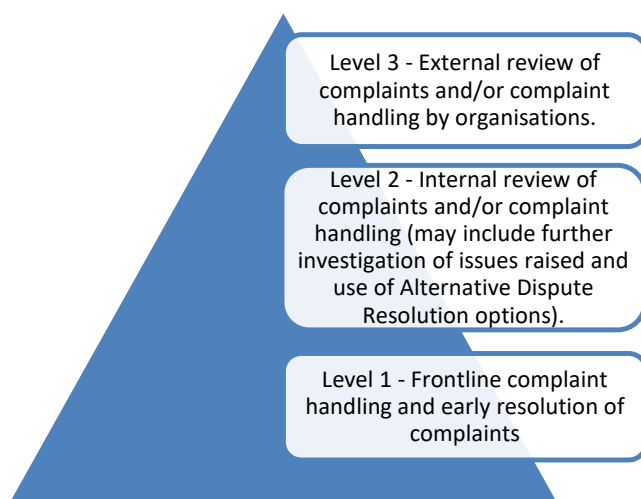
We will ensure that outcomes are properly implemented, monitored and reported to the complaint handling manager and or senior management.

**5.5.9 Alternative avenues for dealing with complaints**

We will inform people who make complaints about us about any internal or external review options available to them including the Ombudsman or the Office of Local Government.

For clients of the Narrandera-Leeton Community Transport or Home Support Service, complaints can also be managed by the Aged Care Quality and Safety Commission. Please view 5.7 for Agencies and Resources information.

**5.5.10 The three levels of complaint handling**



We aim to resolve complaints at the first level, being the frontline. Wherever possible, staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

Where this is not possible, we may decide to escalate the complaint to a more senior officer within Council. This second level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decisions already made; and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Where a person making a complaint is dissatisfied with the outcome of council’s review of their complaint, they may seek an external review of our decision by the Ombudsman or Office of Local Government.

## **5.6 ACCOUNTABILITY AND LEARNING**

### **5.6.1 Analysis and evaluation of complaints**

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis such as:

- extracting reporting information on a regular basis to determine the number of complaints received and the outcome of complaints received
- issues arising from complaints
- systemic issues identified; and
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to Council's General Manager and the Executive Leadership Team for review on a determined timeframe.

### **5.6.2 Monitoring of the complaint management system**

We will monitor our complaint management system to:

- ensure its effectiveness in responding to and resolving complaints; and
- identify and correct deficiencies in the operation of the system.

Monitoring may include the use of audits, complaint satisfaction surveys, community surveys and any online listening tools and alerts such as the frequency of posts on Facebook.

### **5.6.3 Continuous improvement**

We will continue to improve the effectiveness and efficiency of our complaint management system by:

- supporting the making and appropriate resolution of complaints received; and
- implement best practices in complaint handling; and
- recognise and reward exemplary complaint handling by staff; and
- regularly review the complaints management system and complaint data; and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.



## 5.7 Agencies and Resources



**Complaints to the NSW Ombudsman**

If Narrandera Shire Council has not been able to resolve your complaint, and you believe that the organisation has done something wrong, you may be able to take your complaint to the NSW Ombudsman: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

To see when and how you may be able to make a complaint to the NSW Ombudsman visit: <http://www.ombo.nsw.gov.au/Making-a-complaint/how-to-make-a-complaint>.

- **Ombudsman New South Wales**

Telephone 1800 451 524

Email Online complaint management tool is available or use:  
[info@ombo.nsw.gov.au](mailto:info@ombo.nsw.gov.au)

Web [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)



- **Independent Commission Against Corruption (ICAC)**

Telephone 02 8281 5999

Toll free 1800 463 909

Email Online complaint management tool is available or use:  
[icac@icac.nsw.gov.au](mailto:icac@icac.nsw.gov.au)

Website [www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)



- **Office of Local Government**

Telephone 02 4428 4100

Email Online complaint management tool is available or use:  
[olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au)

Website [www.olg.nsw.gov.au](http://www.olg.nsw.gov.au)



Australian Government  
Aged Care Quality and Safety Commission

- **Aged Care Quality and Safety Commission**  
Telephone 1800 951 822  
Email [Online complaint management tool is available or use:  
info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)  
Website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)



Communities and Justice

- **For complaints relating to Children's Services please send information to the following:**  
Telephone 1800 000 164  
Email [complaints@facs.nsw.gov.au](mailto:complaints@facs.nsw.gov.au)  
Website [www.djc.nsw.gov.au](http://www.djc.nsw.gov.au)

## 6. DEFINITIONS

- **Complaint:** An expression of dissatisfaction made to or about Council, its staff or about its works, goods and services.

A complaint covered by this Policy can be distinguished from:

- staff grievances (refer to Council's Grievance Policy)
- public interest disclosures made by our staff (see Council's Public Interest Disclosures - Internal Reporting Policy)
- Code of Conduct complaints (see Council's adopted Code of Conduct)
- responses to requests for feedback about the standard of our service provision
- reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response
- service requests (see definition of 'service request' below)
- requests for information (see Council's Access to Council Information Policy)
- Child protection (see Council's Child Protection Policy)
- **Complaint management system:** All policies, procedures, practices, staff, hardware and software used by council in the management of complaints.
- **Dispute:** An unresolved complaint escalated either within or outside of council.
- **Feedback:** Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about council's services or complaint handling where a response is not explicitly or implicitly expected or legally required.

- **Service request:**
  - requests for approval
  - requests for action
  - routine inquiries about the council’s business
  - requests for the provision of services and assistance
  - reports of failure to comply with laws regulated by the council
  - requests for explanation of policies, procedures and decisions.
- **Grievance:** A clear, formal written statement by an individual staff member about another staff member or a work-related problem.
- **Policy:** A statement of instruction that sets out how we should fulfill our vision, mission and goals.
- **Procedure:** A statement or instruction that sets out how our policies will be implemented and by whom.
- **Public interest disclosure:** A report about wrong doing made by a public official in New South Wales that meets the requirements of the *Public Interest Disclosures Act* 1994.

**7. ROLES AND RESPONSIBILITIES**

The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
General Manager	Promote a culture that values complaints and their effective resolution	Report publicly on council’s complaint handling. Provide adequate support and direction to key staff responsible for handling complaints. Regularly review reports about complaint trends and issues arising from complaints. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Encourage staff to make recommendations for system improvements. Recognise and reward good complaint handling by staff. Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.

<p>Governance &amp; Engagement Manager</p>	<p>Establish and manage our complaint management system.</p>	<p>Provide regular reports <b>to the General Manager</b> on issues arising from complaint handling work.</p> <p>Ensure recommendations arising out of complaint data analysis are canvassed with General Manager and implemented where appropriate.</p> <p>Recruit, train and empower staff to resolve complaints promptly and in accordance with council's policies and procedures.</p> <p>Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system.</p> <p>Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.</p> <p>Recognise and reward good complaint handling by staff.</p>
<p>Customer Service Staff</p>	<p>Demonstrate exemplary complaint handling practices</p>	<p>Treat all people with respect, including people who make complaints.</p> <p>Assist people make a complaint, if needed.</p> <p>Comply with this policy and its associated procedures.</p> <p>Keep informed about best practice in complaint handling.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Provide suggestions to management on ways to improve the organisation's complaints management system.</p> <p>Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.</p>
<p>All staff</p>	<p>Understand and comply with council's complaint handling practices.</p>	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of council's complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access the council's complaints process.</p> <p>Be alert to complaints and assist staff handling complaints to resolve matters promptly.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</p>

**8. RELATED LEGISLATION**

- *Local Government Act 1993*
- *Government Information (Public Access) Amendment Act 2018*
- *Privacy and Personal Information Protection Act 1998*

- *Workplace Health and Safety Act 2011*
- Australian & New Zealand Standard AS/NZS 10002:2022 - Guidelines for complaint management in organizations

**9. RELATED POLICIES AND DOCUMENTS**

- Code of Conduct Policy
- POL020 Access to Council Information Policy
- POL046 Child Protection Policy
- POL075 Grievance Policy
- POL003 Customer Service Charter Policy
- POL037 Public Interest Disclosures - Internal Reporting Policy
- POL054 Unreasonable Complainant Conduct Policy
- NSW Ombudsman publication titled - Managing unreasonable conduct by a complainant – ~~workbook 2020~~ *manual 2021* which contains:
  - ~~Approach and framework~~
  - ~~Strategies for persons dealing with the unreasonable conduct~~
  - ~~Communication~~
  - ~~Management responsibilities and providing support~~
  - ~~Restricting and controlling access~~

**10. VARIATION**

Council reserves the right to review, vary or revoke this policy in accordance with legislation, regulation and award changes, where applicable. Council may also make changes to this policy and the relevant procedures from time-to-time to improve the effectiveness of its operation.

**11. PREVIOUS VERSIONS**

Reference to a superseded policy number and/or name is also considered a reference to the new policy number. This policy was previously named:

- ES80 Complaints Management Policy.

**POLICY HISTORY**

<b>Responsible Officer</b>	<b>Governance and Engagement Manager</b>
<b>Approved by</b>	<b>General Manager</b>
<b>Approval Date</b>	<b>21 June 2021</b>
<b>GM Signature</b> <i>(Authorised staff to insert signature)</i>	
<b>Next Review</b>	<b>1 June 2024</b>

Version Number	Endorsed by ELT	Endorsed by Council	Date signed by GM
<b>1 Adopted</b>	-	-	18/04/2006
<b>2 Reviewed</b>	-	-	21/08/2007
<b>3 Reviewed</b>	-	-	17/02/2009
<b>4 Reviewed</b>	14/07/2014	14/10/2014	15/10/2014
<b>5 Reviewed</b>	1/08/2016	14/12/2016	8/02/2017
<b>6 Reviewed</b>	23/02/2021	20/04/2021	21/06/2021

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**12. Acknowledgement of Training Received**

I hereby acknowledge that I have received, read and understood a copy of Council's Complaints Management Policy.	
Employee Name	
Position Title	
Signature	
Date	

**22 COMMITTEE REPORTS****22.1 NARRANDERA DOMESTIC VIOLENCE ADVISORY COMMITTEE - MINUTES - 4 NOVEMBER 2024****Document ID: 765535****Author: Community Support Manager****Authoriser: Deputy General Manager Corporate and Community****Attachments: 1. Narrandera Domestic Violence Advisory Committee Minutes - 4 November 2024****RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Narrandera Domestic Violence Advisory Committee held on Monday 4 November 2024.





# **MINUTES**

## **Domestic Violence Committee**

**8 November 2024**

**MINUTES OF NARRANDERA SHIRE COUNCIL  
DOMESTIC VIOLENCE COMMITTEE  
HELD AT THE COMMUNITY SERVICES BUILDING  
ON FRIDAY, 8 NOVEMBER 2024 AT 12:30PM**

**1 PRESENT**

Chair Leigh Mathieson, Ms Kristy McDuff, Mr Trevor Murphy, Ms Marni Purtill, Ms Kelly Zingel, CDM Stacie Mohr,

**2 APOLOGIES**

**COMMITTEE RESOLUTION**

Moved: Ms Kristy McDuff  
Seconded: Ms Kelly Zingel

That apologies from Cr Tracey Lewis be received and accepted.

**CARRIED**

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

- Social Media campaign to be addressed by new committee. Reach out to local radio for segment
- Reach out to Fusion for update on carepackages. Can donation bins be established at chemists and supermakets?

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Chair Leigh Mathieson  
Seconded: Mr Trevor Murphy

That the minutes of the Domestic Violence Committee held on 24 May 2024 be confirmed.

**CARRIED**

## 5 REPORTS

### 6.1 REVIEW OF THE EXISTING TERMS OF REFERENCE AND FUTURE DIRECTION OF THE COMMITTEE

#### COMMITTEE RESOLUTION

Moved: Ms Kristy McDuff

Seconded: Ms Marni Purtill I

That the Committee:

1. Considers the existing Terms of Reference and makes recommendations to Council where changes are considered necessary
2. Recommend the following change to the committee purpose within the Terms of Reference:
  - Provide guidance, strategic recommendations and oversight to Council on critical issues affecting social wellbeing and public health as it relates to family and domestic violence

**CARRIED**

### 6.2 COMMITTEE PERFORMANCE REPORT - CHAIRPERSON'S REPORT

#### COMMITTEE RESOLUTION

Moved: Ms Kristy McDuff

Seconded: Mr Trevor Murphy

The Committee:

1. Receive and note the Committee Performance Report as prepared by the Chairperson

**CARRIED**

## 6 GENERAL BUSINESS

- CSP Consultation
- Proceed with the hanging of the street banner

## 7 NEXT MEETING

- TBD

## 8 MEETING CLOSE

Meeting Closed at 1.39pm

**The minutes of this meeting were approved by the Chairperson (magiQ #...) and will be presented to the next meeting for confirmation.**



**22.2 NARRANDERA STADIUM ADVISORY COMMITTEE - MINUTES - 13 NOVEMBER 2024****Document ID: 768736****Author: Deputy General Manager Infrastructure****Authoriser: Deputy General Manager Infrastructure****Attachments: 1. Narrandera Stadium Advisory Committee Minutes - 13 November 2024****RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Narrandera Stadium Advisory Committee held on Wednesday 13 November 2024.
2. Endorses the Terms of Reference subject to the following amendments:
  - a. Section 1 – ‘assistance’ be changed to ‘advice’ to Council who....
  - b. Section 4 – be amended as required when the new Community Strategic Plan is adopted
  - c. Section 6 – recruitment be amended to include ‘advertising be for a minimum of 14 days with a targeted invitation letter to all users groups’.
3. Includes the Narrandera Stadium in tourist information for use as a venue for suitable events.



# **MINUTES**

## **Narrandera Stadium Advisory Committee Meeting**

**13 November 2024**

**MINUTES OF NARRANDERA SHIRE COUNCIL  
NARRANDERA STADIUM ADVISORY COMMITTEE MEETING  
HELD AT THE NARRANDERA SPORTS STADIUM  
ON WEDNESDAY, 13 NOVEMBER 2024 AT 5.00PM**

**1 PRESENT**

Chair Gayle Murphy, SM Lee Longford, Mrs Helen Ryan, Mr Rex Evans, Mr Martin Hiscox, DGMI Shane Wilson (Minute Taker)

**2 APOLOGIES**

**COMMITTEE RECOMMENDATION**

Moved: Mr Rex Evans

Seconded: SM Lee Longford

That apologies from Cr Tracey Lewis be received and accepted.

**CARRIED**

**3 Declarations of Pecuniary Interest**

**4 BUSINESS ARISING FROM PREVIOUS MINUTES**

- Discussion on the simplified Code of Conduct – Taken on notice, however now clarified that this will not relate to committees.

**5 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RECOMMENDATION**

Moved: SM Lee Longford

Seconded: Mr Rex Evans

That the minutes of the Narrandera Stadium Advisory Committee Meeting held on 4 July 2024 be confirmed.

**CARRIED**

## **6 REPORTS**

### **6.1 REVIEW OF THE EXISTING TERMS OF REFERENCE AND FUTURE DIRECTION OF THE COMMITTEE**

#### **COMMITTEE RECOMMENDATION**

Moved: Mrs Helen Ryan

Seconded: Mr Rex Evans

That the Committee:

1. Endorse the Terms of Reference subject to the following amendments:
  - a. Section 1 – assistance be changed to ‘advice’ to Council who....
  - b. Section 4 – be amended as required when the new CSP is adopted,
  - c. Section 6 – Recruitment be amended to include, advertising be for a minimum of 14 days with a targeted invitation letter to all users groups.

**CARRIED**

### **6.2 COMMITTEE PERFORMANCE REPORT - CHAIRPERSON'S REPORT**

#### **COMMITTEE RECOMMENDATION**

Moved: Chair Gayle Murphy

Seconded: Mr Rex Evans

The Committee:

1. Receive and note the Committee Performance Report as prepared by the Chairperson,
2. Acknowledge the Chairs, thanks to the Stadium manager and all committee members for their work during the term.

**CARRIED**

### **6.3 NARRANDERA STADIUM AND SPORTSGROUND MASTERPLAN**

#### **RECOMMENDATION**

Note the status of Master plan for the Stadium and surrounds – DGMI advised that \$30,000 was allocated and the scoping would commence in early 2025.

**CARRIED**



**3 GENERAL BUSINESS**

**MOTION**

**COMMITTEE RESOLUTION**

Moved: Mr Rex Evans

Seconded: SM Lee Longford

That Council include the stadium in tourist information for use as a venue for suitable events.

**CARRIED**

**4 NEXT MEETING**

TBC – March 2025

**5 MEETING CLOSE**

**Meeting Closed at 5.50pm**

**The minutes of this meeting were approved by the Chairperson (768039.) and will be presented to the next meeting for confirmation.**

**22.3 LAKE TALBOT ENVIRONS ADVISORY COMMITTEE - MINUTES - 13 NOVEMBER 2024****Document ID: 768740****Author: Deputy General Manager Infrastructure****Authoriser: Deputy General Manager Infrastructure****Attachments: 1. Lake Talbot Environs Advisory Committee Minutes - 13 November 2024****RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Lake Talbot Environs Advisory Committee held on Wednesday 13 November 2024.
2. Endorses the Terms of Reference subject to the following amendments:
  - a. Section 1 – purpose of the committee to align with the area’s outcomes and actions contained within the Plan of Management for ‘Lake Talbot and Environs’, with an area map to be included.
  - b. Section 4 – be amended as required when the new Community Strategic Plan is adopted.
  - c. Section 6 – recruitment be amended to include ‘advertising be for a minimum of 14 days with a targeted invitation letter to all user groups’.



# **MINUTES**

## **Lake Talbot Environs Advisory Committee Meeting**

**13 November 2024**

**MINUTES OF NARRANDERA SHIRE COUNCIL  
LAKE TALBOT ENVIRONS ADVISORY COMMITTEE MEETING  
HELD AT THE NARRANDERA EXSERVICEMENS CLUB  
ON WEDNESDAY, 13 NOVEMBER 2024 AT 6.15PM**

**1 PRESENT**

Chair Rex Evans, Mr Graeme Hoare, Mr Jeffrey Kirk, DGMI Shane Wilson (Minute Take),  
Observers Cr Cameron Lander, Miss Narelle Payne

**2 APOLOGIES**

**COMMITTEE RECOMMENDATION**

Moved: Mr Jeffrey Kirk

Seconded: Mr Graeme Hoare .

That apologies from Mayor Cr Neville Kschenka, Mr Troy Lee and Deputy Mayor Sue Ruffles be received and accepted.

**CARRIED**

**3 DECLARATIONS OF PECUNIARY INTEREST**

Nil

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RECOMMENDATION**

Moved: Mr Jeffrey Kirk

Seconded: Mr Graeme Hoare

That the minutes of the Lake Talbot Environs Advisory Committee Meeting held on 4 July 2024 be confirmed subject to an amendment, to reflect that Mr Graeme Hoare was an apology for the meeting.

**CARRIED**

## 5 REPORTS

### 6.1 COMMITTEE PERFORMANCE REPORT - CHAIRPERSON'S REPORT

#### COMMITTEE RECOMMENDATION

Moved: Chair Rex Evans

Seconded: Mr Jeffrey Kirk

The Committee:

1. Receive and note the Committee Performance Report as prepared by the Chairperson

**CARRIED**

### 6.2 REVIEW OF THE EXISTING TERMS OF REFERENCE AND FUTURE DIRECTION OF THE COMMITTEE

#### COMMITTEE RECOMMENDATION

Moved: Mr Jeffrey Kirk

Seconded: Mr Graeme Hoare

That the Committee:

2. Endorse the Terms of Reference subject to the following amendments:
  - a. Section 1 – Purpose of the committee to align with the areas outcomes and actions contained within the Plan of Management for 'Lake Talbot and Environs', with an area map to be included.
  - b. Section 4 – be amended as required when the new CSP is adopted,
  - c. Section 6 – Recruitment be amended to include advertising be for a minimum of 14 days with a targeted invitation letter to all user groups.

**CARRIED**

## 6 GENERAL BUSINESS

- DGMI – provided an update on the grant application submitted for the Lake Talbot Revitalisation project.
- Cr Cameron Lander – advised that the Boating Infrastructure & Dredging grants are open.
- Graham Hoare – informed the group that the Skywalk is receiving very positive feedback.
- Graham Hoare – advised that the area below the Skywalk needs to be cleaned up.
- Rex Evans – raised the need for temporary shore works to prevent erosion.
- Jeff Kirk – old retaining wall near top carpark needs to be inspected and future replacement considered.

- Jeff Kirk – Advised graffiti (scratched into paint work) has occurred on the main column of the Skywalk and it needs attention. DGMI advised that a suitbale covering is being investigated and that there is CCTV within the area now.

**7 NEXT MEETING**

TBC - March 2025

**8 MEETING CLOSE**

**Meeting Closed at 7.03pm**

**The minutes of this meeting were approved by the Chairperson (magiQ #769764) and will be presented to the next meeting for confirmation.**

**22.4 PARKSIDE COTTAGE MUSEUM S355 COMMITTEE - MINUTES - 8  
NOVEMBER 2024****Document ID: 768863****Author: Community Development Manager****Authoriser: Deputy General Manager Corporate and Community****Attachments: 1. Parkside Cottage Museum S355 Committee Minutes - 8  
November 2024****RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Parkside Cottage Museum S355 Committee held on Friday 8 November 2024.



# **MINUTES**

## **Parkside Cottage Museum Committee**

**8 November 2024**



**MINUTES OF NARRANDERA SHIRE COUNCIL  
PARKSIDE COTTAGE MUSEUM COMMITTEE  
HELD AT THE PARKSIDE COTTAGE MUSEUM  
ON FRIDAY, 8 NOVEMBER 2024 AT 12.30**

**1 PRESENT**

Chair Steve Wicker, Mrs Josie Middleton, Mrs Nerelle Daly, Mrs Lesley Bailey, Ms Barbara Bryon, Mrs Brigitte Stanton, CDM Sue Killham

**2 APOLOGIES**

**COMMITTEE RESOLUTION**

Moved: Ms Barbara Bryon

Seconded: Mrs Josie Middleton

That apologies from Cr Peter Dawson, Cr Tracey Lewis and Observer Kim Biggs be received and accepted.

**CARRIED**

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Mrs Lesley Bailey

Seconded: Mrs Brigitte Stanton

That the minutes of the Parkside Cottage Museum Committee held on 3 June 2024 be confirmed.

**CARRIED**

## 5 REPORTS

### 6.1 MANAGER OF PROJECTS AND ASSETS

#### COMMITTEE RESOLUTION

Moved: Mrs Lesley Bailey

Seconded: Mrs Josie Middleton

That Committee:

1. Note the Parkside Museum maintenance and improvement works programmed by the Projects and Assets Manager.

**CARRIED**

### 6.2 REVENUE AND EXPENDITURE BUDGET 2024-25

#### COMMITTEE RESOLUTION

Moved: Mrs Brigitte Stanton

Seconded: Mrs Nerelle Daly

The Committee:

1. Acknowledges the 2024-25 Budget Report as of October 2024
2. Committee requested that funds for cleaning be increased in the next budget to allow for a monthly clean by Council contractors.
3. Committee requested that Council consider the provision of an EFTPOS facility or similar at the Museum as many visitors no longer carry cash

**CARRIED**

### 6.3 REVIEW OF THE EXISTING TERMS OF REFERENCE AND FUTURE DIRECTION OF THE COMMITTEE

#### COMMITTEE RESOLUTION

Moved: Mrs Nerelle Daly

Seconded: Mrs Josie Middleton

That the Committee:

1. Considers the existing Terms of Reference and makes recommendations to Council where changes are considered necessary
2. The Committee worked through the Existing Terms of Reference and did not propose any amendments other than that to facilitate access for visitors using a GPS the address of the Museum be noted in Council documents and publications as 27 Twynam Street rather than at the Corner of Cadell and Twynam Streets.

**CARRIED**

**6 NEXT MEETING**

TBA

**7 MEETING CLOSE**

**Meeting Closed at 2.15pm**

**The minutes of this meeting were approved by the Chairperson (magiQ #768440..) and will be presented to the next meeting for confirmation.**

**22.5 ARTS AND CULTURE ADVISORY COMMITTEE - MINUTES - 7 NOVEMBER 2024**

**Document ID:** 768868

**Author:** Community Development Manager

**Authoriser:** Deputy General Manager Corporate and Community

**Attachments:** 1. Arts and Culture Advisory Committee Minutes - 7 November 2024

**RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Arts and Culture Advisory Committee held on Thursday 7 November 2024.



# **MINUTES**

## **Arts and Culture Advisory Committee**

**7 November 2024**

**MINUTES OF NARRANDERA SHIRE COUNCIL  
ARTS AND CULTURE ADVISORY COMMITTEE  
HELD AT THE NARRANDERA LIBRARY - YOUTH SPACE  
ON THURSDAY, 7 NOVEMBER 2024 AT 3.30PM**

**1 PRESENT**

Chair Julie Briggs, Ms Aanya Whitehead, Cr Sue Ruffles, Observers Cr Tracey Lewis, CDM Sue Killham

**2 APOLOGIES**

**COMMITTEE RESOLUTION**

Moved: Cr Sue Ruffles

Seconded: Ms Aanya Whitehead

That apologies from Ms Lindee Russell be received and accepted.

**CARRIED**

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil.

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Cr Sue Ruffles

Seconded: Ms Aanya Whitehead

That the minutes of the Arts and Culture Advisory Committee held on 1 August 2024 be confirmed.

**CARRIED**

## **5 REPORTS**

### **5.1 PROJECTS AND ASSETS MANAGER REPORT**

#### **COMMITTEE RESOLUTION**

Moved: Ms Aanya Whitehead

Seconded: Cr Sue Ruffles

That Committee:

1. Receive and note building maintenance and improvement works programmed by the Projects and Assets Manager.

**CARRIED**

### **5.2 REVENUE AND EXPENDITURE REPORT 2024-25**

#### **COMMITTEE RESOLUTION**

Moved: Ms Aanya Whitehead

Seconded: Cr Sue Ruffles

The Committee

Acknowledges the 2024-25 Budget Report as of October 2024.

**CARRIED**

### **6.3 REVIEW OF THE EXISTING TERMS OF REFERENCE AND FUTURE DIRECTION OF THE COMMITTEE**

#### **COMMITTEE RESOLUTION**

Moved: Cr Sue Ruffles

Seconded: Ms Aanya Whitehead

That the Committee:

1. Considers the existing Terms of Reference and makes recommendations to Council where changes are considered necessary
2. The Committee wishes to highlight the following potential amendments to the Terms of Reference for Council's consideration:
  - Under 3. Volunteer Groups – The Committee wishes to recognise The Photography Club and Narrandera Community Radio as Arts/Cultural Groups that the Committee will Liaise with.
  - Under 7 Method of Determining Members - alter “via social media, print media” to read “Via all available Public and Council media platforms” to recognise the role that Council Newsletters and Community Radio play in the dissemination of information.

**CARRIED****6 GENERAL BUSINESS**

1. The Committee requested that, as a means of increasing usage of the Arts Centre, Council, through its website and social media, promote the Centre and advertise its availability as a venue for Arts and Cultural events.
2. A Copy of the Narrandera Arts and Community Centre Growth Strategy to be tabled for discussion and updating at each meeting

**7 NEXT MEETING****TBA****8 MEETING CLOSE****Meeting Closed at 4.55pm**

**The minutes of this meeting were approved by the Chairperson (magiQ #768808) and will be presented to the next meeting for confirmation.**



**22.6 RAILWAY STATION FACILITY ADVISORY COMMITTEE - MINUTES - 7 NOVEMBER 2024**

**Document ID: 768967**

**Author: Community Development Manager**

**Authoriser: Deputy General Manager Corporate and Community**

**Attachments: 1. Railway Station Facility Advisory Committee Minutes - 7 November 2024**

**RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Railway Station Facility Advisory Committee held on Thursday 7 November 2024.



# **MINUTES**

## **Railway Station Facility Committee**

**7 November 2024**

**MINUTES OF NARRANDERA SHIRE COUNCIL  
RAILWAY STATION FACILITY COMMITTEE  
HELD AT THE NARRANDERA RAILWAY ROOMS  
ON THURSDAY, 7 NOVEMBER 2024 AT 10.00AM**

**1 PRESENT**

Chair Josie Middleton, Ms Barbara Bryon, Mr Tony Taylor, Mr Tony Andracchio, Cr Sue Ruffles, Observer Sue Killham,

**2 APOLOGIES**

**COMMITTEE RESOLUTION**

Moved: Mr Tony Taylor

Seconded: Ms Barbara Bryon

That apologies from Mr Bob Manning be received and accepted.

**CARRIED**

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Mr Tony Taylor

Seconded: Ms Barbara Bryon

That the minutes of the Railway Station Facility Committee held on 23 May 2024 be confirmed.

**CARRIED**

**5 REPORTS****6.1 REVENUE AND EXPENDITURE BUDGET 2024-2025****COMMITTEE RESOLUTION**

Moved: Mr Tony Taylor

Seconded: Mr Tony Andracchio

The Committee:

1. Acknowledges the 2024-25 Budget Report as of October 2024

**CARRIED**

**6.2 ACTION LIST - UPDATES ON PREVIOUS MATTERS****COMMITTEE RESOLUTION**

Moved: Mr Tony Andracchio

Seconded: Mr Tony Taylor

That the Committee:

1. Receive and note the Action List and Updates on Previous Matters
2. Requests CDM to continue to follow up with NSW Trains with regard to opening and cleaning of toilets to service Rail Bus as well as Train services.

**CARRIED**

### **6.3 REVIEW OF THE EXISTING TERMS OF REFERENCE AND FUTURE DIRECTION OF THE COMMITTEE**

#### **COMMITTEE RESOLUTION**

Moved: Ms Barbara Bryon

Seconded: Mr Tony Taylor

That the Committee:

1. Considers the existing Terms of Reference and makes recommendations to Council where changes are considered necessary:
2. The Committee recommends the following with regard to an updated Terms of Reference:
  - i. That the Committee meets 4 times per year with the first meeting to include the AGM.
  - ii. Objectives are amended to reflect the Narrandera Shire Council's CSP.
  - iii. That it is important to ensure that the Committee includes a representative of the two user groups, Narrandera Community Radio and NACNET.

**CARRIED**

### **6 GENERAL BUSINESS**

Nil

### **7 NEXT MEETING**

### **8 MEETING CLOSE**

**Meeting Closed at 11.30am**

**The minutes of this meeting were approved by the Chairperson (magiQ #768948.) and will be presented to the next meeting for confirmation.**

**22.7 NARRANDERA - LEETON SHIRE COUNCILS JOINT AIRPORT MANAGEMENT COMMITTEE - MINUTES - 26 NOVEMBER 2024**

**Document ID: 769368**

**Author: Traffic Airport Engineer**

**Authoriser: Deputy General Manager Infrastructure**

**Attachments: 1. Narrandera - Leeton Shire Councils Joint Airport Management Committee Minutes - 26 November 2024**

**RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Narrandera - Leeton Shire Councils Joint Airport Management Committee held on Tuesday 26 November 2024.

**MINUTES OF NARRANDERA SHIRE COUNCIL  
NARRANDERA - LEETON SHIRE COUNCILS JOINT AIRPORT MANAGEMENT  
COMMITTEE  
HELD AT THE COUNCIL CHAMBERS  
ON TUESDAY, 26 NOVEMBER 2024 AT 2.00PM**

**1 PRESENT**

Chair Mayor Cr Neville Kschenka, Cr Jenny Clarke OAM, GM George Cowan, DGMI Shane Wilson, Leeton - Cr Boston Edwards, Leeton - GM Jackie Kruger, WM Matt Vogeles, Minute Taker Andrew Pearson

**2 APOLOGIES**

**COMMITTEE RESOLUTION**

Moved: Cr Jenny Clarke OAM  
Seconded: Chair Mayor Cr Neville Kschenka

That apologies from Leeton - Cr Michael Kidd and Leeton - DECD Michelle Evans be received and accepted. **CARRIED**

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Cr Jenny Clarke OAM  
Seconded: DGMI Shane Wilson

That the minutes of the Narrandera - Leeton Shire Councils Joint Airport Management Committee held on 25 March 2024 be confirmed. **CARRIED**

**5 REPORTS**

**6.1 REVIEW OF AIRPORT OPERATIONAL AND CAPITAL WORKS 2023/24**

**COMMITTEE RESOLUTION**

Moved: Leeton - GM Jackie Kruger  
Seconded: Cr Jenny Clarke OAM

That this item is received, and the information noted. **CARRIED**

NSC Deputy General Manager Infrastructure provided an update of the operational and capital works for the completed 2023/24 year. The reduced flight schedules continue to impact revenue including forecasts for the 2024/25 year.

The committee were advised that in recent months the following activities had occurred:

- Annual obstacle limitation survey (OLS)
- Annual airport manual validation
- Survey, set out and line marking of additional threshold and turn pad markings to comply with CASA Manual of Standards

(these were statutory requirements of CASA in the operation of a certified airport).

## **6.2 AIRPORT OPERATIONAL AND CAPITAL WORKS 2024/25**

### **COMMITTEE RESOLUTION**

Moved: Chair Mayor Cr Neville Kschenka

Seconded: Cr Jenny Clarke OAM

That this item is received, and the information noted.

**CARRIED**

The purpose of this report was to update the Narrandera – Leeton Airport Management Committee with the budget fees, charges and capital works for the 2024/25 financial year for the operation of the Narrandera – Leeton Airport. The current budget, fees, charges and capital works were considered at the previous meeting of the committee held 25 March 2024.

The focus of this years capital works based on RPT services is the renewal of the primary and secondary wind indicators (windsocks).

The committee were also updated on initial scoping and costing for a 2025/26 project to renew the underground electrical supply cable from the lighting room to the primary wind indicator. This electrical supply cable believed to be the original wiring (estimated pre 1970s) has deteriorated to a condition that will progressively fail to illuminate the primary indicator. Council continues to source funding opportunities for this cabling upgrade in 2025/26 and if successful it is possible that the overall cost could be up to 50% funded.

## **6.3 DRAFT AIRPORT FUTURE CAPITAL WORKS**

### **COMMITTEE RESOLUTION**

Moved: Leeton - Cr Boston Edwards

Seconded: Cr Jenny Clarke OAM

That this item is received and the information noted.

**CARRIED**



The purpose of this report was to provide both Council's an indication of expected future capital works aligned with the joint Council memorandum of understanding focussed on the retention of RPT services. It did not include any compliance or legislative requirement that may evolve in the years ahead.

As with any long term capital works program there remains variables and unknowns. The current unknown being the long term future of Regional Express and or a future carrier along with the type of aircraft they will operate. What impact will a larger RPT aircraft have re potential security screening, size of apron, terminal, other compliance etc.?

It is expected that ongoing change is inevitable and the need to adapt and re-prioritise planned capital works aligned with retention of RPT services will occur regularly throughout the current term of both Councils.

## **6.4 REGIONAL EXPRESS FLIGHT SCHEDULES AND PASSENGER NUMBERS**

### **COMMITTEE RESOLUTION**

Moved: Leeton - GM Jackie Kruger  
Seconded: Cr Jenny Clarke OAM

1. That this item is received, and the information noted.
2. That a joint Council delegation meet with Regional Express executives to discuss flight schedules and the importance of continued RPT services to the communities of Narrandera and Leeton.

**CARRIED**

NSC Deputy General Manager Infrastructure updated the committee on current flight schedules and a recent announcement by the federal government of an extension of the voluntary administration until 30 June 2025.

The reduced flight schedule has had a significant impact on forecasted revenue and a conservative estimate has been forecast for the current 2024/25 and 2025/26 years.

Whilst passenger numbers had recovered somewhat through 2022, 2023 compared to the COVID years. It is evident that 2024 will see a reduction in passenger numbers to a projected estimate of 6,000 based on the current passenger numbers to 31 October 2024.

Discussion then took place on the need to lobby Regional Express executives of the need to reintroduce an early morning flight to Sydney and return same day evening flight.

The current schedule of 11.00am depart to Sydney and 3.30pm return flight is inadequate for any day only business such as meetings or medical appointments.

It was agreed by the committee that a joint Council delegation meet with Regional Express executives to discuss flight schedules and the importance of continued RPT services to the communities of Narrandera and Leeton.

## 6.5 GENERAL BUSINESS

### COMMITTEE RESOLUTION

Moved: Leeton - GM Jackie Kruger

Seconded: Chair Mayor Cr Neville Kschenka

That this item is received, and the information noted.

**CARRIED**

**6.5.1** - NSC Deputy General Manager advised the committee that Council were pursuing a flood protection levee study for Irrigation Way.

**6.5.2** - LSC General Manager asked about the ongoing AAPA flight training at the airport. The committee were advised that training continues to occur at the airport.

**6.5.3** – Cr Clarke OAM sought an update on the type of aircraft utilising the airport. Typical aircraft included small jet's, occasional defence training, Air Ambulance and daily freight.

**6.5.4** – LSC General Manager asked that appreciation be conveyed to all involved with the airport operations and compliance.

**6.5.5** – NSC General Manager advised that there will be local tourist promotion advertising in the Inflight Magazine that is circulated on RPT flights in early 2025.

## 7 NEXT MEETING

31 March 2025 – 2.00pm Council Chambers.

## 8 MEETING CLOSE

**Meeting Closed at 2.43pm**

**The minutes of this meeting were approved by the Chairperson (magiQ # 769746) and will be presented to the next meeting for confirmation.**

**22.8 BETTERING BARELLAN ADVISORY COMMITTEE - MINUTES - 27 NOVEMBER 2024**

**Document ID:** 769513

**Author:** Community Development Manager

**Authoriser:** Deputy General Manager Corporate and Community

**Attachments:** 1. **Bettering Barellan Advisory Committee Minutes - 27 November 2024**

**RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Bettering Barellan Advisory Committee held on Wednesday 27 November 2024.



# **MINUTES**

## **Bettering Barellan Committee Meeting**

**27 November 2024**

**MINUTES OF NARRANDERA SHIRE COUNCIL  
BETTERING BARELLAN COMMITTEE MEETING  
HELD AT THE TBA  
ON WEDNESDAY, 27 NOVEMBER 2024 AT 2.30PM**

**1 PRESENT**

Chairperson Donna Robertson, Member Nola Trembath, Member Jane Snaith, Member Fiona Kibble, Observer Val Hawker, Observer Jackie Overs, Observer Sue Killham,

**2 APOLOGIES**

**COMMITTEE RESOLUTION**

Moved: Mrs Nola Trembath  
Seconded: Member Fiona Kibble

That apologies from Mrs Heather White, Ms Lesley Bandy and Cr Cameron Rouse be received and accepted.

**CARRIED**

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Member Jane Snaith  
Seconded: Member Fiona Kibble

That the minutes of the Bettering Barellan Committee Meeting held on 22 May 2024 be confirmed.

**CARRIED**

## **5 REPORTS**

### **6.1 PROJECT AND ASSETS MANAGER REPORT**

#### **COMMITTEE RECOMMENDATION**

Moved: Member Fiona Kibble

Seconded: Member Jane Snaith

That Committee:

1. Note the building maintenance and improvement works programmed by the Projects and Assets Manager.

### **6.2 REVENUE AND EXPENDITURE REPORT 2024-25**

#### **COMMITTEE RESOLUTION**

Moved: Mrs Nola Trembath

Seconded: Member Fiona Kibble

That Committee:

1. Acknowledges the 2024-25 Revenue and Expenditure Report as of October 2024

**CARRIED**

### **6.3 REVIEW OF THE EXISTING TERMS OF REFERENCE AND FUTURE DIRECTION OF THE COMMITTEE**

#### **COMMITTEE RESOLUTION**

Moved: Member Jane Snaith

Seconded: Member Fiona Kibble

That the Committee:

1. Considers the existing Terms of Reference and makes recommendations to Council where changes are considered necessary
2. Noted that with the exception of ensuring advertising for the Committee that will be seen in Barellan they were happy with the current Terms of Reference.

**CARRIED**

**6 GENERAL BUSINESS**

1. The committee discussed issues being experienced when cleaning the non-slip flooring in the Hall Toilets.  
*CDM has contacted Projects and Assets who have made contact with the manufacturers with regards to a solution which will be passed on to the committee and Barellan Hall users.*
2. The Committee expressed concern at the excess water charges for the hall due to the toilet issue. They queried whether unauthorised use of the hose at the dump point to fill Tote Tanks could possibly be an additional issue.  
*CDM to investigate*
3. Committee request CDM to provide Customer Request Forms at all meetings.
4. Upon discussion the Committee decided to move meetings from 2.30pm on Wednesday to 4.00pm on a Tuesday to facilitate Member and Councillor availability.

**7 NEXT MEETING**

Tuesday 4.00pm

Date TBA

Commercial Hotel

**8 MEETING CLOSE**

**Meeting Closed at 3.45pm**

**The minutes of this meeting were approved by the Chairperson (magiQ #769511...) and will be presented to the next meeting for confirmation.**

**22.9 AUDIT, RISK AND IMPROVEMENT COMMITTEE - MINUTES - 28 NOVEMBER 2024**

**Document ID:** 769581

**Author:** Senior Customer Service Administration Officer

**Authoriser:** Deputy General Manager Corporate and Community

**Attachments:** 1. Audit, Risk and Improvement Committee Minutes - 28 November 2024

**RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Audit, Risk and Improvement Committee held on Thursday 28 November 2024.



**MINUTES OF NARRANDERA SHIRE COUNCIL  
AUDIT, RISK AND IMPROVEMENT COMMITTEE  
HELD AT THE COUNCIL CHAMBERS  
ON THURSDAY, 28 NOVEMBER 2024 AT 10.00AM**

**1 PRESENT**

**Members:** Chairperson John Batchelor (T), Mrs Gayle Murphy, Mr Stewart Todd (T)

**Observers:** GM George Cowan, Cr Cameron Lander, DGMCC Cian Middleton, GEM Craig Taylor, Phil Swaffield of the National Audits Group (T), Minute Taker Mel Gilmour

(T) = attendance using Teams

**2 APOLOGIES**

Nil

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the minutes of the Audit, Risk and Improvement Committee held on 10 October 2024 be confirmed.

**CARRIED**

## 5 REPORTS

### 6.1 FINAL MANAGEMENT LETTER - 2023-2024 EXTERNAL AUDIT

#### COMMITTEE RESOLUTION

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the Audit, Risk and Improvement Committee:

1. Receive and note the Management Letter on the final phase of the Audit for the year ended 30 June 2024.
2. Receive a progress report at the next Committee meeting, scheduled to be held March 2025, providing an update on the status of prior year Management Letter actions.

**CARRIED**

### 6.2 INTERNAL AUDIT REPORTS

#### COMMITTEE RESOLUTION

Moved: Mr Stewart Todd

Seconded: Mrs Gayle Murphy

That the Audit, Risk and Improvement Committee:

1. Support the findings, recommendations and management comments for the Succession Planning internal audit.
2. Include the recommendations from the Succession Planning internal audit into the Monitoring of Audit Recommendations and Actions spreadsheet.
3. Note the verbal comments from National Audits Group on progress to date on the Community Transport also the Investments internal audits.
4. Review the existing Internal Audit program at the March 2025 meeting.

**CARRIED**

### 6.3 CORPORATE PSYCHOSOCIAL RISK ASSESSMENT

#### COMMITTEE RESOLUTION

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the Audit, Risk and Improvement Committee:

1. Receive and note the briefing of the Corporate Psychosocial Risk Assessment & Management Plan conducted by R & R Corporate Health, as detailed in this report.

**CARRIED**

## **6.4 GENERAL MANAGER'S REPORT**

### **COMMITTEE RESOLUTION**

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the Audit, Risk and Improvement Committee:

1. Receive and note the report by the General Manager.

**CARRIED**

The General Managers report was dealt with following Item 6.5 due to prior commitments of the General Manager – the GM George Cowan joined the meeting at 10.54am then left the meeting at 11:10am.

## 6.5 MONITORING OF AUDIT RECOMMENDATIONS AND ACTIONS

### COMMITTEE RESOLUTION

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

## 6.5 MONITORING OF AUDIT RECOMMENDATIONS AND ACTIONS

A lengthy discussion took place in relation to this Report.

Of concern to the Committee was the lack of progress with respect to recommendations and agreed actions arising from a number of Internal Audit reports.

As a result of discussions, the following recommendation was put forward -

### COMMITTEE RESOLUTION

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the Audit, Risk and Improvement Committee:

1. Review and support the comments against each line item in the attached Audit Recommendations and Actions document.
2. Where the line item has been completed or no further action is required, that the line item be removed from viewing within the document but retained within the document dataset for future reference.
3. Recommends that the Council's fire wardens complete their emergency evacuations plans as per Action Plan # 25 Evacuation Preparedness as a priority as this is deemed to be a high risk area.
4. Be provided with answers at the March 2025 meeting to the following questions in respect to the Actions pertaining to recommendations from IA reports for Fleet Management, Grants Management, Events Management, and WHS Management—
  - How realistic are/were the original dates for completion of respective Actions?
  - Are there conflicting resource issues affecting completion?
  - Are completion of Actions aligned to KPI's for responsible officers?
  - Is the NSC ELT discussing progress on these IA Recommendations /Actions at its meetings?
5. Recommend to Council that consideration be given to using part of any available funding for Internal Audits to address outstanding Recommendations and Actions

**CARRIED**

The GM George Cowan joined the meeting at 10:54am where Item 6.4 was dealt with following Item 6.5.

**6.6 ARIC MEMBERS - DESIGNATED PERSONS FOR CODE OF CONDUCT PURPOSES****COMMITTEE RESOLUTION**

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the Audit, Risk and Improvement Committee:

1. Note that the Chairperson and Independent Members should complete the 'Disclosures Councillors and Designated Persons Return' and lodge the completed return with the Governance and Engagement Manager, and
2. That the matter of whether ARIC members are deemed to be Designated Persons be clarified with the Office Local Government and the matter be reviewed at the March 2025 meeting.

**CARRIED**

**6.7 AMENDMENT TO THE 5 MARCH 2025 MEETING DATE****COMMITTEE RESOLUTION**

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the Audit, Risk and Improvement Committee:

1. Determine an alternate date for the meeting scheduled for Wednesday 5 March 2025.
2. Have determined that Tuesday 4 March 2024 be the alternate meeting date.

**CARRIED**

**6.8 ENDORSEMENT OF 2025-26 MEETING SCHEDULE****COMMITTEE RESOLUTION**

Moved: Mrs Gayle Murphy

Seconded: Mr Stewart Todd

That the Audit, Risk and Improvement Committee:

1. Endorse the proposed 2025-26 Meeting Schedule, as detailed below-
  - Wednesday 13 August 2025
  - Wednesday 1 October 2025
  - Thursday 27 November 2025
  - Wednesday 4 March 2026
  - Wednesday 3 June 2026

**CARRIED**

**6 GENERAL BUSINESS**

Nil

**7 NEXT MEETING**

Tuesday 4 March 2025 at 10am

**8 MEETING CLOSE**

**Meeting Closed at 11:25am**

**The minutes of this meeting were approved by the Chairperson (MAGIQ Doc ID 769721) and will be presented to the next meeting for confirmation.**

**22.10 ABORIGINAL ELDERS LIAISON - MINUTES - 25 NOVEMBER 2024**

**Document ID: 769921**

**Author: Council Administration Assistant**

**Authoriser: General Manager**

**Attachments: 1. Aboriginal Elders Liaison Minutes - 25 November 2024**

**RECOMMENDATION**

That Council:

1. Receives and notes the Minutes of the Aboriginal Elders Liaison held on Monday 25 November 2024.



# **MINUTES**

## **Aboriginal Elders Liaison Meeting**

**25 November 2024**

Unconfirmed



**MINUTES OF NARRANDERA SHIRE COUNCIL  
ABORIGINAL ELDERS LIAISON MEETING  
HELD AT THE EMERGENCY OPERATIONS CENTRE  
ON MONDAY, 25 NOVEMBER 2024 AT 12PM FOR 12.30PM**

The meeting commenced at **12.44pm**

**WELCOME TO COUNTRY** by Elder Jennifer Johnson

**ACKNOWLEDGEMENT OF COUNTRY** by Mayor Kschenka

*I would like to acknowledge the Wiradjuri people who are the Traditional Custodians of the Land. I would also like to pay respect to their people both past and present and extend that respect to other Aboriginal Australians who are present.*

**MINUTE SILENCE**

Mayor Kschenka led a Minute Silence in honour of the several passings of community members who have passed since we last met.

**1 PRESENT**

Chair Mayor Cr Neville Kschenka, Elder Cherry Johnson, Elder Jennifer Johnson, Elder Joy Ingram, Elder Lee Reavley, MLHD Leonie Flack, GM George Cowan, CLO Nyoka Prior

**2 APOLOGIES**

**COMMITTEE RESOLUTION**

Moved: Elder Joy Ingram

Seconded: Elder Cherry Johnson

That apologies from Cr Braden Lyons, Elder Alice Christian, Elder Brenda Poole, Elder Brenda Prior, Elder Bonita Byrne, Elder Cindy Christian, Elder Clem Christian, Elder Colleen Ingram, Elder Collin Ingram, Elder David Ivanoff, Mr Dean Ingram, Elder Dexter Briggs, Elder Hank Lyons, Elder Graham Byrne, Elder Jean Galluzzo, Elder John Bamblett, Elder Leo Williams, Elder Michael Lyons, Elder Natalie Bright, Elder Nita Salafia, Elder Owen Lyons, Elder Paul Prior, Elder Robert Carroll, Elder Ronny Williams, Elder Tommy Lyons, Elder Tracey Prior, MLHD Shaun Lyons, Observer Vivian Christian, CSM and Stacie Mohr be received and accepted.

**CARRIED**

**3 BUSINESS ARISING FROM PREVIOUS MINUTES**

Nil

**4 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**COMMITTEE RESOLUTION**

Moved: Elder Jennifer Johnson

Seconded: Elder Lee Reavley

That the minutes of the Aboriginal Elders Liaison Meeting held on 23 September 2024 be confirmed.

**CARRIED**

## 6.2 DESTINATION DISCOVERY HUB - INTERPRETIVE CONTENT

### COMMITTEE RESOLUTION

Moved: Elder Jennifer Johnson

Seconded: Elder Joy Ingram

That the Aboriginal Elders Liaison Group:

1. Receives and notes the amendments to the draft content to be included in the Destination Discovery Hub Interpretive Panel and provide further feedback as required.
2. Elders agreed to recognise the Baiame Community.
3. Are the elders comfortable in sharing information on sacred sites including birthing trees, scar trees and other sites of importance? If yes, information and images on these will be provided in the coming weeks if Elders agree to share the information.
  - a) Show items to display in the DDH, but not pinpoint the actual locations of these sites.
  - b) List Rocky Waterholes, Murdering Island, Sandhills.
  - c) Walk-a-bout from Hay to Koori Beach.
  - d) Reach out to Jason Lyons to see if he can check the National Archives for photos of the Rocky Waterholes and to see if he knows the name of the book which has more updated information on the Sandhills.
  - e) Nyoka and Elder Lee Reavley to reach out to Elder Roley Williams for more information on more stories.
4. Background information about the Hill 60 map required. If possible, stories from local Elders from Hill 60 could be gathered. If endorsed, the Committee to nominate suitable Elders to read and record the narrative that would be included in the display.
  - a) Speak with Clarry Higgins to seek more information on the Sandhills.
  - b) Have a gathering of Elder women to tell their stories.
  - c) Geoffrey Johnson to possibly use his voice for the interpretive stories.
  - d) Instead of Hill 60, keep the Sandhills name.
  - e) Consult with Elder Michael Lyons for more stories.
  - f) Jennifer and Cherry to find the letter from Cherry's grandfather, to be placed on the Wiradjuri Honour Wall possibly.
  - g) Another category on the Wiradjuri Honour Wall for Arts and Culture.
  - h) Happy to use the nominations from NAIDOC week as a starting point for nominations for the new category, before next AELG meeting.
  - i) The family name "Glyde" to be placed on the wall .
  - j) Location and size of Wirdajuri Country in Australia/NSW.
  - k) Outline where Narrandera is in Wiradjuri Country.
  - l) Include details of waterways/rivers that run through.
  - m) Sandhills Map – Without full names. Map could advise family names and location of homes.
  - n) Elders did voice that the map attached to Agenda was missing houses. Suggested by elders that Jason Lyons could possibly follow this up.

**CARRIED**

## 5 REPORTS

### 5.1 12.30PM - INTRODUCTION - NYOKA PRIOR

#### COMMITTEE RESOLUTION

Moved: Chair Mayor Cr Neville Kschenka

Seconded: Elder Jennifer Johnson

That the Aboriginal Elders Liaison Group:

1. Welcomes Nyoka Prior, NSC Community Liaison Officer.

**CARRIED**

### 5.2 INTERPRETIVE DISPLAY - HILL 60 MAP

#### COMMITTEE RESOLUTION

Moved: Elder Cherry Johnson

Seconded: Elder Joy Ingram

That the Aboriginal Elders Liaison Group:

1. Reviews and provide feedback on the design and layout of the Hill 60 Map, for inclusion in the Destination and Discovery Hub fit out.
2. Change name on map, from Hill 60 to Sandhills.

**CARRIED**

### 5.3 WIRADJURI HONOUR WALL - NEW NOMINATIONS

#### COMMITTEE RESOLUTION

Moved: Elder Jennifer Johnson

Seconded: Elder Joy Ingram

That the Aboriginal Elders Liaison Group:

1. Endorses nominations for new names for inclusion on the Wiradjuri Honour Wall for:
  - 1) Service to the Community.
    - David Ivanoff
    - Wally Scott (Glyde)
  - 2) Outstanding Sports Achievements.
    - David Ivanoff
  - 3) Sandhills Family Names.
    - Glyde (Scott)

**CARRIED**

## 5.4 GUEST REQUEST - NSW POLICE FORCE OFFICERS

### COMMITTEE RESOLUTION

Moved: Elder Cherry Johnson

Seconded: Elder Joy Ingram

That the Aboriginal Elders Liaison Group:

1. Endorses the request for Officer Weymouth and an Officer from the Corrective Services Unit, to attend the next scheduled AELG meeting.

**CARRIED**

## 6 GENERAL BUSINESS

### Elder Cherry Johnson

Koori Beach Signage. Have a celebration for when the sign goes up at the beach.

### GM George Cowan

Make application to Crown to get approval for Koori Beach sign.

## 6.1 UPDATES ON PREVIOUS MATTERS

### COMMITTEE RESOLUTION

Moved: Elder Jennifer Johnson

Seconded: Elder Joy Ingram

That the Aboriginal Elders Liaison Group:

1. Receive and discuss the Updates on Previous Matters.

Note – Nothing further to add from today's meeting.

**CARRIED**

## Yarning Circle at the Narrandera Hospital

### Leonie Flack

Yarning Circle. Nearing completion. An Official Opening Ceremony will be held next year. Would like to have Elders place their hand prints on to the retaining wall with their names.



### 7 NEXT MEETING

Monday 24 February 2025 - 12pm Light Lunch = 12.30pm Meeting - EOC  
*With members to bring a fellow AELG member along with them.*

### 8 MEETING CLOSE

Meeting Closed at 1.51pm

**The minutes of this meeting were approved by the Chairperson (magiQ #769941) and will be presented to the next meeting for confirmation.**

**23 STATUTORY AND COMPULSORY REPORTING – DEVELOPMENT SERVICES REPORTS**

**23.1 DEVELOPMENT & ENVIRONMENT SERVICES ACTIVITIES - NOVEMBER 2024**

**Document ID: 768680**

**Author: Administration Assistant**

**Authoriser: Deputy General Manager Infrastructure**

**Theme: Statutory and Compulsory Reporting – Development Services**

**Attachments: Nil**

**RECOMMENDATION**

That Council:

1. Receives and notes the Development Services Activities Report for November 2024.

**PURPOSE**

The purpose of this report is to inform Council of Development Applications and other development services provided during November 2024.

**BACKGROUND**

**Development & Complying Development Applications**

A summary of Development and Complying Development Applications processed during the reporting month/s detailed in the following table:

<b>Stage Reached</b>	<b>November</b>
Lodged	2
Stop-the-Clock / Under Referral / Awaiting Information	0
Determined	6

The value of Development and Complying Development Applications approved by Council during the reporting month/s is detailed in the following tables:

Development Type	2024-2025			
	NOVEMBER		Year to Date	
	Number	Value \$	Number	Value \$
Residential	4	\$ 524,500	16	\$ 4,516,037
Industrial	0	\$ -	0	\$ -
Commercial	2	\$ 512,820	7	\$ 2,728,629
Rural Residential	0	\$ -	1	\$ 120,000
Subdivisions	0	\$ -	1	\$ -
Other	0	\$ -	0	\$ -
<b>TOTAL</b>	<b>6</b>	<b>\$ 1,037,320</b>	<b>25</b>	<b>\$ 7,364,666</b>

Under the provisions of section 4.59 of the Environmental Planning and Assessment Act Narrandera Shire Council determined the following development applications, applications for modification of development consents and complying development certificate applications during the reporting month.

No	Type	Address	Development Type	Determination	STC / RFI Days	ACTIVE Business Days
015-24-25	L	14-16 Waratah St NARRANDERA	Shed (residential)	Conditionally Approved	-	10
016-24-25	L	120 Audley St NARRANDERA	Signage	Conditionally Approved	-	10
017-24-25	L	107 Elizabeth St NARRANDERA	Shed (residential)	Conditionally Approved	-	10
018-24-25	L	154 Reas Ln GILLENBAH	Micro Solar	Conditionally Approved	-	18
019-24-25	L	4 Camelia Dr NARRANDERA	Dwelling	Conditionally Approved	-	10
020-24-25	L	5 Chantilly St	Shipping Container (storage)	Conditionally Approved	-	10

Type explanation

Local (L) – Delegated authority	Merit based assessment where development consent is required. Target determination time of 40 business days.
Council (L/C)	Local development determined by Council at an ordinary meeting.
Integrated (I)	Merit based assessment where approval from other authorities, such as RMS, RFS, DPI, is required in addition to development consent. The referral process extends the target determination time to 60 business days.

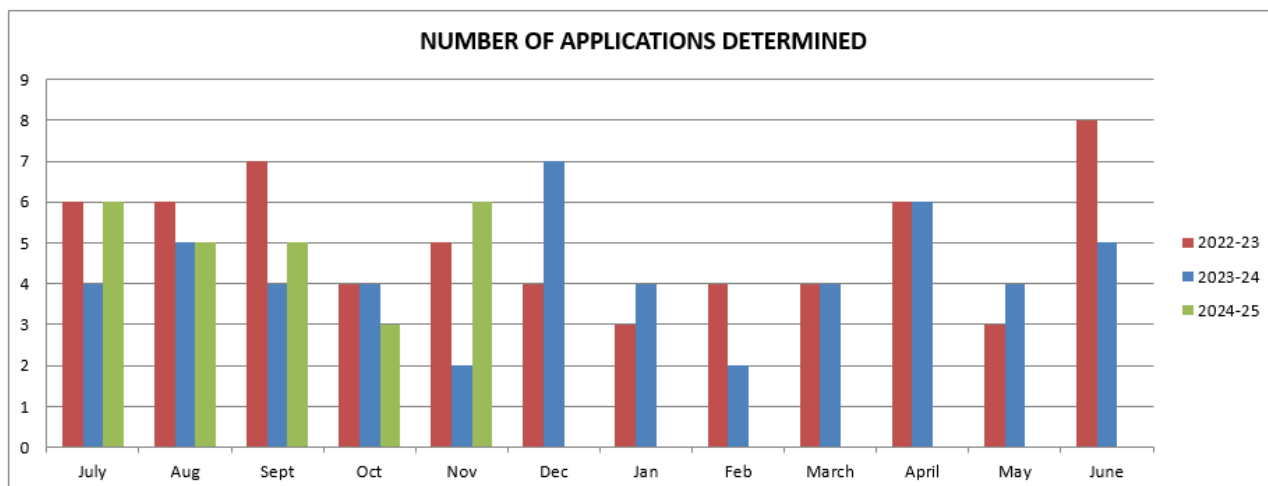
Modification (M)	Revision of previously approved application. No target determination time. Development value figures not included in table below.
Stop the Clock (STC)	Calculation of active days stops while additional information required to complete the assessment is obtained from the applicant.
Complying (CDC)	Fast track approval process without the need for a full development application if specific criteria are met.

Comparison determination times

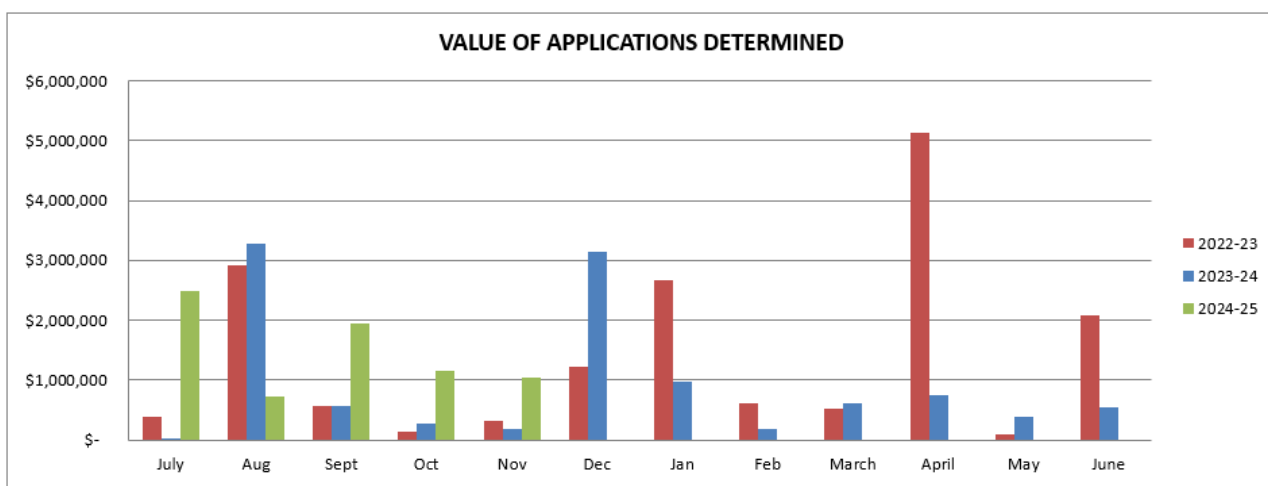
2020-21	Narrandera Shire Council average	30 days
2021-22	Narrandera Shire Council average	25 days
2022-23	Narrandera Shire Council average	18.6 days
2023-24	Narrandera Shire Council average YTD	12.2 days



This graph details the comparative number of Development and Complying Development Applications determined by month by month over the past three years.



This graph details the comparative value of Development and Complying Development Applications determined by month over the past three years.



\*2022-23 June figures exclude \$14,200,758 for industrial workshop

### Certificates Issued

A summary of other development services activities undertaken during the reporting month is detailed in the following table:

Certificate Type	November
Construction Certificates	3
Building Certificates	-
Subdivision Certificates	-
Occupation Certificates / Certificates of Completion	2
Section 10.7 (previously 149) Certificates	32
Swimming Pool Compliance Certificates	-
S68 Approvals	-

**Construction Activities**

A summary of Critical Stage building inspections undertaken during the reporting month is detailed in the following tables:

<b>Building Surveyor Inspections</b>	<b>November</b>
Critical Stage Inspections	11

**Compliance Activities**

A summary of compliance services activities undertaken during the reporting month is detailed in the following tables:

<b>Companion Animal Activity – Dogs</b>	<b>November</b>
Impounded	11
Returned	3
Rehomed	9

<b>Companion Animal Activity – Cats</b>	<b>November</b>
Impounded	33
Returned	-
Rehomed	28

<b>Compliance Activity</b>	<b>November</b>
Call outs	15
Infringement warnings/fines issued	4
Menacing/Dangerous dog incidents	-

**RECOMMENDATION**

That Council:

Receives and notes the Development Services Activities Report for November 2024.

**24 STATUTORY AND COMPULSORY REPORTING – FINANCIAL / AUDIT REPORTS**

**24.1 STATEMENT OF INVESTMENTS - SEPTEMBER 2024**

**Document ID:** 753745

**Author:** Finance Manager (Responsible Accounting Officer)

**Authoriser:** Deputy General Manager Corporate and Community

**Theme:** Statutory and Compulsory Reporting – Financial / Audit

**Attachments:** Nil

**RECOMMENDATION**

That Council:

1. Receives and notes the Statement of Investments as at 30 September 2024.

**PURPOSE**

The purpose of this report is to provide details to Council of its investment portfolio as at 30 September 2024, and confirm that Council’s Responsible Accounting Officer has certified that the investments listed have been made in accordance with the *Local Government Act 1993* (“the Act”), the *Local Government (General) Regulation 2021* (“the Regulation”) and Council’s Investment Policy.

**SUMMARY**

In accordance with clause 212 of the Regulation, the Responsible Accounting Officer must provide Council with a monthly written report setting out details of Council’s investments under section 625 of the Act. The report must also include certification that Council’s investments have been made in accordance with the Act, the Regulation, and Council’s adopted Investment Policy.

*Table 1*, below, summarises the value of Council’s investments. As illustrated, Council’s investments totalled \$32,414,513.16 as at 30 September 2024.

*Table 1 Summary of Council’s investments as at 30 September 2024*

<b>Fund</b>	<b>Balance</b>
General	23,092,917.40
Water	6,289,832.39
Sewerage	2,973,360.53
Trust	58,402.84
<b>Total</b>	<b>32,414,513.16</b>

**BACKGROUND**

The actual interest income to 30 September 2024 is \$362,812 which compares favourably with the budget of \$265,000.

The income statement reports the actual cash received for the year and varies to the amount reported here.

Included in this report are the following items that highlight Council's investment portfolio performance for the month and an update on the investment environment:

- a. Council's investment for the month
- b. Application of Investment Funds
- c. Investment Portfolio Performance
- d. Investment Commentary
- e. Responsible Officer Certification
- a. **Council Investments**

<b>Council Term Deposits</b>					
<b>Borrower</b>	<b>Value</b>	<b>%</b>	<b>Yield</b>	<b>Rating</b>	<b>Maturity</b>
National Australia Bank (On call)	121,111.23	0.37%	1.15%	A-1+	30 Sep 2024
National Australia Bank	1,000,000.00	3.09%	5.25%	A-1+	4 Oct 2024
National Australia Bank	1,000,000.00	3.09%	5.40%	A-1+	30 Oct 2024
National Australia Bank	1,000,000.00	3.09%	5.15%	A-1+	11 Nov 2024
National Australia Bank	1,000,000.00	3.09%	5.35%	A-1+	26 Nov 2024
National Australia Bank	1,000,000.00	3.09%	5.25%	A-1+	4 Dec 2024
National Australia Bank	1,000,000.00	3.09%	5.10%	A-1+	24 Dec 2024
National Australia Bank	200,000.00	0.62%	5.45%	A-1+	1 Jul 2025
National Australia Bank	1,000,000.00	3.09%	5.35%	A-1+	11 Jul 2025
Commonwealth Bank	1,000,000.00	3.09%	5.02%	A-1+	20 Jan 2025
Commonwealth Bank	1,000,000.00	3.09%	4.85%	A-1+	3 Feb 2025
Commonwealth Bank	1,000,000.00	3.09%	4.95%	A-1+	11 Mar 2025
Commonwealth Bank	1,000,000.00	3.09%	4.90%	A-1+	10 Apr 2025
Commonwealth Bank	1,000,000.00	3.09%	5.07%	A-1+	14 Apr 2025
Commonwealth Bank	1,000,000.00	3.09%	4.94%	A-1+	19 May 2025
Commonwealth Bank	1,000,000.00	3.09%	4.94%	A-1+	5 Jun 2025
Suncorp	1,000,000.00	3.09%	5.42%	A-1	2 Dec 2024
Suncorp	1,000,000.00	3.09%	5.23%	A-1	21 Jan 2025
Suncorp	1,000,000.00	3.09%	5.07%	A-1	28 Jan 2025
Suncorp	1,000,000.00	3.09%	5.04%	A-1	25 Mar 2025
Suncorp	1,000,000.00	3.09%	5.25%	A-1	30 Apr 2025
Bendigo Bank	1,000,000.00	3.09%	5.18%	A-2	14 May 2025
Bendigo Bank	1,000,000.00	3.09%	5.13%	A-2	26 Jun 2025
IMB	1,000,000.00	3.09%	5.05%	A-2	10 Feb 2025
Westpac Bank	1,000,000.00	3.09%	5.25%	A-1+	23 Oct 2024
Westpac Bank	1,000,000.00	3.09%	4.98%	A-1+	19 Nov 2024
Westpac Bank	1,000,000.00	3.09%	5.10%	A-1+	23 Dec 2024
Westpac Bank	1,000,000.00	3.09%	5.15%	A-1+	9 Jan 2025
Westpac bank	1,000,000.00	3.09%	5.16%	A-1+	28 Feb 2025
Westpac Bank	1,034,999.09	3.20%	5.13%	A-1+	3 Mar 2025
Westpac Bank	1,000,000.00	3.09%	5.29%	A-1+	30 May 2025
Westpac Bank	1,000,000.00	3.09%	5.31%	A-1+	12 Jun 2025
Westpac Bank	1,000,000.00	3.09%	4.83%	A-1+	28 Aug 2025
Westpac Bank	1,000,000.00	3.09%	4.94%	A-1+	2 Sep 2025
<b>Total Council Funds</b>	<b>32,356,110.32</b>	<b>100%</b>			
<b>Trust Term Deposits</b>					
<b>Borrower</b>	<b>Value</b>	<b>%</b>	<b>Yield</b>	<b>Rating</b>	<b>Maturity</b>
National Australia Bank (Art)	58,402.84	100.00%	5.20%	A-1+	1 Aug 2025
<b>Total Trust Funds</b>	<b>58,402.84</b>	<b>100%</b>			

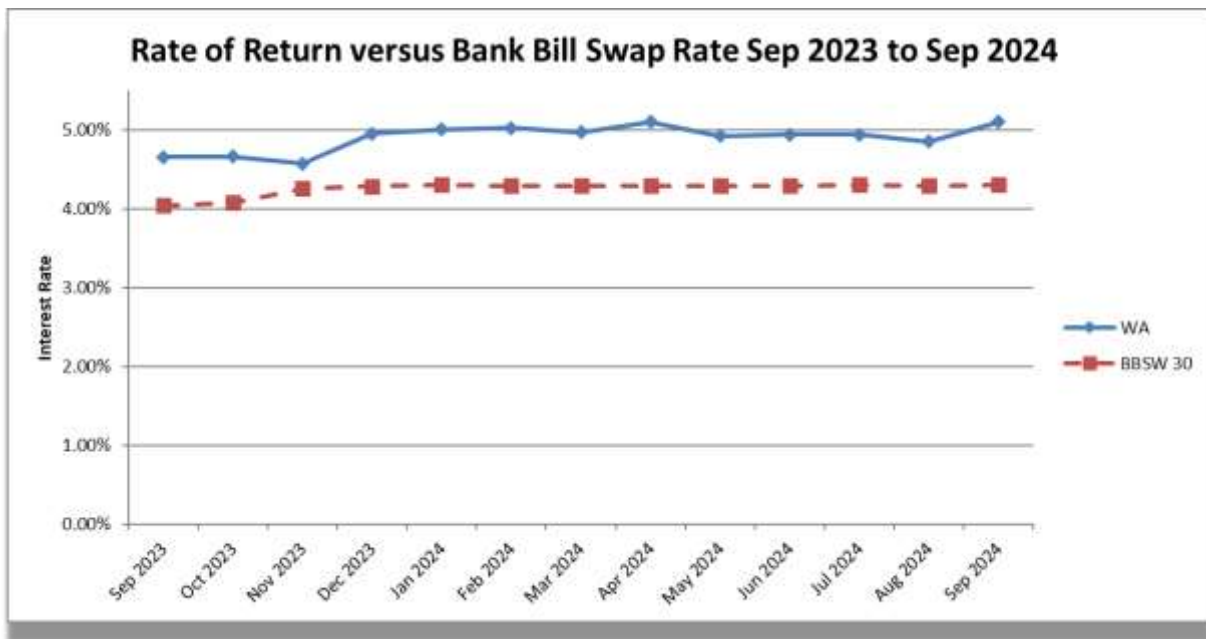
Individual Limits					
Institution	Rating		Value	Council %	
Bendigo Bank	BBB+	A2	\$ 2,000,000.00	6.2%	<b>Max 10%</b>
Elders Rural Bank	BBB+	A2	\$ -	0.0%	<b>Max 10%</b>
IMB	BBB	A3	\$ 1,000,000.00	3.1%	<b>Max 10%</b>
NAB	AA-	A1+	\$ 7,379,514.07	22.8%	<b>Max 35%</b>
Suncorp	A+	A1	\$ 5,000,000.00	15.4%	<b>Max 25%</b>
StGeorge	AA	A1+	\$ -	0.0%	<b>Max 35%</b>
Macquarie Bank	A+	A1	\$ -	0.0%	<b>Max 25%</b>
Commonwealth Bank	AA-	A1+	\$ 7,000,000.00	21.6%	<b>Max 35%</b>
Westpac	AA-	A1+	\$ 10,034,999.09	31.0%	<b>Max 35%</b>

**b. Application of Investment Funds**

Application of Restricted Funds		
Allocation	Description	\$'000
External Restrictions	Water Supply	\$ 6,290
	Sewer Supply	\$ 2,973
	Developer Contributions	\$ 559
	Waste Management	\$ 1,647
	Unexpended Grants	\$ 5,739
	Stormwater	\$ 41
	Crown Lands	\$ 423
Internally Restricted	Discretion of Council	\$ 14,562
Unrestricted	Allocated to current budget	\$ 181
<b>Total</b>		<b>\$ 32,415</b>

**c. Investment Portfolio Performance**

Monthly Investment Performance				
Period Ending	Investments	Weighted	BBSW 30	Variance
Sep 2023	31,320,457.99	4.66%	4.05%	0.61%
Oct 2023	31,771,481.68	4.67%	4.08%	0.59%
Nov 2023	34,022,087.16	4.58%	4.26%	0.32%
Dec 2023	34,023,576.24	4.96%	4.29%	0.67%
Jan 2024	33,075,007.62	5.01%	4.31%	0.70%
Feb 2024	33,075,903.95	5.03%	4.30%	0.73%
Mar 2024	31,611,721.32	4.98%	4.30%	0.68%
Apr 2024	27,812,376.68	5.11%	4.30%	0.81%
May 2024	28,462,881.68	4.93%	4.30%	0.63%
Jun 2024	31,204,406.83	4.95%	4.30%	0.65%
Jul 2024	36,208,784.99	4.95%	4.31%	0.64%
Aug 2024	35,812,613.44	4.86%	4.30%	0.56%
Sep 2024	32,414,513.16	5.11%	4.31%	0.80%



**d. Investment Commentary**

The investment portfolio decreased by \$3,398,100 during September, with the next investment reaching maturity on 4 October 2024. Term deposit interest rates remained stable during September.

**Responsible Officer Certification**

I hereby certify that the investments listed above have been made in accordance with section 625 of the *Local Government Act 1993*, clause 212 of the *Local Government (General) Regulation 2021* and Council’s Investment Policy.

Council’s Investment Policy was reviewed and adopted on 15 March 2024.

**RECOMMENDATION**

That Council:

Receives and notes the Statement of Investments as at 30 September 2024.

**25 STATUTORY AND COMPULSORY REPORTING – OTHER REPORTS**

Nil



**PUBLIC MEETING CLOSES**

*At this point, members of the Gallery and Press are advised that Council will now move into Closed Session of Council for the consideration of the Confidential Items. They are asked to leave the Chambers and advised that they may return to the Chambers if they wish, upon resumption of Open Council.*

**26 CONFIDENTIAL BUSINESS PAPER REPORTS****RECOMMENDATION**

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 10A(2) of the *Local Government Act 1993*:

**26.1 2025 Australia Day Awards Nominations and Event Update**

This matter is considered to be confidential under Section 10A(2) - a of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with personnel matters concerning particular individuals (other than councillors).

**26.2 Australia Day Planning Advisory Committee - Minutes - 21 November 2024**

This matter is considered to be confidential under Section 10A(2) - a of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with personnel matters concerning particular individuals (other than councillors).

**26.3 Endacom Pty Ltd**

This matter is considered to be confidential under Section 10A(2) - di, dii and diii of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it, information that would, if disclosed, confer a commercial advantage on a competitor of the council and information that would, if disclosed, reveal a trade secret.

**RETURN TO PUBLIC MEETING**

*At this point, members of the Gallery and Press may return to the Chambers for the conclusion of the meeting.*